



Pegasus Training Options Student Handbook



Pegasus Values

The Pegasus values have been created by the people of Pegasus to promote the general wellbeing of all and shape the company's economic and social pathways.

Pegasus provides outstanding service to our customers, while ensuring a sustainable work and life balance for all employees, making a consistent and effective contribution to our community.

Our values are the foundation on which we base all our thinking and decision making.

As a Pegasus Employee:

- I am committed to the safety of myself and others
- I demonstrate that you are important to me by my behaviour
- I speak the truth and do what I say I am going to do
- I am responsible for my actions
- I am committed to doing my best
- I help to make our workplace enjoyable

Welcome

Thank you for choosing Pegasus Training to help you achieve your learning goals.

The decision to undertake study is an important one. Whether you are seeking to update or upgrade skills, or embarking on a new career, our team of friendly and dedicated staff are available to make your learning experience unique.

This Student Handbook sets out a range of processes and procedures that have been put in place to guarantee consistency and quality. We aim to provide you with the best facilities, trainers and support services to ensure that your learning experience meets and exceeds your expectations.

We value your feedback, so while you are studying with us, please tell us what you think of us and your learning experience.

Please take time to read the Student Handbook and refer to the details in this handbook during your training and please keep it in a safe place.

On behalf of the Pegasus Training Team, I wish you an enjoyable and rewarding learning experience.

A handwritten signature in black ink, appearing to read "Adam Boyle".

Adam Boyle
Chief Executive Officer

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Pegasus Training Information

Website: **www.pegasus.net.au**

Email: **training@pegasus.net.au**

Phone: **1300 305 072**

RTO ID: **91028**

Office Locations

Singleton (Head Office)

St Patrick's Commercial Centre
16 Cambridge Street
(PO Box 478)
Singleton NSW 2330

T: 02 6571 8888
F: 02 6571 8889

Singleton

6 Castlereagh Street
Singleton NSW 2330

Newcastle

Suite 4/426 King Street
Newcastle NSW 2300

Muswellbrook

155 Maitland Street,
New England Hwy
Muswellbrook NSW 2333

Gunnedah

215-217 Conadilly Street
Gunnedah NSW 2380

Quality Assurance

When you study with Pegasus Training you can be confident that what you learn, and how you learn it, measure up to rigorous national standards and meet all legislative requirements.

As a Registered Training Organisation (RTO), Pegasus Training (RTO No: 91028) can deliver nationally recognised qualifications supported by quality assured resources.

Any feedback (verbal or written) that Pegasus Training receives from you is used to continually improve our delivery and assessment services.

Training Programs on offer

Pegasus Training offers a variety of programs that may be of interest to you or your business. These programs include nationally accredited, professional development, safety and equipment related courses. A full list can be found on our website or you can discuss your future needs with our staff.

For specific course information please visit our website www.pegasus.net.au

Student Code of Conduct

Student Rights

You have the right to:

- be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status
- be free from all forms of intimidation
- work in a safe, clean, orderly and cooperative environment
- have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure)
- learn in an environment that is conducive to success
- work and learn in a supportive environment without interference from others;
- apply to have existing skills and knowledge recognised
- privacy concerning records containing personal information, (subject to other statutory requirements and other agreed terms)
- be given information about assessment procedures at the beginning of the unit and progressive results as they occur
- appeal within 14 days of receiving notification of any decision made about late or missed assessment
- lodge a complaint and have it investigated effectively without retaliation or victimisation; and express and share ideas and to ask questions

Student Responsibilities

You have the responsibility to:

Treat staff and fellow students with respect and fairness. This includes but is not limited to:

- following reasonable directions from a member of staff
- not behaving in any way that may offend, embarrass or threaten others
- not harass fellow students or staff by, for example, using offensive language or making unwanted sexual advances
- taking care of facilities by not damaging, stealing, modifying or misusing property; and acting in a safe manner that does not place you or others at risk
- ensure personal details are current and correct
- participate in all assessment tasks as scheduled, honestly and to the best of your ability
- not smoke in non-smoking areas
- not be under the influence of alcohol or illegal drugs; and
- follow safety practices outlined by Pegasus

If you do not work within the responsibility guidelines then:

- Step 1:** A Pegasus Training representative will contact you to discuss the issue and to determine how things might be resolved. This meeting and its outcomes will be documented, signed by all parties and included in your personal file.
- Step 2:** Should the issue or behaviour continue, you will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be in your personal file.
- Step 3:** Should the issue or behaviour still continue, you will not be permitted to continue training with Pegasus Training.

