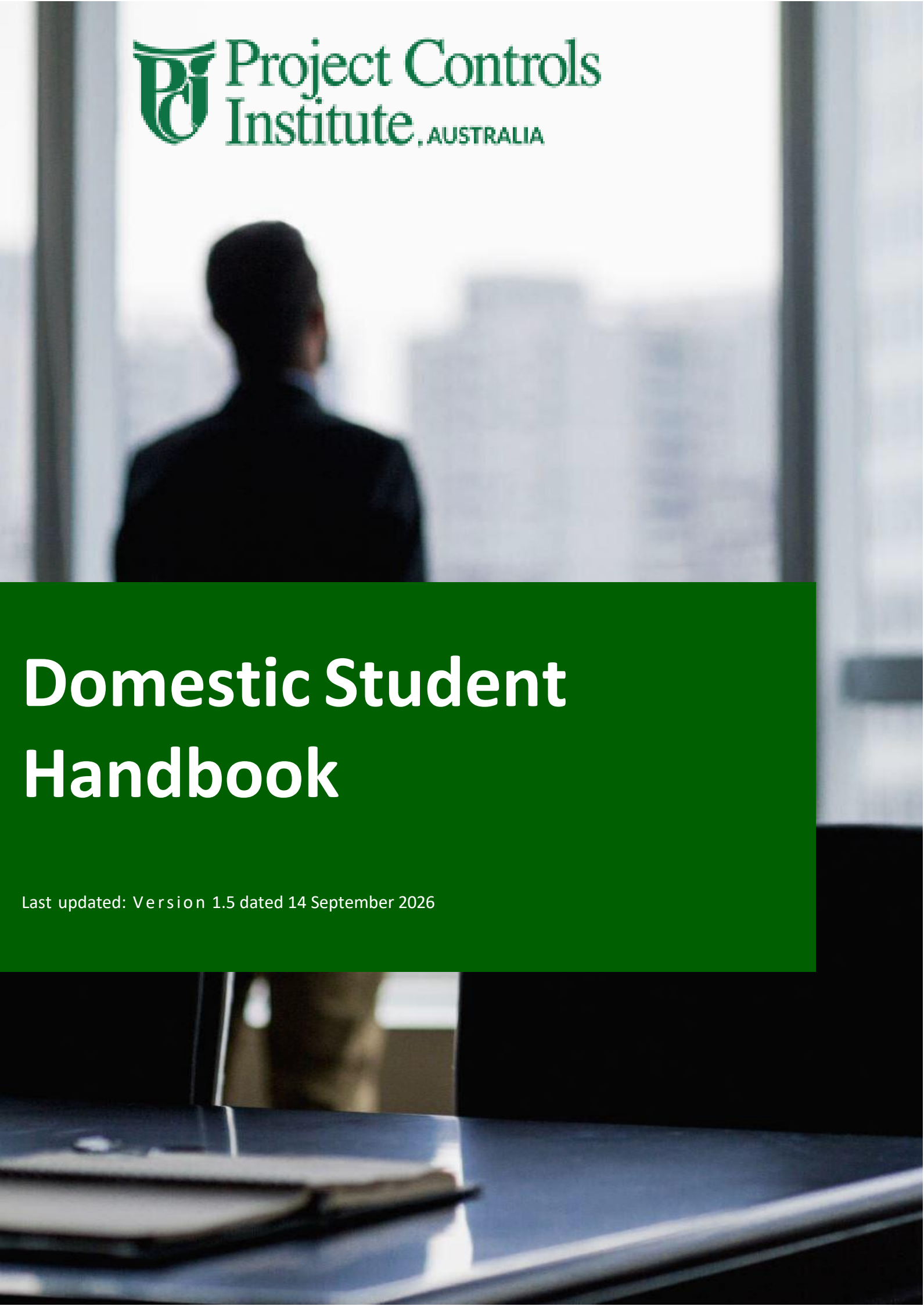


Project Controls Institute, AUSTRALIA

Domestic Student Handbook

Last updated: Version 1.5 dated 14 September 2026

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Version Control

PCI MAY AMEND THIS DOCUMENT FROM TIME TO TIME TO ALIGN WITH ANY REGULATORY CHANGES OR UPDATES.

Document Name	Version	Approved	Policy Owner	Effective	Review
Advisory Board Structure and Charter	1.3	Exec Director	CEO	30.09.2026	30.03.2027
RTO	RTO 45806 Australian Open Learning t/a Project Controls Institute ABN: 21 635 030 081				
Version History	V1.0 – Original Document, including the new 2025 Standards for Registered Training Organisations (RTO's) Adaptation to Domestic				
	V1.1 – Added more 2025 Standards for Registered Training Organisations (RTO's)				
	V1.2 – Added more 2025 Standards for Registered Training Organisations (RTO's) and CRICOS requirements				
	V1.3 – Added more 2025 Standards for Registered Training Organisations (RTO's) and CRICOS requirements Adaptation to Domestic				
	V1.4 – Added enrolment extension fee requirements, CEO discretion for fee waiver or reduction, enrolment expiry provisions				
	V1.5 – Added updated document footer to reflect current provider, CRICOS and contact details.				

Note!

"This handbook forms part of your Student Agreement. You will be required to confirm you have read and understood its contents prior to enrolment. You will find the Student Declaration this on the last page of the Domestic Student Handbook"

A Message from our CEO

Welcome to Australian Open Learning t/a Project Controls Institute, Australia, (PCI) and thank you for considering us as your training provider. We are pleased to support you on your learning journey and to be part of your experience.

At Project Controls Institute, Australia, we pride ourselves on delivering high-quality training that is practical, relevant, and aligned with industry expectations. Our focus is on creating a learning environment that is supportive, engaging, and designed to help you succeed. We continually review and improve our training, resources, and delivery methods to ensure they remain current and effective.

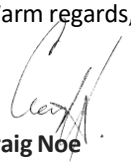
We recognise that your experience extends beyond gaining knowledge and skills. It is also about building confidence, connecting with others, and becoming part of a learning community. We encourage you to engage, ask questions, and make the most of every opportunity during your time with us.

This Student Handbook has been developed as a helpful guide to support you throughout your studies. It provides important information about your course, as well as the policies, processes, and responsibilities that will assist you along the way.

As CEO, I want to assure you that our team is here to support you at every stage of your journey. Your success is important to us, and we are committed to providing the guidance and resources you need to achieve it.

Thank you again for choosing Project Controls Institute, Australia. I look forward to hearing about your progress and wish you every success in your studies.

Warm regards,



Craig Noe

Chief Executive Officer (CEO)
Australian Open Learning t/a Project Controls Institute, Australia

About Us

Welcome to Australian Open Learning, t/a Project Controls Institute, Australia. This Student Handbook has been developed to provide you with clear and comprehensive information about your rights, responsibilities, and the services available to you throughout your learning journey.

As a Registered Training Organisation (RTO), we are committed to delivering high-quality, nationally recognised training that meets the requirements of the Australian vocational education and training (VET) system. Our programs are designed to support your professional development while ensuring that training and assessment practices align with industry expectations and regulatory standards.

This handbook outlines key information regarding enrolment, course delivery, assessment processes, student support services, and the policies that govern your experience with us. It is important that you read and understand this document prior to commencing your course, as it forms part of your agreement with the PCI Institute.

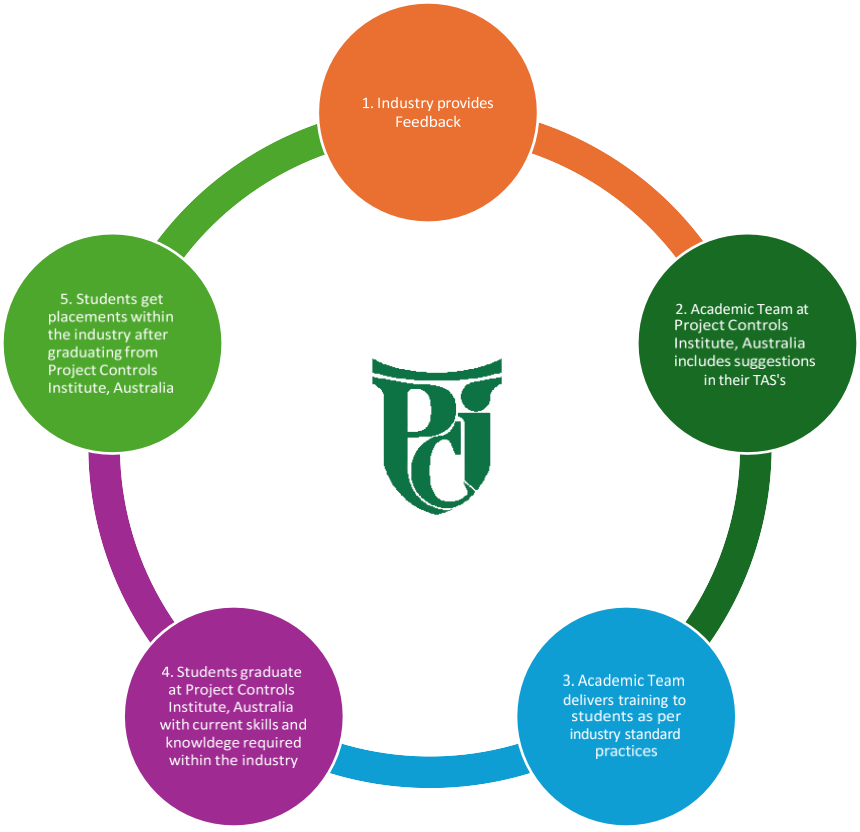
It outlines key processes, policies and expectations that support your learning experience and help us maintain a high standard of education and student support.

