

## Student policies and procedures

Prior to registering for a course, please familiarise yourself with the below student policies and procedures, as well as the terms and conditions on the IPAA website. By registering for Level 2, Level 3 or Level 4, you are stating that you meet the course pre-requisite requirements. If you do not meet the course pre-requisite requirements, please email [skills2Procure@hpw.qld.gov.au](mailto:skills2Procure@hpw.qld.gov.au) to implement a process to determine if you are eligible for advanced standing.

### Attendance

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Make sure you can commit to the scheduled course dates before you register for the PCP course. It is essential that you attend the full face-to-face phase of the Procurement Certification Program (PCP) you are enrolled in.

Many activities throughout the training will contribute to your final assessment. If you are absent during these activities, without prior approval, you may not be eligible to receive your Certification and could be formally withdrawn.

### Fees and Charges relating to changes in registration

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Please promptly email [info@nsw.ipaa.org.au](mailto:info@nsw.ipaa.org.au) for course cancellations, transfers and student substitutions.

#### Cancellations

The course registration form outlines the refund and cancellation policy. Please make sure you read this before you pay for your course.

Where there is a cancellation to a PCP registration the following fees will apply:

- over 10 business days prior to the scheduled course start date - this will not incur any fee
- within 10-6 business days prior to the course start date – this will incur a penalty equivalent to 50% of the course fee.
- Within 5 or less days of the course start date – this will incur a penalty equivalent to 100% of the course fee.

#### Student substitutions

Student substitutions can be made by prior arrangement and will not incur a cancellation fee.

#### Student transfer to an alternative offering

Student transfer to an alternative offering of a PCP can occur only if that transfer does not lead to the panel size being reduced to below minimum number required to run. In this instance, the transfer cannot occur but a substitution could occur.

#### Transferring or withdrawing after course commencement

If you are unexpectedly unable to attend the second day of the face-to-face phase of Level 2 (e.g. due to illness), you can seek approval to transfer to the next scheduled course at no further charge. Please email [info@nsw.ipaa.org.au](mailto:info@nsw.ipaa.org.au) and include a copy of a medical certificate.

If other circumstances prevent you from completing a face-to-face element of the course, or from completing an assessment project, please advise us by emailing [info@nsw.ipaa.org.au](mailto:info@nsw.ipaa.org.au). IPAA will withdraw you from the course as non-completed unless you request a subsequent enrolment in another scheduled offering. Depending on your circumstances, this could require a further enrolment fee as per the scheduled course costs.

## Refunds

Cancellations deemed by IPAA to be the result of exceptional circumstances, can result in a full refund. You will need to provide a written application for such a refund with a medical certificate or other relevant documentation and send it to [info@nsw.ipaa.org.au](mailto:info@nsw.ipaa.org.au) using the SUBJECT HEADING LINE: REFUND REQUEST: ....

## Assessments

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### Assessment submissions

In participating in the PCP, you will complete competency-based assessments. All completed assessments are considered as 'Commercial in Confidence' and will not be used for any purpose other than to assess your mastery of the knowledge and skills being assessed.

For Level 1, these assessments will occur throughout day during the face-to-face workshop.

For Level 2, your assessment project will be emailed to you at the completion of the face-to-face workshop. It will also detail when the assessment is to be submitted for marking. If you don't receive the assessment materials within 2 business days of completing the Level 2 face-to-face workshop, please email [info@nsw.ipaa.org.au](mailto:info@nsw.ipaa.org.au).

Should you have any questions regarding assessment, ask the course facilitator for further clarification. Enquiries can be submitted by email using the following SUBJECT LINE: Level 2 Assessment: [Your Name, Course Offering and Date] and email to [info@nsw.ipaa.org.au](mailto:info@nsw.ipaa.org.au)

Submission process:

1. Students submit their completed assessment projects by email using the following SUBJECT LINE: Level 2 Assessment: [Your Name, Course Offering and Date] and email to [info@nsw.ipaa.org.au](mailto:info@nsw.ipaa.org.au)
2. An appointed IPAA officer will register, receipt and forward assessments for marking and advise PTD of your successful completion of the Assessment.

**Note:** Please remember, the student is individually responsible to hold duplicate copies of all assessments submitted for any PCP course as there will be no central repository of assessment submissions or assessment marking sheets retained by either IPAA or QLD Government.

### Deadlines and extensions

We expect you to complete your assessments on time. You will be advised of the due date for assessment projects. Failure to submit your assessment by the due date can result in your failing to get the required Certification at Level 2. Completion of the Level 2 (including the competency assessment) is a pre-requisite to attend the Level 3. Failure to submit it by the due could see you

formally withdrawn from the Level 3 course – in those instances where you have registered for both at the same time.

### **Applying for an extension**

Extensions may be agreed to in exceptional circumstances – they must be negotiated with the Trainer for Level 2 and with the delivering RTO for Level 3 or Level 4.