Student Information

Student Privacy

Pegasus Training takes all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and secure backup of data.

You may access the personal file held by Pegasus Training on your training progress. You may also request that updates be made to information that that you feel is incorrect or out of date. Such requests can be made in writing to the Training Coordinator (please contact our office for further details).

Pegasus Training is subject to audit by government officials and access to your training file may be given to government officers from such agencies as ASQA (Australia Skills Quality Authority) and Department of Education and Training for the purposes of these audits.

Your training file cannot be accessed by a third party unless you give written permission that identifies those sections of the file to be made available, unless:

- a) you are a trainee and your personal information, attendance details and progress and results may be disclosed to your employer
- b) you are under 18 years and your personal information, attendance details and progress and results may be disclosed to your parent/guardian

Pegasus Training is subject to the Privacy Act 1988 and the Privacy Amendment Act (Private Sector) 2000 and, as such, is committed to respect the privacy of all students and employees and will adhere to the ten (10) National Privacy Principles.

For more information on the Privacy Act refer to www.privacy.gov.au and for information on Pegasus Training Privacy Policy refer to www.pegasus.net.au

Hints and Helpful Study Tips

- Make a list of assessment due dates
- Obtain a diary and use it to organise your studies
- Make 'To Do' Lists and stick to them
- Plan your time wisely – check your 'To Do' list and diary to ensure you haven't missed anything
- When you commence a unit, read and follow the guides closely, underline and identify tasks that need to be completed
- Examine the assessment criteria for each learning outcomes; turn it into a checklist to tick off before submitting assessment work
- When you submit an assessment, keep a copy for yourself. This is for your record and will make it easier if a staff member needs to contact you to discuss your work
- Keep a record of the results you achieve and the competency completed. Keep an eye on the big picture, i.e. the whole of your training plan. You will experience the joy of seeing your goal in sight and remind yourself often of the benefits of study

Assessments

It is your responsibility to abide by the following:

- You should submit assessment items by the due date, unless an extension has been granted. Breach of the above may result in an unsuccessful result being recorded for that assessment item
- Extension will only be granted due to personal illness, or for other extenuating circumstances. Formal requests for extension should be submitted to your Trainer in writing 48 hours prior to the deadline where possible
 - The length of extension is at the discretion of the Trainer
- You are responsible for:
 - Complying with the procedures of assessment item submission and collection
 - Keeping a copy of any submitted assessment items where possible until it is returned
- If you have submitted your assessment item by the due date and it is assessed as requiring additional work, you must re-submit your assessment in the allocated timeframe given to you by your Trainer/Assessor
- If you do not submit your assessment item by the due date, you will be given the result of 'Not Yet Competent' for that unit of competency. If you do resubmit the assessment item and it is again assessed as requiring additional work, you will be assessed as 'Not Yet Competent' for that unit of competency

Excursions

During the course of your studies, excursions may be organised to extend your learning and knowledge or to provide learning opportunities that cannot be experienced within the classroom. It is your responsibility to meet all costs associated with the excursions (unless stated at the beginning of the course).

Dress Code

- For high risk, operator or onsite courses, participants are to wear the required work wear and personal protective equipment clothing
- For courses that are not in the above category, neat casual clothing may be worn (unless specified)
- Please note that closed footwear is mandatory at all venues (on and off site) – no thongs or sandals
- You may not wear dark glasses in the classroom, unless they are for medical reasons

Lost Property

For lost and found items, check with your Trainer or Pegasus Training Administration

Motor Vehicle

At all Pegasus offices, vehicles are to be reversed parked with boot to the curb. Vehicles parked on our premises are at their own risk.

Smoking

The Tobacco and Other Smoking Products Act 1998 prohibits you from smoking in or around buildings. It is an offence to smoke within (4) metres of any part of the entrance to the Pegasus building's.