The handbook includes essential information about:

- Courses and how to apply
- Support services available to you
- Important policies, including your rights and responsibilities as a student

We encourage you to take an active role in your learning, communicate openly with our team, and seek support whenever required. Our goal is to provide a supportive and professional environment that enables you to successfully achieve your qualification and apply your skills in the workplace. In turn you will be well-prepared to secure direct placements within the industry upon successful completion of their studies at PCI.

Further information and support will be provided during your Orientation program, which is designed to assist you in adjusting to study and to ensure you understand your course requirements and available support services.
PCI operates under a structured quality framework aligned to the 2025 Standards for Registered Training Organisations, ensuring all students receive consistent, compliant, and industry-relevant training and support.



RTO Overview

Legal Entity	AUSTRALIAN OPEN LEARNING PTY LTD
Trading Name	Project Controls Institute, Australia
RTO Number	45806
ABN	21 635 030 081
Registration Period	24 March 2022 to 23 March 2031
Scope of Registration	To review scope, click here

NATIONALLY RECOGNISED TRAINING

Our Vision

To be Australia's leading specialist institute in project controls and applied data-driven decision making, recognised for developing highly capable professionals who drive successful project outcomes across industry.

Our Mission

Project Controls Institute Australia is committed to delivering industry-relevant, high-quality vocational education that bridges the gap between theory and practice.

We achieve this by providing structured and contemporary learning programs in project controls and information technology, designed to strengthen analytical capability, enhance data-driven decision making, and support career advancement for our learners.

Through the integration of experienced industry practitioners, practical learning methodologies, and a strong focus on real-world application, we create an engaging and professional learning environment that meets the evolving needs of industry.

We operate with integrity, transparency and accountability, maintaining full compliance with regulatory standards while fostering a culture of continuous improvement.

By actively engaging with industry, stakeholders and learners, we ensure our programs remain relevant, responsive and aligned to the future of project delivery and professional practice.

* Please note though Project Controls Institute, Australia will make all efforts that majority of their students get placed within their industry or grow within their existing jobs by studying at Project Controls Institute, Australia, but Project Controls Institute, Australia does not guarantee a placement as an outcome of the course.

"Building capability in project controls through data, discipline and real-world application."

Industry focus and delivery model

Project Controls Institute Australia delivers specialised training aligned to the needs of infrastructure, construction, energy, defence and major project environments. Our Diploma of Project Controls is designed for working professionals, integrating real-world project methodologies with applied learning. The delivery model is primarily blended, combining structured online learning, facilitated workshops and workplace application.

This approach enables flexibility while ensuring industry relevance and practical competency. Training is supported by experienced industry practitioners, ensuring learners gain current, job-ready skills. The model supports both individual professionals and corporate clients, with scalable delivery that can be adapted to organisational needs and international cohorts.

PCI Key Focus Points

- Deliver high-quality, industry-relevant training that meets learner needs and supports real workplace outcomes
- Ensure transparent enrolment, support, and assessment processes prioritise student success and wellbeing
- Continuously improve student experience through feedback, compliance, and evidence-based quality assurance
- Industry-aligned to infrastructure, energy, defence and major projects
- Focus on project controls, governance and performance management
- Blended delivery: online learning and live workshops
- Workplace application integrated into assessment
- Delivered by experienced industry practitioners
- Flexible model for working professionals
- Scalable for corporate and international cohorts
- Supports both B2C and B2B delivery models
- Aligned to real-world tools, systems and methodologies
- Designed for job-ready, applied competency

Our Campus and Contact Details

Project Controls Institute, Australia is ideally situated in the heart of Melbourne City, Victoria. This area forms part of Melbourne's central business district (CBD), a prime location renowned for its dynamic atmosphere and rich cultural diversity. The Melbourne CBD is known for its thriving commercial and retail centres, with a wide selection of businesses, shops, cafes, restaurants and entertainment venues all within easy walking distance. The central location offers convenient access to an extensive range of amenities, making it highly suitable for students.

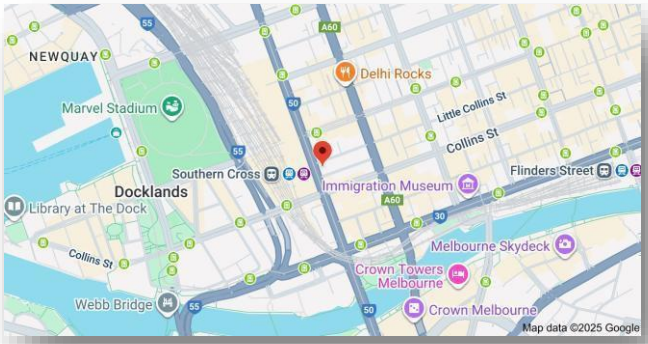
Our foremost goal is to deliver excellence by providing state-of-the-art equipment, creating an optimal learning environment, designing a relevant and up-to-date curriculum, and engaging highly qualified teachers and trainers with real-world industry experience. With these comprehensive measures, you will earn a qualification that is both respected and recognised within the industry.

PCI offers flexible delivery options to meet the needs of individuals and organisations across Australia. In addition to our standard delivery model, we have the capability to deliver training on-site at your workplace, at agreed training venues, or through virtual and online platforms. This allows students and corporate clients to access high-quality training in a format that suits their operational requirements and location.

Our experienced trainers can tailor delivery schedules and methods to support workforce development, ensuring minimal disruption to business activities while maintaining compliance with training and assessment standards and delivering a high-quality learning experience.

Campus Address:	Level 12, 120 Spencer Street Melbourne 3000	
Main Office Contact:	1300 755 317	
Admissions:	1300 755 317	
Student / Learning Support Services:	1300 755 317	
Finance: (Payments/refund/extensions)	accounts@projectcontrolsinstitute.com	
IT support:	aus@projectcontrolsinstitute.com	
24/7 Emergency Contact No:	1300 755 317	
Email:	aus@projectcontrolsinstitute.com	
Business Hours:	Monday to Fridays	8:00 am to 5.00pm
After Hours:	Monday to Friday, and Saturday to Sunday	24 hours via 1300 755 317