To request an extension, email [info@nsw.ipaa.org.au](mailto:info@nsw.ipaa.org.au) with your explanation. You may need to provide supporting documentation with your request.

Unless a request for an extension has been approved before the due date, an assignment will be deemed overdue and no further extensions granted.

## **Awards and Certificates**

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### **Attendance certificate**

A certificate of attendance will be issued to you on completion of each course.

### **Certification certificate**

A certification certificate will be issued to you on successful completion of the relevant PCP Level (i.e. 1- 4). For Level 1, this will occur at the end of the training day, pending successful completion of the course-work over the training day. For Levels 2, 3 and 4, this will occur within one week of advice from IPAA that you have successfully completed the course.

To be certified at Level 3 or Level 4, you need to have been issued the Diploma or the Advanced Diploma by the IPAA servicing Registered Training Organisation.

## **Professional and Academic Conduct**

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You are expected to behave professionally at all times when participating on a PCP training program.

### **Referencing**

You may need to research and source information for your assessments. Any information and ideas that you have used for your assessment, whether published or not, must be appropriately acknowledged. Information sources can include:

- journal articles, papers or magazines
- legislation and policy information or extracts
- internal procedures (e.g. agency procurement procedures)
- published documents.

### **How to reference your sources**

It may be as simple as making a general reference to your source—for example, 'following the requirements of the Queensland Procurement Policy, ...' Alternatively, you can reference a specific section or piece of information—for example, 'In accordance with the Queensland Procurement Policy 2013, Clause 1, agencies are ...'.

You may be required to provide a reference list where multiple sources are used. If so, you can use the [Curtin University Guide to Referencing](#) as a guide

## Academic misconduct

All assessments must be completed honestly, ethically and in accordance with accepted standards of academic conduct. It is deemed academic misconduct if you:

- present falsified or improperly obtained data as if it were the result of your own work or efforts
- include material which is the result of significant assistance from another person if that assistance was unacceptable according to the instructions for that assessment
- submit work which has been produced by someone else on your behalf as if it were your own work
- cheat
- plagiarise by knowingly presenting work or property of another person as if it were your own without crediting the source, or to present as new and original an idea derived from an existing source.

Instructions about the conduct of assessment will be provided to you. Your trainer/tutor will provide you with the necessary instructions to complete this assessment and the mechanism to submit.

## Disciplinary action

You may be subject to disciplinary action for academic misconduct, unsatisfactory course attendance or inappropriate behaviour during training. In such instances where any of these behaviours are alleged, your completion certificate may be withheld while we discuss the issue with you and/or your agency.

## Grievances and complaints

Our grievance and complaints process is for students who are dissatisfied with our products or service, or our program and course suppliers.

If a grievance/complaint cannot be resolved directly between you and your trainer/tutor or with IPAA, with input from the relevant Procurement Transformation Division staff, please submit it in writing to:

The Manager Procurement Certification Program  
Procurement Transformation Division  
GPO Box 123  
Brisbane Qld 4001

You must provide the evidence for consideration upon which your grievance or complaint is based. You will be contacted if further information is required and you will be advised in writing of the outcome.

## Appeals

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You can appeal a decision made regarding your training and assessment outcomes or academic process within 28 days of receiving your assessment results.

The appeal process is for matters that cannot be resolved directly between you and the trainer/tutor, the RTO or IPAA. The appeal process is designed to:

- handle appeals fairly and provide a quick resolution following a review of the evidence tabled
- review of the relevant student records and any mitigating circumstances
- provide you with a clear indication of the process and the reason for the outcome.

You can submit the appeal in writing to:

The Manager Procurement Certification Program  
Procurement Transformation Division  
GPO Box 123  
Brisbane Qld 4001

You must provide adequate evidence to support the basis for your appeal. You can also request a formal interview if you wish. You will be contacted during the course of the appeal if more information is needed, and will be advised in writing of the outcome.

## Access and equity

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We will assist students with special needs wherever practicable.

Our on-line course registration form provides an opportunity for students to indicate whether they have a disability, English speaking difficulties, or reading, literacy or writing difficulties.

If you indicate any of these issues, we will contact you before the course starts to see if you have any special requirements.

Equal opportunity is provided to all students regardless of special requirements or cultural diversity.

## Privacy and Access to Records

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### ***Privacy policy***

The information being collected when registering for a PCP course is for the purpose of managing your learning and development. This organisation may disclose this information to a Queensland government agency or contracted service provider as is necessary for the management, delivery and student outcome reporting of this learning and development course. Your personal details will not be disclosed to any other third party without your consent, unless required to do so by law.

### ***Access to records***

Once you have received your Certification Certificate for Level 1 and/or Level 2 – assessment records will not be available for your review. You can request to have access to view marked assessment workbooks and a summary of your results for Levels 3 or Level 4 by emailing your request to [info@nsw.ipaa.org.au](mailto:info@nsw.ipaa.org.au).

### ***Emotional support***

The Employee Assistance Service (EAS) is available for all Queensland public service employees. For more information, contact your agency human resource representative.