General Information

Code of Practice

Pegasus Training will:

- at all times, act with integrity in its dealings with all clients and members of the community
- adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
 - Australian Skills Quality Authority (ASQA)
 - VET Quality Framework
 - Commonwealth/State legislation and licensing and regulatory requirements
- undertake to maintain quality training and to uphold the highest ethical standards
- undertake that all employees, agents and representatives are familiar with and agree to comply with this code of practice and VET Qualifications Framework
- refrain from associating with any enterprise, which could be regarded as acting in breach of its code of practice
- publish clear, timely and appropriate information on training, delivery and assessment services to students and potential students to identify and support their desired learning outcomes
- reserve the right to deny subsequent re-enrolment should a student display a history of non-active participation

Pegasus Training will ensure:

- The provision of adequate facilities in which to conduct training programs

- The employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
- The accuracy of any marketing and promotional advertising material
- Compliance with current Occupational Health and Safety and Duty of Care requirements
- The maintenance of adequate records and security of all current and archived records
- To provide students with access to their records upon request
- The maintenance and continual improvement of a Quality Assurance System

Please note: Active participation, submission of assignments, successful completion of training and sitting tests and exams is a condition of enrolment with the Pegasus Training.

Occupational Health and Safety

Pegasus is committed to providing an environment that maintains the health and safety of its employees, students and visitors. This commitment is expressed in its Occupational Health and safety Policy. Employees, students and visitors, must report any unsafe conditions or incidents that come to their attention immediately to a Pegasus employee. The reporting of incidents and identification of hazards is critical in achieving a safe workplace as it prompts action to prevent any future incidents and injuries.

Completed incident reports forms must be submitted within 24 hours of the incident
Emergency Alarms.

Pegasus emergency alarm systems vary from building to building. The following is a summary of the general response to the alarm activation:

EVACUATE THE BUILDING

1. Check for any sign of immediate danger
2. Shut down equipment and processes
3. Follow the EXIT signs
4. Help escort visitors and those who require assistance
5. Proceed to assembly area

Do not enter a building while an alarm is sounding, or re-enter an evacuated building until the "all clear" has been announced by Pegasus emergency personnel or the attending Emergency Services. Employees, students and visitors must observe directions on health and safety from designated officers from Pegasus in the event of an emergency.

Discrimination, Harassment and Access and Equity

Discrimination

Pegasus does not tolerate any form of discrimination. Every effort is made to ensure that diversity is valued and respected in our services by helping to prevent and eliminate discrimination on the basis of race, colour, sex, sexual preference, age, physical or intellectual disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin.

Discrimination is unfair treatment based on a personal characteristic protected by the law. It can be direct or indirect.

- *Direct discrimination* is when an individual or group of individuals treat someone or a group less favourably than someone else, due to certain characteristic protected by the law (e.g.

race, gender etc). Even if the behaviour is unintentional, or the person responsible doesn't believe the treatment is less favourable, it is still discrimination.

- In some cases, treating everybody the same way will be unfair. This is known as *indirect discrimination*. Under the law it means setting a requirement which:
 - Someone with a particular personal characteristic protected by law cannot meet;
 - A higher proportion of people without that characteristic or with different characteristics can satisfy; and
 - The requirement is not reasonable in all the relevant circumstances

Harassment

Pegasus is committed to providing a training environment free of harassment and upholding of the state and federal laws pertaining to harassment. As in any area of human interaction, the boundaries of what constitutes harassment may vary from person to person. In addition, one individual may have different boundaries for different relationships. It is expected that employees and students of Pegasus Training will recognise and respect the boundaries set by others.

What is Harassment? Any behaviour that is unwelcome or uninvited that could cause a reasonable person, humiliation, offence or intimidation.

Bullying is the repeated unreasonable behaviour, directed towards an individual or group that has the potential to victimise humiliate, undermine or threaten. Pegasus does not tolerate any form of bullying and any incidents of bullying will be dealt with in accordance with our policies and procedures.

Sexual Harassment

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. It is behaviour that a reasonable person would have foreseen, could possibly offend, humiliate (put down) or intimidate (threaten or scare) the other person. Sexual harassment can include:

- Asking for sex
- Unwelcome comments about a person's sex life or physical appearance
- Suggestive behaviour such as leering and ogling
- Unnecessary physical contact such as brushing up against a person
- Sexually offensive comments, anecdotes or jokes
- Displaying sexually offensive visuals (such as photos, pin ups or calendars), reading matter or objects
- Sexual propositions or continued requests for dates
- Physical contact such as touching or fondling
- Indecent assault or rape (a serious crime)

Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, email, office intranets, videoconference or any other means of communication.