Site Map of Project Controls Institute, Australia



Level 12, 120 Spencer Street Melbourne 3000

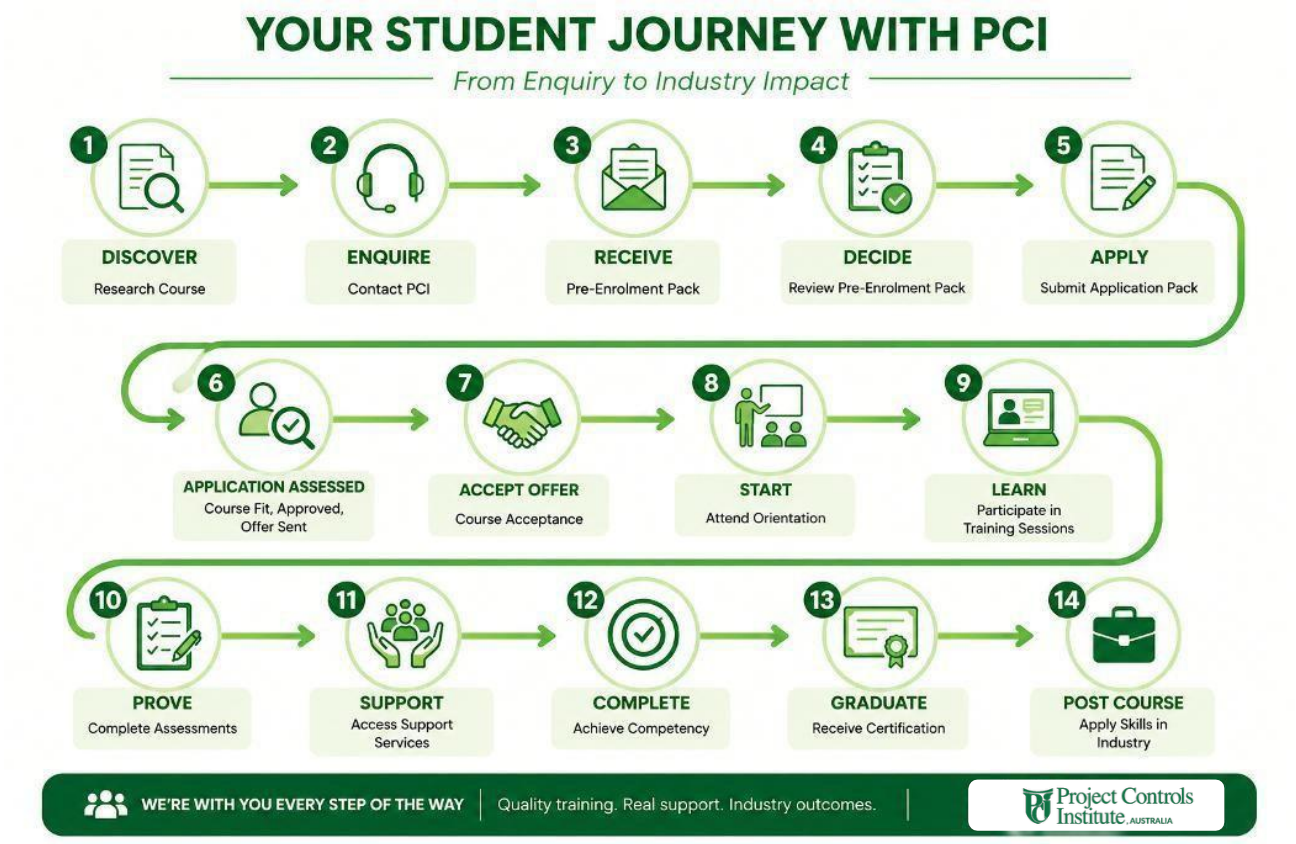


View from Southern Cross Rail Station – 120 Spencer Street

Your Learning Journey with PCI

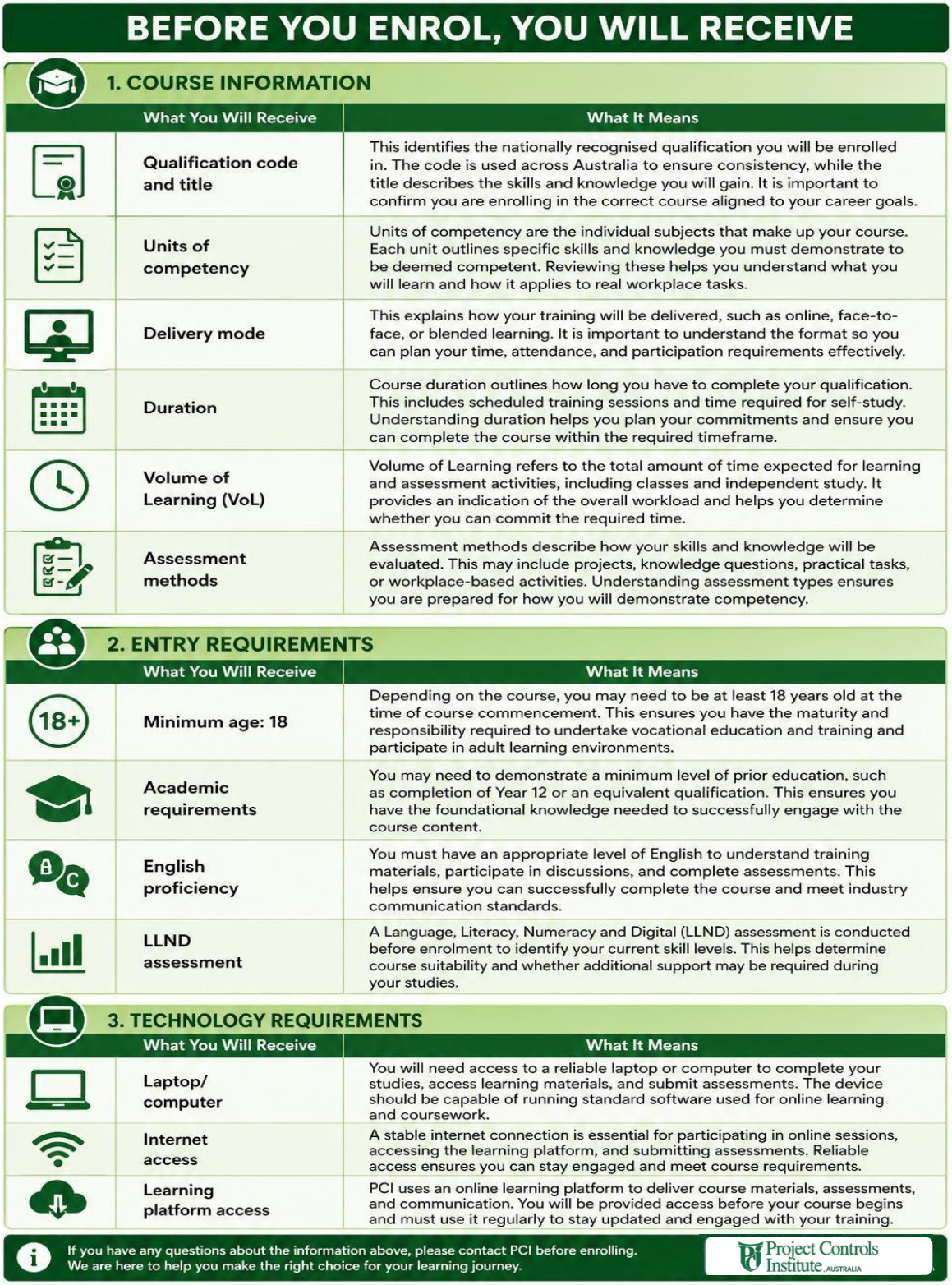
At Project Controls Institute, Australia (PCI), our commitment to your learning experience is carefully structured to support you from your first enquiry through to graduation and beyond. Our Student Journey outlines each stage of your engagement with us, ensuring clarity, consistency, and support at every step. From understanding your course options and completing enrolment, to participating in training, undertaking assessments, and receiving your qualification, each phase is designed to help you succeed. We actively monitor your progress and provide timely support where needed, ensuring you remain on track.

This structured approach reflects our commitment to delivering a high-quality, student-centred learning experience aligned with industry and regulatory expectations.



Pre-Enrolment Information

Before enrolling with Project Controls Institute, Australia (PCI), it is important that you are provided with clear and detailed information to help you make an informed decision about your study. This includes understanding the course structure, expectations, entry requirements, and the resources you will need to successfully complete your qualification. The pre-enrolment information is designed to ensure the course is suitable for your goals, experience, and circumstances. It also helps you prepare for your learning journey and understand the commitment required. Reviewing this information carefully will support your success and ensure you are confident in your decision to enrol.



BEFORE YOU ENROL, YOU WILL RECEIVE

1. COURSE INFORMATION

What You Will Receive	What It Means
Qualification code and title	This identifies the nationally recognised qualification you will be enrolled in. The code is used across Australia to ensure consistency, while the title describes the skills and knowledge you will gain. It is important to confirm you are enrolling in the correct course aligned to your career goals.
Units of competency	Units of competency are the individual subjects that make up your course. Each unit outlines specific skills and knowledge you must demonstrate to be deemed competent. Reviewing these helps you understand what you will learn and how it applies to real workplace tasks.
Delivery mode	This explains how your training will be delivered, such as online, face-to-face, or blended learning. It is important to understand the format so you can plan your time, attendance, and participation requirements effectively.
Duration	Course duration outlines how long you have to complete your qualification. This includes scheduled training sessions and time required for self-study. Understanding duration helps you plan your commitments and ensure you can complete the course within the required timeframe.
Volume of Learning (VoL)	Volume of Learning refers to the total amount of time expected for learning and assessment activities, including classes and independent study. It provides an indication of the overall workload and helps you determine whether you can commit the required time.
Assessment methods	Assessment methods describe how your skills and knowledge will be evaluated. This may include projects, knowledge questions, practical tasks, or workplace-based activities. Understanding assessment types ensures you are prepared for how you will demonstrate competency.

2. ENTRY REQUIREMENTS

What You Will Receive	What It Means
Minimum age: 18	Depending on the course, you may need to be at least 18 years old at the time of course commencement. This ensures you have the maturity and responsibility required to undertake vocational education and training and participate in adult learning environments.
Academic requirements	You may need to demonstrate a minimum level of prior education, such as completion of Year 12 or an equivalent qualification. This ensures you have the foundational knowledge needed to successfully engage with the course content.
English proficiency	You must have an appropriate level of English to understand training materials, participate in discussions, and complete assessments. This helps ensure you can successfully complete the course and meet industry communication standards.
LLND assessment	A Language, Literacy, Numeracy and Digital (LLND) assessment is conducted before enrolment to identify your current skill levels. This helps determine course suitability and whether additional support may be required during your studies.

3. TECHNOLOGY REQUIREMENTS

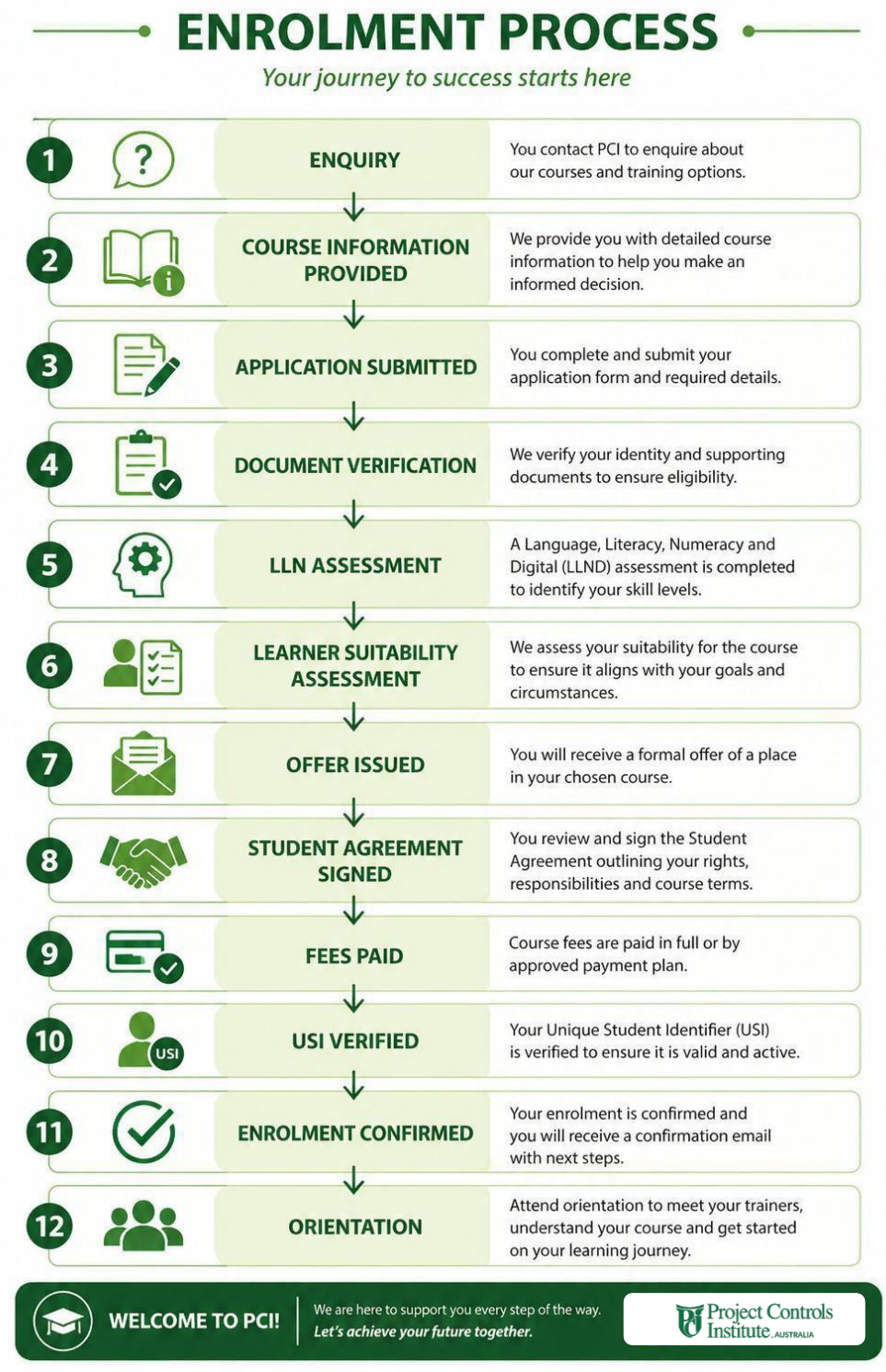
What You Will Receive	What It Means
Laptop/ computer	You will need access to a reliable laptop or computer to complete your studies, access learning materials, and submit assessments. The device should be capable of running standard software used for online learning and coursework.
Internet access	A stable internet connection is essential for participating in online sessions, accessing the learning platform, and submitting assessments. Reliable access ensures you can stay engaged and meet course requirements.
Learning platform access	PCI uses an online learning platform to deliver course materials, assessments, and communication. You will be provided access before your course begins and must use it regularly to stay updated and engaged with your training.

If you have any questions about the information above, please contact PCI before enrolling.
We are here to help you make the right choice for your learning journey.
Project Controls Institute, AUSTRALIA

Enrolment Process

The internal PCI enrolment process is designed to ensure you are placed in a course that is appropriate for your goals, skills, and circumstances. It provides a structured and transparent pathway from your initial enquiry through to confirmed enrolment and commencement of training. Each step is carefully managed to verify your eligibility, assess your suitability, and ensure you understand the course requirements and expectations.

This process supports informed decision-making and helps set you up for success. By following these steps, PCI ensures compliance with regulatory requirements while providing a smooth and supportive onboarding experience for all students.



Courses, Training and Assessment

Accredited Training

Code	Qualification Name	Delivery Mode
Current RTO Scope		
11147NAT	Diploma of Project Controls (*For Domestic Students only*)	Blended
ICT50220	Diploma of Information Technology	Blended
Proposed CRICOS Scope		
ICT50220	Diploma of Information Technology	Face to Face

NATIONALLY RECOGNISED TRAINING

Note: Please refer to website for policy Information documents: https://pci.edu.au/aus/student-policies-library

Course-Specific Information

At Project Controls Institute (PCI), we offer a range of specialised programs. To ensure accuracy and relevance, each course has its own Course Information Brochure. Students are required to refer to the relevant Course Information Brochures, which provides comprehensive details specific to their enrolled program and forms part of their enrolment information.

These brochures provide everything you need to know about your specific course. You can also find more information about the course you have selected, by:

- Course enrolment link
- Student portal (aXcelerate)
- PCI website

Simply click on the appropriate course links below.

- 11147NAT - Diploma of Project Controls
- ICT50220 - Diploma of Information Technology



Training and Assessment Approach

Training Delivery

Training is delivered through scheduled virtual workshops, supported by trainer-led instruction, group activities, and individual learning tasks. It is the expectation of Students to:

- **Attend required for all sessions**
  Students must attend all scheduled sessions to ensure consistent progress, meet competency requirements, and fully engage in learning activities.
  Exceptions will be granted for medical issues, employment operational requirements or family emergencies.
  Students will have the opportunity
- **Actively participate as required**
  Students are expected to actively contribute to discussions, activities, and group work to enhance learning and demonstrate understanding.
- **Complete self-directed learning requirements**
  Students must complete independent study tasks outside scheduled sessions to reinforce learning and successfully meet assessment requirements.

Trainers, Facilitators, and Assessors

All trainers and assessors at Project Controls Institute hold the required Training and Assessment (TAE) qualification and demonstrate current, relevant industry experience aligned to the courses they deliver. PCI ensures ongoing compliance with the ASQA 2025 Standards through regular participation in vocational education and training (VET) and industry professional development. This approach supports our high-quality training delivery, maintains trainer currency, and ensures students receive industry-relevant, contemporary learning outcomes.

Assessment Strategy

For all nationally accredited training courses and qualifications, assessments at PCI are competency-based. This means you will be assessed on your ability to demonstrate the skills and knowledge required for each unit of competency.

To achieve a Competent (C) outcome, you must successfully complete all required assessment tasks to a satisfactory standard. Assessment tasks are designed to:

- Reflect real workplace activities
- Align with current industry standards
- Be completed within realistic timeframes
- Incorporate workplace documentation and scenarios
- Require communication, teamwork, and problem-solving skills

Assessment may take place in a simulated workplace environment to ensure practical application of skills.

Assessment Methods

A variety of assessment methods are used to support different learning styles and ensure valid and reliable outcomes. These may include:

- Knowledge questions
- Research tasks
- Projects and case studies
- Role plays and practical demonstrations
- Assessor observations
- Group activities and discussions

Your trainer/assessor will explain all assessment requirements, due dates, and expectations at the start of each unit.

Assessment Outcomes

Assessment results are recorded as:

- Satisfactory (S) or Not Satisfactory (NS) for individual tasks
- Competent (C) or Not Yet Competent (NYC) for each unit

You must achieve a Satisfactory (S) result in all tasks to be deemed Competent (C) for a unit of competency.

Feedback and Reassessment

You will receive feedback on your assessment performance to support your learning and improvement.
If you are assessed as Not Yet Competent (NYC), you may be offered:

- The opportunity to resubmit assessment tasks
- Reassessment for specific tasks

If competency is still not achieved after reassessment attempts, you may be required to repeat the assessment. This may incur additional fees and may impact your course duration.

Submission of Assessments

All assessment tasks must be submitted by the due date and must include a signed declaration confirming the work is your own.
You are responsible for keeping copies of all submitted work. Late submissions or failure to submit assessments may impact your academic progress.

Referencing

Students are expected to acknowledge all sources of information used in their assessments. Referencing demonstrates that you have undertaken research and supports the academic integrity of your work. Failure to appropriately reference sources may be considered plagiarism.

PCI recommends the use of a recognised referencing style (e.g. Harvard referencing) for written assessments.
In general, referencing should include:

- The author's name
- Year of publication
- Source of information

A reference list should be included at the end of your work where applicable. If you are unsure how to reference correctly, you should seek guidance from your trainer/assessor.

Third Party Arrangements

PCI does not engage third-party providers in the delivery or assessment of its training products. Where third-party arrangements are established, PCI ensures they are formally governed, regularly monitored, and fully compliant with all regulatory requirements, including the ASQA 2025 Standards, to maintain quality, consistency, and accountability in training delivery.

Use of Artificial Intelligence

Artificial Intelligence (AI) and Large Language Models (LLMs) are increasingly being used in the workplace and educational facilities. PCI expects that all content generated while undertaking studies with us will be your own original work.
Students may use AI will be for assistive purposes only, not to create substantive content for assessment.

PCI has a plagiarism policy which sets out expectations regarding academic integrity and the methods we use to detect AI and LLMs in student assessments. The plagiarism policy also covers PCI's stance on cheating, collusion and other forms of plagiarism. Usage of text directly from AI or LLMs is plagiarism and is treated as such.