Pegasus does not tolerate any form of sexual harassment and any incident of sexual harassment will be dealt with in accordance with our policies and procedures.

**Should you have any concerns or issues regarding any the above, please contact
Pegasus Human Resources Officer**

Access and Equity

Access and Equity ensure fairness and can be achieved through practices that are free from bias or discrimination. It provides individuals with the opportunity to access, participate in, and achieve outcomes of vocational education and training.

At Pegasus Training we make sure that every student has the opportunity to participate and achieve the same outcomes as other members of the community. Students studying with us are made aware of support programs and assistance. Events of major cultural importance to a student will be acknowledged and allowances will be made for their observance.

At Pegasus we aim to ensure, that there are no disadvantages suffered by specific groups in employment, education and training. We do this by:

- Promoting access to employment and training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race
- Ensuring training services are delivered in a non-discriminatory, open and respectful manner
- Training staff members so they are appropriately skilled in access and equity issues
- Providing culturally inclusive language, literacy and numeracy advice and assistance that help you to meet your training goals

Child Protection

Pegasus Training complies with the requirements of Child Protection Legislation which means that convicted sex offenders are prohibited from working with children and young people under the age of 18 years.

Students with Special Needs

In line with our Access and Equity practices, students with special needs are offered the same opportunities as any other candidate. Our training and assessment programs will take special needs into consideration from the planning stage and adopt particular flexible learning and assessment methods as appropriate.

Should you have any special needs, please ensure you inform either the Pegasus Training administration department or your allocated Trainer/Assessor prior to course commence.

Welfare and Guidance Services

Pegasus Training will make every effort to provide as much support as possible in accordance with policies and resources for students to achieve the required level of competency in all accredited courses.

Students may make an appointment at any time to see their Trainer for advice relating to study on:

- managing your time
- setting and achieving your goals
- motivation
- ways of learning
- coping with assessments

Our staff will assist you in how to seek help with local welfare and guidance services as required.

The NSW Training Awards

The NSW Training Awards are conducted annually by the NSW Department of Education and Training (DET) to recognise outstanding achievement in the vocational education and training sector. The Awards honour and reward the achievements of students, trainers, teachers, training organisations, large and small employers.

For more information on the awards go to: https://www.training.nsw.gov.au/training_awards/about.html

Complaints and Appeals

Pegasus Training is dedicated to maintaining a supportive and fair environment thereby allowing clients or students to make formal complaints or appeal assessment decisions. All complaints and appeals will be responded to and addressed in a fair and equitable manner.

A complaint is when a client or student informs Pegasus that they are not satisfied with an aspect of a service and request a resolution.

An appeal is when a student is unsatisfied with a decision that has been made (usually, but not limited to, assessment decisions).

All complaints and appeals are resolved using a formal process and all students or clients will have their concerns heard and dealt with, without repercussions to the quality of services provided to them. If required, the process can be extended to include a third party to provide impartial ruling on the resolution.

Each complaint or appeal is recorded and formally documented. All details pertaining to the person making the complaint, any investigation involved, and any resolutions will remain private and confidential.

To lodge a complaint or appeal, contact Pegasus Training administration, alternatively a toll free national training complaints hotline is available on 1800 000 674.

Feedback

At Pegasus Training we actively seek student and client feedback on our courses and our trainers. We regularly undertake evaluations of all courses and activities to achieve continuous improvement. These evaluations are completed at the end of a training program or traineeship. The feedback and information students and clients provide will be used to improve future courses and teaching effectiveness.

Course and Training Information

Fees, Cancellation and Refunds

- All courses must be paid for either by yourself or your employer prior to the commencement of a course otherwise you will not be able to participate
- Positions within courses will not be confirmed until Pegasus has received payment for the course, a fully completed course booking form or required supporting documentation has been submitted
- If a course booking is cancelled less than seven (7) days prior to the course commencement date, 100% of the course costs apply as cancellation fees
- Pegasus reserves the right to cancel or change the course date and will notify the student. The student may either be rescheduled or refunded in full
- Courses with low enrolment numbers may be rescheduled or cancelled in the absolute discretion of Pegasus. You acknowledge that you enrol in the course with this risk in mind. Pegasus is not liable to you for such cancellations or rescheduling except to refund course fees already paid for by you
- Students must arrive 15 minutes prior to the course commencement for sign in and registration. Courses will commence promptly at the nominated start time and students arriving later may not be allowed entry if the course has commenced

For additional information on Pegasus Training Terms and Conditions, go to: www.pegasus.net.au

Withdrawal during a Course or Training Program

Withdrawal from a course or training program without 1 months advanced written notice to Pegasus Training will result in automatic forfeit of all fees paid (however some fees may apply). You will be given a statement of attainment for any completed assessment that leads to a whole unit of competence being met.