PCI provides students with further information about academic integrity during course orientation, and your trainer and assessor will also discuss this with you in class.

Reasonable Adjustment

Project Controls Institute is committed to providing equitable access to assessment. Reasonable adjustment may be applied where required to support students with individual needs, without compromising the integrity of the assessment.
If you require support, you should discuss this with your trainer/assessor.

Academic Integrity

You are expected to complete all assessment tasks honestly and independently.
Academic misconduct, including plagiarism, cheating, or copying another student's work, is not permitted and may result in disciplinary action, including a Not Yet Competent (NYC) result or further penalties.

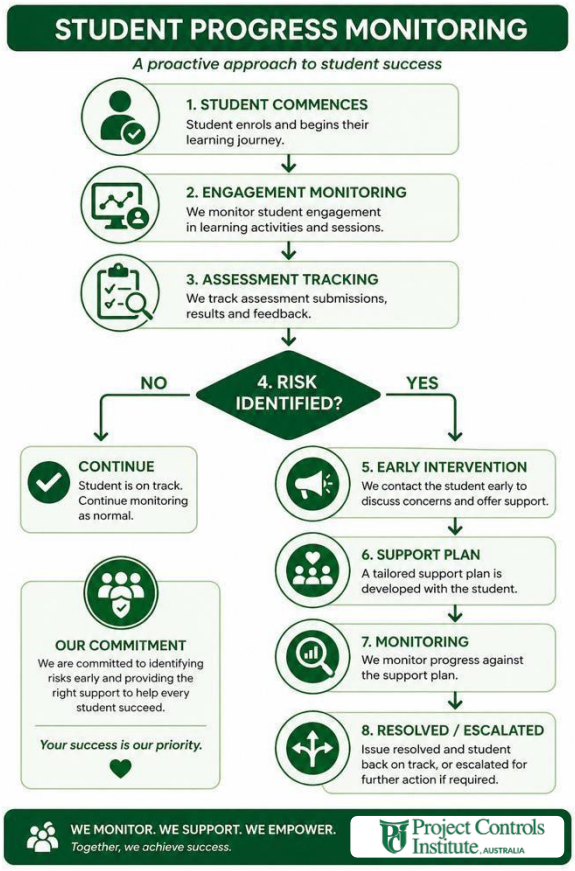
Assessment Appeals

If you are not satisfied with an assessment outcome, you have the right to appeal. Appeals must be submitted in writing within the required timeframe. Please refer to the Complaints and Appeals section of this handbook for further information.

STUDENT PROGRESS AND MONITORING

PCI conducts student progress monitoring to ensure every learner is supported to successfully complete their qualification. Using our LMS (aXcelerate) and regularly reviewing engagement, attendance, and assessment outcomes, PCI can identify students who may be at risk early and provide timely intervention.

This proactive approach helps prevent disengagement, improves learning outcomes, and ensures students remain on track. Progress monitoring also ensures that training and assessment practices are effective, fair, and aligned with regulatory requirements. Ultimately, it reflects PCI's commitment to student success, continuous improvement, and delivering a high-quality learning experience that meets both industry and compliance expectations.



At-Risk Indicators

Missed assessments
Failure to submit assessments on time may indicate dis-engagement and risk of falling behind academically.
[2 x missed assessments = PCI Intervention]

Low engagement
Limited participation in sessions or activities may suggest reduced motivation or difficulty understanding course content.
[> 80% attendance triggers Academic Manager intervention]

Repeated NYC
Consistently achieving Not Yet Competent (NYC) results indicates challenges meeting requirements and need for additional support.
[NYC x 2 = Student Support plan is engaged]

Student Support Services

PCI is committed to providing a supportive, inclusive, and responsive learning environment that assists students to successfully complete their training and achieve their learning goals. Student support begins before enrolment, continues through orientation, training and assessment, and remains available throughout the student journey. PCI provides support within the scope of training services and refers students to external providers for specialised services

All students are required to attend an orientation session before commencing their course. During orientation, students are introduced to course requirements, assessment expectations, learning systems, support services, key staff contacts, student responsibilities, and how to request assistance.

PCI can provide support services including:

Support Area	Support Available
Academic support	Study skills, trainer guidance, assessment clarification, feedback, and learning assistance.
LLND support	Language, Literacy, Numeracy and Digital support, including reasonable adjustment where appropriate.
Learning resources	Access to course materials, assessment instructions, templates, and learning platform guidance.
ICT support	Assistance with online systems, login access, learning platform navigation, and digital participation.
Access and equity	Support for students with diverse learning needs, disability, cultural needs, or personal circumstances.
Wellbeing support	Initial guidance and referral to external counselling, health, crisis, legal, or community services.
Progress support	Monitoring of attendance, engagement, assessment submissions, and early intervention where required.
Reasonable adjustment	Adjustments to support participation and assessment without compromising competency standards.

Students are encouraged to seek support as early as possible by speaking with their trainer, contacting student support staff, or requesting a confidential meeting. Support needs will be assessed on an individual basis and may result in a Student Support Plan, academic intervention, reasonable adjustment, or referral to an external service.

Internal support services are provided at no additional cost. Where external support services may involve a cost, students will be advised before referral. All personal information is handled confidentially and in accordance with privacy requirements.

PCI regularly reviews student support arrangements through student feedback, progress monitoring, complaints data, trainer feedback, and continuous improvement processes to ensure support services remain effective, accessible, and aligned with student needs.

Fees and Refunds

Payment of Fees

All fees are outlined in the Student Agreement in the pre-enrolment phase. PCI will provide the following:

- **Full fee breakdown**
  All course costs will be clearly outlined, including tuition, materials, administration fees, and any additional charges, ensuring full transparency before enrolment and no unexpected expenses. *(Fees policy)*

- **Payment terms**
  Fees must be paid according to the agreed schedule outlined in the Student Agreement, including upfront payments or approved instalment plans, to maintain active enrolment status. Fees must be paid in accordance with the agreed schedule. Failure to pay fees may result in:
  - Suspension of enrolment
  - Cancellation of enrolment

Refunds

- **Refund conditions** *(Refunds Policy)*
  Refunds are managed in accordance with PCI and may apply under specific circumstances, such as withdrawal prior to commencement or provider default, with clear eligibility criteria. Refunds may be issued:
  - Prior to course commencement
  - In cases of provider default

- **Cooling-off (if applicable)**
  Where applicable, students may withdraw within a specified cooling-off period after enrolment and receive a refund, in line with PCI policy and consumer protection requirements.

- Approved refunds will be processed within 28 days.

Enrolment Extension Fee

Standard Enrolment Duration

Students enrolled in a Diploma qualification are provided a standard enrolment duration of twelve (12) months from the date of commencement. This period is designed to provide sufficient time for students to complete all required training and assessment activities in accordance with the training plan established at enrolment.

Students are encouraged to monitor their own progress throughout their enrolment and to communicate with their trainer or student support contact at the earliest opportunity if they anticipate difficulty completing within the standard duration.

Enrolment Extension — Eligibility and Process

Where a student is unable to complete their qualification within the standard twelve (12) month enrolment period, an application for an extension of enrolment may be submitted to RTO management prior to the expiry of the current enrolment period.

Extensions will not be granted automatically. Each application will be considered on its merits, having regard to the student's progress, engagement with training and the circumstances giving rise to the extension request.

Extension periods are available in the following blocks:

• Three (3) month extension — Fee: $350
• Six (6) month extension — Fee: $650

Extension fees are payable in full at the time the extension is approved and prior to the commencement of the extended enrolment period. Extensions will not be activated until payment has been received and confirmed.

Extension fees are **non-refundable** once the extended enrolment period has commenced.

Rationale for Extension Fees

Extension fees reflect the ongoing cost to the RTO of providing trainer and assessor support, access to learning resources and administrative services beyond the standard enrolment period. These costs are incurred by the RTO regardless of the student's rate of progress and are not covered by the original enrolment fee.

CEO Discretion — Fee Waiver or Reduction

The Chief Executive Officer (or nominee) retains sole discretion to waive, reduce, or defer the extension fee in exceptional circumstances. In exercising this discretion, the CEO may have regard to, but is not limited to, the following factors:

• The student's demonstrated progress and engagement with training throughout the standard enrolment period
• Whether the delay in completion is attributable to circumstances beyond the student's reasonable control, including but not limited to serious illness, family crisis, or significant personal hardship
• Whether the student has maintained consistent communication with their trainer and acted in good faith in managing their studies
• The proportion of the qualification remaining to be completed at the time of the extension request

A request for fee waiver or reduction must be submitted in writing to the CEO at the time of the extension application and must include supporting documentation where relevant. The CEO's decision is final.

Students are advised that a history of limited engagement, repeated extensions, or failure to respond to trainer contact will be considered unfavourably in any discretionary review.

Expiry of Enrolment

Where a student does not complete their qualification within the standard enrolment period and does not apply for, or is not granted, an extension, their enrolment will be deemed withdrawn at the expiry date. The student will be issued with a Statement of Attainment for any units of competency completed and assessed as Competent prior to the expiry date, in accordance with the RTO's obligations under the Standards for RTOs 2025.

Re-enrolment following expiry may be possible subject to the currency of the training product and the RTO's enrolment criteria at the time of application. Re-enrolment fees will apply.

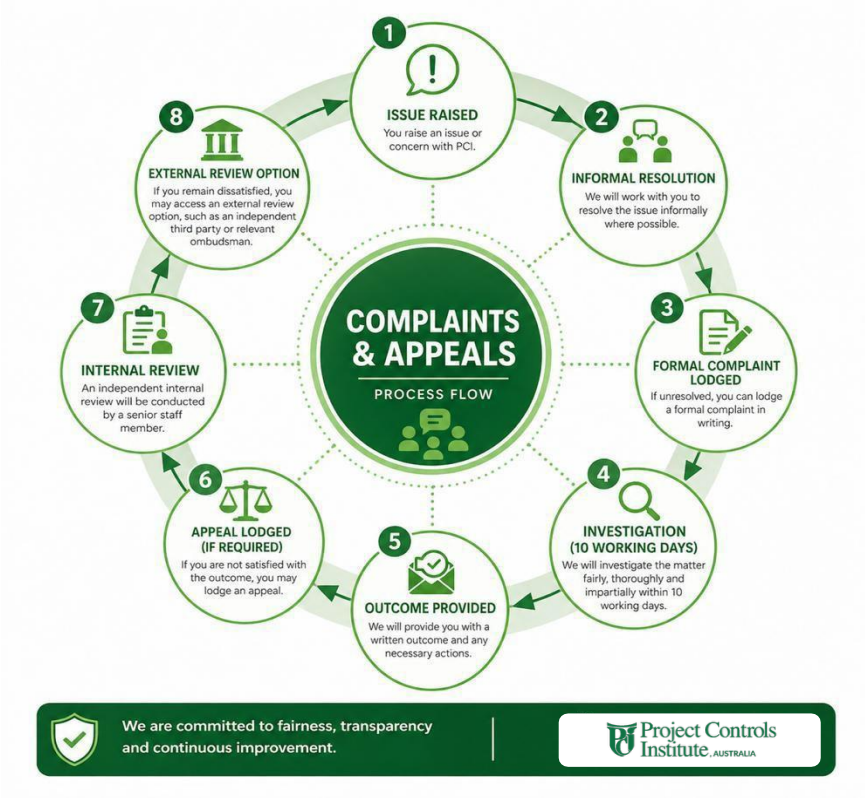
Complaints and Appeals

Project Controls Institute, Australia is committed to providing a fair, transparent, and accessible process for managing complaints and appeals. We encourage students to raise concerns promptly and without fear of disadvantage. All matters are handled confidentially, professionally, and in accordance with principles of natural justice, ensuring timely resolution and the opportunity for review where required. Complaints are typically resolved within **10 business days**, and appeals are finalised within **15 business days**, where practicable.

Students may lodge a complaint regarding the following, after referring to the Complaints and Appeals Policy and using the Complaints and Appeals Form:

- Training and assessment
- Administrative processes
- Student services

All complaints are handled confidentially and in accordance with policy.



Code of Conduct and Student Behaviour

Overview

Project Controls Institute, Australia (PCI) is committed to nurturing a safe, respectful, and inclusive learning environment. All students are expected to demonstrate professional behaviour, uphold academic integrity, and contribute positively to the learning community. This Code of Conduct outlines the standards of behaviour required to support a productive, supportive, and compliant training environment for all.

Expected Behaviour

As a student, you are expected to behave in a professional manner and contribute positively to the learning environment.

Students are expected to:

- Treat all staff and fellow students with respect and courtesy
- Participate in learning activities in a constructive and cooperative manner
- Follow all instructions provided by trainers and staff
- Respect the rights, safety, and wellbeing of others
- Use facilities, equipment, and resources responsibly
- Comply with all policies and procedures of Project Controls Institute Australia

Digital Behaviour (Online Learning Expectations)

Project Controls Institute (PCI) is committed to maintaining a professional, respectful, safe, and inclusive online learning environment. Students are expected to always demonstrate appropriate digital behaviour during virtual classes and interactions.

Camera Expectations

Students must have their cameras on during live sessions to support engagement, interaction, and a collaborative learning environment. Where this is not possible, students should communicate with their trainer in advance.

Online Conduct

All students must conduct themselves in a respectful and professional manner. This includes:

- Always using appropriate and respectful language
- Respecting trainers and fellow students
- Not engaging in disruptive, inappropriate, or offensive behaviour
- Maintaining academic integrity in all online interactions
- Not accessing, displaying, sharing, or distributing inappropriate content, including pornography, during any training session or through PCI systems
- Not engaging in bullying, harassment, or inappropriate conduct via social media or digital platforms, including behaviour that may impact other students or staff

Participation Rules

Active participation is expected in all learning activities. Students are required to:

- Attend scheduled sessions on time
- Contribute to discussions and activities
- Respond to trainer instructions and questions
- Complete required learning tasks and assessments

Failure to meet these expectations, including breaches relating to inappropriate content or online behaviour, may result in disciplinary action in accordance with PCI policies and procedures.

Academic Integrity

Students must ensure that all assessment work submitted is their own.
Academic misconduct is not permitted and includes:

- Plagiarism (copying or using another person's work without acknowledgment)
- Cheating during assessments
- Collusion with other students where individual work is required

Failure to maintain academic integrity may result in a **Not Yet Competent (NYC)** outcome and/or further disciplinary action.

Unacceptable Behaviour

The following behaviours are not acceptable:

- Disrupting classes or interfering with the learning of others
- Verbal or physical abuse, harassment, or threatening behaviour
- Discrimination of any kind
- Damage to property or theft
- Use of alcohol or drugs on campus
- Failure to follow safety requirements
- Any behaviour that may place others at risk

Misconduct

Misconduct includes any behaviour that:

- Disrupts training or assessment
- Affects the safety or wellbeing of others
- Interferes with the operations of Project Controls Institute, Australia
- Breaches policies or lawful directions

Serious misconduct may result in immediate action.

Outcomes of Misconduct

Where a student is found to have engaged in misconduct, PCI may take appropriate disciplinary action depending on the severity of the behaviour.

Outcomes may include:

- Verbal or written warning
- Requirement to attend a meeting with relevant staff
- Suspension from classes or activities
- Cancellation of enrolment in serious cases

All actions will be managed in accordance with PCI's policies and procedures and principles of fairness.
Students have the right to appeal any decision. Please refer to the Complaints and Appeals section of this handbook.

Disciplinary Action

Where a breach of the Code of Conduct occurs, Project Controls Institute, Australia may take appropriate action, which may include:

- Verbal or written warning
- Suspension from classes
- Cancellation of enrolment

All actions will be managed in accordance with Project Controls Institute policies and principles of fairness.

Right to Appeal

Students have the right to appeal any disciplinary decision.
Please refer to the Complaints and Appeals section of this handbook for further information.

Work Health and Safety (WHS)

Project Controls Institute, Australia is committed to providing a safe, healthy, and supportive learning environment for all students, staff, and visitors. PCI complies with all relevant Work Health and Safety (WHS) legislation and requires all students to take reasonable care for their own safety and the safety of others while participating in training, whether on campus, at external venues, home or online.

Students play an important role in maintaining a safe learning environment and are expected to act responsibly, follow instructions, and report any risks or concerns promptly.

Your Responsibilities as a Student

Follow Safety Instructions

Students must comply with all WHS policies, procedures, and instructions provided by PCI staff. This includes:

- Attending the Orientation Session, and understanding the WHS Brief
- Following directions always given by trainers and staff
- Adhering to safety signage, guidelines, and workplace procedures
- Using equipment, tools, and learning resources safely and appropriately
- Participating in any required safety briefings or inductions

Failure to follow safety instructions may place yourself or others at risk and may result in disciplinary action.

Report Hazards

Students must immediately report any hazards, unsafe conditions, or incidents to a trainer or staff member. This includes:

- Faulty equipment or damaged facilities
- Unsafe behaviour or practices
- Slips, trips, or potential hazards in learning areas
- Any injury, accident, or near miss

Prompt reporting allows PCI to take appropriate action to minimise risks and maintain a safe environment.

Act Responsibly

Students are expected to behave in a manner that supports the safety and wellbeing of everyone. This includes:

- Taking reasonable care for your own health and safety
- Avoiding behaviour that may harm others
- Not attending training under the influence of drugs or alcohol
- Respecting safety procedures in all environments, including online learning spaces
- Using facilities and equipment responsibly

Emergency Procedures

In the event of an emergency:

- Follow all instructions provided by PCI staff or emergency personnel
- Evacuate calmly and safely when directed
- Proceed to the designated assembly area if applicable

Emergency Contact

Call 000 for Police, Fire, or Ambulance assistance in an emergency.

Incident Management

All incidents, injuries, or near misses must be reported as soon as possible to your Trainer, or Student Support Officer, or any PCI staff. PCI will then:

- Record and investigate incidents
- Take corrective actions where required
- Provide support to affected students
- Review procedures to prevent recurrence

Continuous Safety Commitment

PCI regularly reviews its WHS practices through feedback, incident reporting, and continuous improvement processes. Students are encouraged to contribute to a safe environment by remaining aware, proactive, and engaged in safety practices always.