For periods of year or longer since completing any earlier units of competency, a student wishing to continue the course may have to undergo re-assessment against the unit of competencies, to ensure knowledge and skill levels have remained current. The re-assessment will be at the student's cost and conducted by a qualified Trainer or Assessor.

Attendance

It is expected that you will attend and participate in all sessions related to your training course or work-based learning. If you are unable to attend a scheduled session, please inform your trainer or assessor.

Language, Literacy and Numeracy (LLN)

We aim at all times to provide a positive and rewarding learning experience for all students. The Participant Details form asks you to provide general information regarding Language, Literacy and Numeracy (LLN) requirements or any other special learning needs.

In the event your Trainer/Assessor feels you need additional LLN support, the Trainer/Assessor will contact you and you may be referred to an appropriate support service to assist you to complete your studies.

We will make every effort to ensure that you are adequately supported to enable completion of your training.

Recognition of Skills and Experience

There are several options that allow you to have your current skills and experience recognised:

Recognition of qualifications issued by other RTO's

National Recognition is critical to the operation of a nationally consistent Vocational Education and Training system. This process recognises qualifications and statement of attainments issued by other registered training organisations that are the same as the competencies in the program you are enrolled in. You will be required to submit the original or certified copy of the certificate or statement of attainment.

Credit Transfer

Credit Transfer is the process that recognises accredited study equivalent to the competencies in the program you are enrolled in. You will be required to provide evidence of currency to the equivalent unit of competency.

Recognition of Prior Learning or Recognition of Current Competency

Recognition of prior learning or current competency is the process that recognises skills and experience you have currently regardless of where and when the learning occurred. This process measures your skills and experience against recognised Units of Competency.

To apply for any of the above Recognitions, contact Pegasus Training. All applications are reviewed by qualified Trainer/Assessors. If deemed necessary, an additional person or subject expert may be asked to be part of the RPL assessment process.

Types of Training on offer

Accredited Training

All certificate qualifications and statement of attainment offered by Pegasus Training are nationally recognised or endorsed. When you complete a nationally recognised qualification or statement of attainment it will be recognised by other registered training organisations across Australia. Choosing nationally recognised training delivered by a registered training organisation is important if you wish to have recognition for the training you have successfully completed.

Certificate qualifications are ideal for professional development, career enhancement, work entry and re-entry to the workforce. You can enrol at a level that suites your current skills and knowledge.

Skill Sets - Are made up of a number of units of competency from one or many qualifications in order for you to gain a particular skill set in a field i.e. from TAE - Trainer and Assessor Skill Set or additional knowledge and skills for the area you work in, i.e. Supervisor course consisting of – Team effectiveness, report writing etc. At the end you will obtain a Statement of attainment in those units.

Accredited Courses

These are courses that have been approved by Regulatory or Industry Bodies where there is an identified need because of state regulation or an industry requirement, for example, WorkCover NSW OHS Consultation Course. Some of these courses may not be nationally recognised but are relevant to the State or Industry you live in.

Traineeships

In New South Wales, apprenticeships and traineeships are established under the Apprenticeship and Traineeship Act 2001 (the Act). Traineeships combine on-the-job or work-based training with structured or formal training.

On-the-job or work based training is the work experience or “hands-on” component of a traineeship. This is where a trainee, working under the supervision of a qualified or experienced supervisor, undertakes work that allows them to put into practice the knowledge they have learnt during the formal training and build on and further develop their practical skills.

Formal or structured training is delivered by an RTO representative (or their delegate), either off the-job or at the employer’s premises, and is supported by training materials provided to the trainee. A formal training program for a trainee should take into account and integrate the on-the-job or work based training that takes place under the supervision of the employer.

Non-Accredited training

Non-accredited training is training that has not been formally recognised by an accrediting body. You will not receive recognition accredited certification or statement of attainment for this training but a Certificate of Attendance or a Statement of Completion will be issued. However you may be able to use this non-accredited training when applying for recognition of prior learning.