Your safety and the safety of others is a shared responsibility. By following safety instructions, reporting hazards, and acting responsibly, you contribute to a safe and positive learning environment for everyone.

Privacy and Data Management

PCI is committed to protecting your privacy and managing your personal information responsibly, securely, and in accordance with applicable privacy laws and the 2025 Standards for Registered Training Organisations. As part of delivering nationally recognised training, PCI collects, uses, stores, and reports student information to meet regulatory, operational, and quality assurance requirements.

This includes reporting data to government agencies such as AVETMISS and NCVER. PCI ensures transparency in how your data is handled and maintains strict controls to safeguard your information throughout your student journey.

Collection of Personal Information

PCI collects personal information necessary to:

- Process your enrolment and verify your identity
- Assess your suitability for the course
- Deliver training and assessment
- Monitor your progress and provide support
- Issue qualifications and statements of attainment
- Meet regulatory and reporting obligations

Information collected may include:

- Personal details (name, date of birth, contact details)
- Identification documents
- Education history and qualifications
- Unique Student Identifier (USI)
- LLND assessment results
- Enrolment and assessment records

Use of Personal Information

Your personal information is used only for legitimate purposes related to your training and compliance obligations, including:

- Administering your enrolment and course participation
- Communicating important course information
- Providing academic and student support services
- Monitoring engagement and academic progress
- Continuous improvement and quality assurance

Data Reporting to Government Agencies

As a Registered Training Organisation (RTO), PCI is required to report student data in accordance with the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS)**.** This means your information may be disclosed to:

- National Centre for Vocational Education Research (NCVER)
- Commonwealth and State Government departments
- Relevant regulators such as ASQA

NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector. Your data may be used for:

- National VET statistics and reporting
- Policy development and program evaluation
- Research purposes (de-identified where possible)

Further information is available at: https://www.ncver.edu.au/

Student Management System (SMS) and Learning Systems

PCI uses aXcelerate as its Student Management System (SMS) and Learning Management System (LMS) to:

- Store student records securely
- Manage enrolments, attendance, and assessments
- Provide access to learning materials and communication tools

All data stored in these systems is protected through:

- Secure login credentials
- Access controls based on roles
- Regular system monitoring and updates

Students are responsible for maintaining the confidentiality of their login details.

Disclosure of Personal Information

PCI will not disclose your personal information to third parties without your consent, except where required or authorised by law, including:

- Government reporting obligations (AVETMISS/NCVER)
- Regulatory compliance (ASQA)
- Legal requirements or court orders

Where external support services are required, your consent will be obtained prior to any referral or information sharing.

Data Security and Storage

PCI takes reasonable steps to protect your personal information from:

- Unauthorised access
- Misuse or loss
- Unauthorised disclosure

This includes:

- Secure digital systems
- Controlled access to records
- Staff training on privacy obligations

Student records are retained in accordance with legislative requirements.

Access and Correction of Information

You have the right to:

- Access your personal information held by PCI
- Request corrections if information is inaccurate or incomplete

Requests can be made by contacting PCI administration.

Confidentiality

All personal information is handled confidentially and only accessed by authorised personnel. PCI ensures that privacy is maintained throughout your enrolment and beyond.

Student Privacy Responsibilities

Students are responsible for:

- Providing accurate and complete information
- Updating PCI of any changes to personal details
- Maintaining confidentiality of login credentials

Privacy Complaints

If you have concerns about how your personal information has been handled, you may lodge a complaint through PCI's Complaints and Appeals process.

PCI is committed to transparency, security, and compliance in managing your personal information, ensuring your data is protected while meeting all regulatory and reporting obligations.

Language, Literacy, Numeracy and Digital (LLND)

Project Controls Institute, Australia is committed to ensuring all students are supported to successfully engage with training and assessment. As part of the enrolment process, all students are required to complete a Language, Literacy, Numeracy and Digital (LLND) assessment prior to course commencement.

PCI uses a validated third-party LLND assessment tool to ensure a fair, consistent, and reliable evaluation of your current skill levels.

Purpose of the LLND Assessment

The LLND assessment is used to:

- Identify your current language, literacy, numeracy, and digital capability levels
- Determine whether the course is appropriate for your skills and learning needs
- Identify any support requirements to assist your success
- Inform decisions regarding course suitability and potential adjustments

Learner Suitability and Support

The results of your LLND assessment are reviewed alongside your application to ensure you are enrolled in a course that is suitable for your individual circumstances. Where gaps are identified, PCI will:

- Provide additional academic or LLND support
- Recommend reasonable adjustments where appropriate
- Discuss alternative training pathways if required

Important Information

- LLND results are not used to unfairly exclude students, but to ensure appropriate placement and support
- You may be required to participate in support activities throughout your course
- Your results are kept confidential and used only for educational and compliance purposes

Ongoing Monitoring

PCI will continue to monitor your progress throughout your course to ensure that any LLND-related support needs are addressed in a timely manner.

The LLND assessment is designed to support your success by ensuring you have the skills, or the support, needed to complete your qualification confidently and effectively.

Credit Transfer and Recognition of Prior Learning (RPL)

PCI recognises that students may have existing skills, knowledge, or qualifications. As an RTO, PCI will provide opportunities for both Credit Transfer (CT) and Recognition of Prior Learning (RPL) to avoid duplication of learning and support efficient course completion.

Credit Transfer (CT)

Credit Transfer applies where you have successfully completed identical or equivalent units of competency with another Registered Training Organisation. To apply for Credit Transfer, you must:

- Provide certified copies of official transcripts or Statements of Attainment, and
- Ensure documents clearly show unit codes and titles

Where verified, Credit Transfer will be granted in accordance with national requirements.

Recognition of Prior Learning (RPL)

RPL is an assessment process that evaluates your existing skills and knowledge gained through:

- Work experience
- Previous study
- Training
- Life experience

RPL is conducted using a structured assessment process to determine whether you meet the requirements of the unit(s) of competency.

RPL Assessment Process

The RPL process includes:

- Initial discussion and guidance
- Submission of evidence (e.g. work samples, resumes, references)
- Assessment against unit requirements
- Possible competency conversation or practical demonstration
- Outcome determination

All RPL assessments are conducted in accordance with the principles of:

- Fairness
- Flexibility
- Validity
- Reliability

Important Information

- You are encouraged to apply for CT or RPL prior to or at enrolment
- Fees may apply for RPL assessment (as outlined in the Student Agreement)
- Incomplete applications may delay assessment outcomes
- Providing false or misleading information may result in application rejection or enrolment cancellation

Outcomes

You will receive a formal outcome advising whether:

- Competency has been granted
- Additional evidence is required
- Further training and assessment is needed

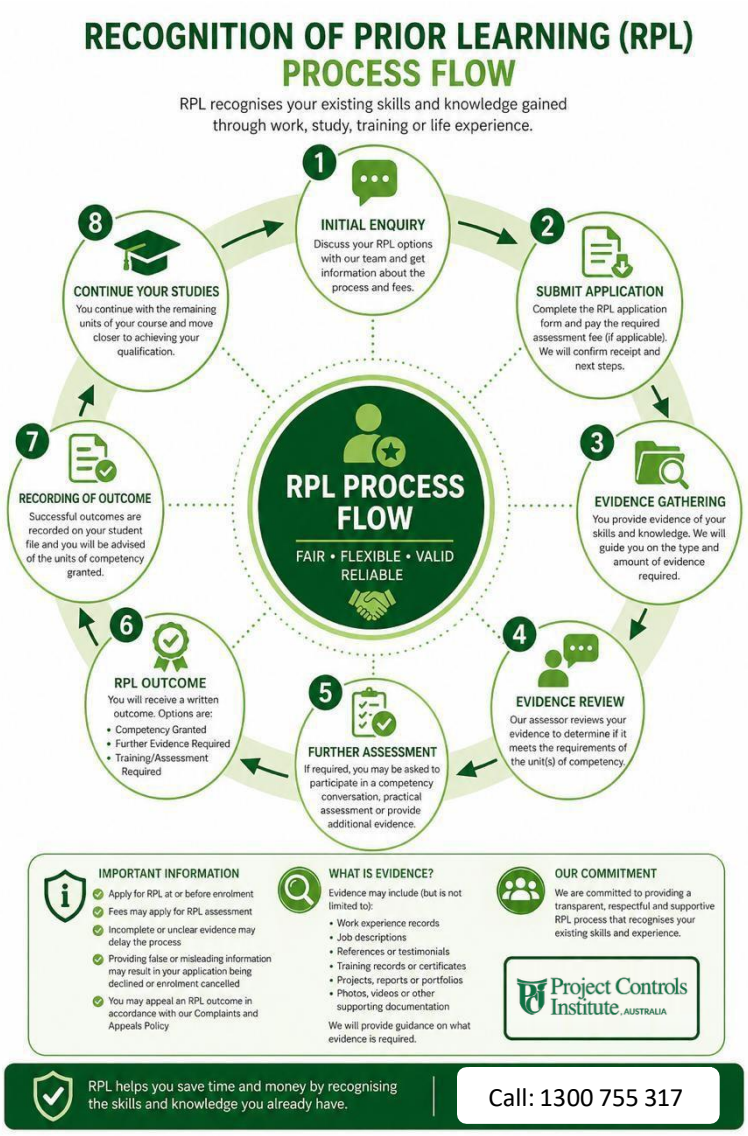
Student Support

PCI will provide:

- Clear guidance on the application process
- Support in understanding evidence requirements
- Access to RPL kits and documentation

Appeals

If you are not satisfied with the outcome of your CT or RPL application, you may lodge an appeal in accordance with PCI's Complaints and Appeals Policy.