Flexible Learning Strategies and Assessment

Flexible learning and assessment procedures form part of our training and assessment strategies and are integral to the concept of our training. We customise our training and assessments to meet your specific needs at the beginning of your work-based training or prior to the course scheduled for delivery.

If you are having difficulty achieving competency in any type of training or unit of competence, please discuss the matter with your Trainer/Assessor and where possible alternative learning/assessment strategies will be provided to you. Evidence submitted must be valid, reliable, sufficient and current.

Assessment

Assessment is the means by which we determine whether or not a competency has been achieved. It is the process of collecting evidence and making decisions about your ability to demonstrate the knowledge and skills as set out in the outcomes of a unit of competency.

Forms of Evidence for assessments

Some of the forms of evidence you may be asked to provide:

- work examples within the workplace
- observation in the workplace
- simulations
- projects, assignments
- oral and written questioning
- third party reports

Trainer and Assessors

All our Trainer and Assessors are skilled and experienced in their industry area. A Trainer/Assessor must:

- Support you through the program and assessments
- Be open, transparent and fair
- Interpret and understand the criteria
- Ensure that evidence meets performance criteria
- Ensure that evidence you submit is valid, reliable, and sufficient
- Use their expertise to make fair and objective decisions

Do not regard your assessment as an examination. Your Trainer/Assessor needs to know which competencies from your course you have become proficient at, and which competencies require further practice and will be flexible in the assessment method used.

It is in your long-term interest to ensure that all of the skills necessary for the job have been learnt; our aim is to help you to learn those skills in the right way.

Study Material and Textbooks

Most of what you need to complete your chosen unit will be included in your study materials. These will differ depending on the training program, but can include printed study guides, websites or even CD ROMS. However in some cases students may be required to purchase one or more textbooks for each unit of study. The cost of textbooks can range depending on which course you study. Information pertaining to the required books will be given to you prior to enrolment.

Trainees

A Trainee must:

- Observe the conditions of the relevant employment agreement or award
- Attend and perform work as directed by the employer
- Obey all lawful directions
- Work towards achievement of competencies detailed in the training plan
- Acknowledge that all workplace instructions and any other material which comes into the trainee's possession as a result of the training remains the property of the employer (except entitlements determined by the Vocational and Education, Training and Employment Act 2000) and
- Acknowledge that all information obtained from the employer and given in circumstances of confidence must be kept confidential and not used to disclose to any person without the approval of the employer

Training Plan

Every Trainee must complete a training plan. The Training Plan provides details of the formal training and assessment to be undertaken as part of traineeship. The Training Plan has been designed to incorporate the following nationally agreed principles:

- define all parties/signatories
- set out the rights and responsibilities of all parties

- set out the qualification to be achieved and the agreed methodology for achieving the qualification
- support competency-based progression and completion
- must be flexible and able to be adjusted to accommodate changes
- be relevant to, and supportive of, industry and workplace requirements
- be straight forward, easy to follow and written in plain English

The Training Plan must be developed within 12 weeks from the date on which the traineeship has been approved. It must be developed by a Pegasus Trainer in consultation with the trainee and employer.

For further information on Traineeship or Training plan, go to <https://www.training.nsw.gov.au/>

Results

Your course records (which include assessments and other items submitted as evidence) are kept in a secure storage facility and the data is securely protected. These records are stored for 30 years in accordance with the Standards for NVR Registered Training Organisations.

Issuing Certificates

On successful completion of your training, your certificate will be issued and posted to your home address or delivered to the contact person indicated on your course booking form. Please ensure that if you change your address during the course that you inform Pegasus administration. Pegasus Training takes no responsibility for lost certificates.

A transcript of all units of competency will be on the back of your certificate (not applicable on Statements of Attainment).

Partial completion of a Qualification or Accredited course will result in the issuance of a Statement of Attainment with a list of Units of Competency achieved.

Re-Issuing Certificates

Should you require a replacement of your certificate, please contact Pegasus Training administration with the following details:

- Your name (if your name has changed please provide both your new name and your name at the time of the course)
- Your date of birth
- Your current address (and your address at the time of the course if you remember it)
- Course name, date and location of course attended
- Please be aware that this replacement will be marked as a copy only

Fees are applicable for the re-issuing of certificates.

Notes:



1300 305 072