Unique Student Identifier (USI)

All students undertaking nationally recognised training in Australia are required to have a Unique Student Identifier (USI) in accordance with the Student Identifiers Act 2014.

A USI is a unique reference number that creates a secure online record of your training and qualifications attained in Australia and enables you to access your training records at any time.

Providing Your USI

You must provide your valid USI to Project Controls Institute, Australia (PCI) prior to course commencement**.**
PCI is unable to:

- Enrol you into nationally recognised training
- Issue a qualification or Statement of Attainment without a valid and verified USI.

Creating or retrieving a USI

If you do not have a USI, you can create one at: https://www.usi.gov.au
You will need identification (e.g. driver's licence, passport, Medicare card) to create your USI. Your name must be the same as it shows on your legal documentation. (No nicknames, or shorten versions are allowed)
PCI can assist you with creating or retrieving your USI if required.

Verification Requirements

The personal details you provide to PCI (including your name and date of birth) must match your USI record exactly.
If your details do not match:

- Your USI cannot be verified
- Your enrolment or certification may be delayed

Use of Your USI

Your USI will be used by PCI to:

- Record your training and assessment outcomes
- Report your results to the national VET system
- Ensure your qualifications are formally recognised

Privacy and Consent

By providing your USI, you consent to PCI:

- Collecting, using, and disclosing your USI
- Reporting your training data to government agencies (e.g. NCVER via AVETMISS)

Your USI information is protected under privacy legislation. For more information, visit: https://www.usi.gov.au

Deferral, Suspension and Cancellation of Enrolment

Project Controls Institute, Australia provides clear and fair processes for the deferral, suspension, or cancellation of enrolment. These processes are managed in accordance with regulatory requirements and principles of procedural fairness.

Student-Initiated Deferral or Suspension

Students may apply to defer or temporarily suspend their enrolment in compassionate or compelling circumstances.
Applications must:

- Be submitted in writing
- Include supporting evidence (where applicable)

PCI will assess each request and notify the student of the outcome in writing.

Provider-Initiated Suspension or Cancellation

PCI may suspend or cancel a student's enrolment where there is a valid reason, including:

- Failure to meet course progress or participation requirements
- Non-payment of fees
- Breach of the Code of Conduct or enrolment conditions
- Providing false or misleading information

Notification and Process

Before any suspension or cancellation is finalised, PCI will:

- Inform the student in writing of the intention to suspend or cancel enrolment
- Provide the reasons for the decision
- Allow the student an opportunity to respond

Right to Appeal

Students have the right to appeal any decision.

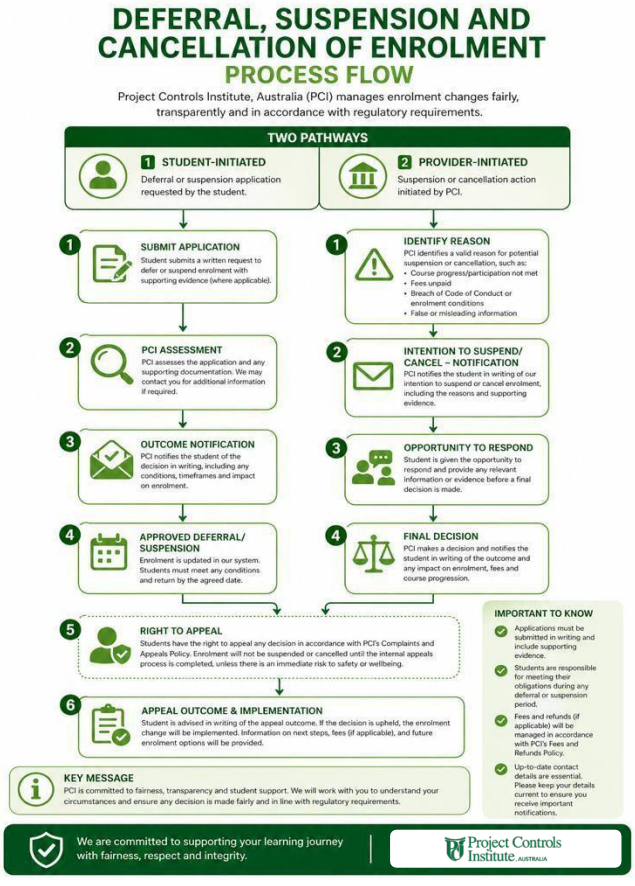
- Enrolment will not be suspended or cancelled until the internal appeals process is completed (unless there is an immediate risk to safety or wellbeing).
- Appeals must be lodged in accordance with PCI's Complaints and Appeals Policy.

Outcome and Impact

Students will be advised in writing of the final decision and any impact on:

- Course progression
- Fees and refunds (if applicable)
- Future enrolment

PCI is committed to managing enrolment changes fairly, transparently, and in a way that supports student wellbeing while maintaining compliance with regulatory requirements.



Certification

PCI issues nationally recognised certification to students who have successfully met all course requirements. Certification is managed in accordance with regulatory standards to ensure accuracy, authenticity, and formal recognition within the Australian vocational education and training system.

Issuance of Certification

Certificates or Statements of Attainment will be issued when:

- **Competency achieved** – All units of competency have been successfully completed and assessed as competent
- **Fees paid** – All outstanding course fees have been paid in full
- **USI provided** – A valid and verified Unique Student Identifier (USI) has been supplied

Certification will be issued within 30 calendar days of competency being achieved and verification of all requirements.

Important Information

- PCI will maintain secure and accurate records of all certifications issued
- Students may request re-issuance of certificates (fees may apply)
- Certification is nationally recognised and can be verified through official channels

Your certification confirms your achievement and is an important record of your skills and qualifications within the Australian VET system. Your certification will show up show up on the USI government website, within 12 months.

Student Wellbeing and Care

Wellbeing and Support Services

Project Controls Institute is committed to supporting the wellbeing, safety, and mental health of all students.
A range of internal and external (Third Party) support services are available to assist you with personal, emotional, legal, or emergency situations. Students are encouraged to seek support at any time.

Mental Health and Counselling Support

If you are experiencing stress, anxiety, or personal challenges, free and confidential support is available:

Lifeline
13 11 14 (24/7 crisis support)
https://www.lifeline.org.au

Beyond Blue
1300 22 4636
https://www.beyondblue.org.au

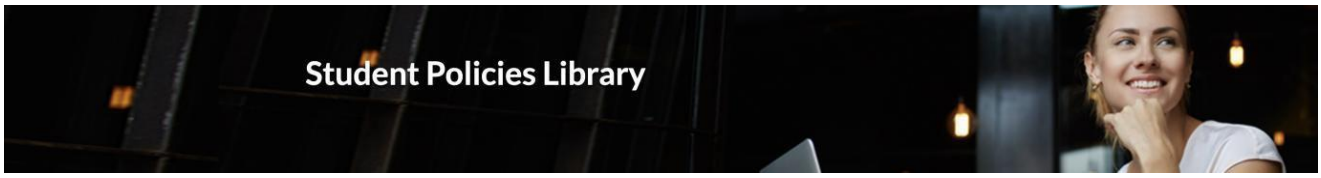
Headspace
https://www.headspace.org.au

Crisis and Immediate Support - If you are in crisis or need urgent emotional support:
Suicide Call Back Service
1300 659 467
https://www.suicidecallbackservice.org.au

Sexual Assault and Domestic Violence Support
Confidential support is available for anyone affected by sexual assault or family violence:
1800RESPECT
1800 737 732 (24/7)
https://www.1800respect.org.au

Safe Steps
1800 015 188 (24/7)
https://www.safesteps.org.au

Key Policies and Procedures



Further detailed information regarding the policies and procedures referenced in this handbook is available through Project Controls Institute documented policies and procedures framework, including (but not limited to) Admissions and Enrolment, Academic and Course Progress, Student Support, Complaints and Appeals, and administrative processes.

These documents are accessible via Project Controls Institute's website or upon request, and students are encouraged to review them to ensure a comprehensive understanding of their obligations and entitlements.

All policies are available in our aXcelerate Student Portal and on our website:

- Enrolment Policy
- Training and Assessment Policy
- Complaints and Appeals Policy
- Refund Policy
- Privacy Policy

Student Handbook Acknowledgement

I acknowledge that I have received, read, and understood the Project Controls Institute, Australia (PCI) Student Handbook.

I understand that the handbook outlines important information regarding:

- My rights and responsibilities as a student
- Course requirements, assessment, and participation expectations
- Student support services and available assistance
- Policies and procedures, including complaints and appeals
- Code of conduct and behavioural expectations

I agree to comply with the requirements outlined in this handbook and understand that it forms part of my Student Agreement with PCI. I understand that PCI may update the handbook from time to time, and I will be notified of any significant changes.

Student Declaration Signing

I confirm I have read and understood the Student Handbook and agree to comply with its requirements.

Student Full Name			
Course Name			
Student Signature		Date	