



# Advance You



# Student Handbook

Pest Management

General and Timber Pest Technician Courses

# About Us

**Welcome**, we are thrilled to be training you. Here's a sneak peek of what to expect from us.

## Real Industry Experience

- 40 years of active pest control operations (Bundilla Pest Control)
- Training designed by practicing professionals
- Real workplace photos and videos
- Practical, industry-focused learning

## Become Work-Ready

- Training beyond basic requirements
- Real-world scenario assessments
- Confidence-building approach
- Skills immediately applicable to work

## Flexible, Modern Learning

- Blend of online and on-job training
- Device-friendly assessment tools
- Learn at your own pace

## Outstanding Support

- Full-time trainers available when needed
- Quick assessment turnaround (1-2 days)
- Personalised learning support





## Nationally Recognised Training

As a Registered Training Organisation (RTO 46378), we deliver nationally accredited training that meets Australian Qualification Framework standards.

Upon successful completion, you'll receive a Statement of Attainment that supports your pest management license application in most Australian states and territories (excluding ACT and WA).

## General Pest Technician Course

<b>Course Delivery</b>	Blended: Online & work-based training and practicum
<b>Units of Competency</b>	<p><b>CPPUPM3005:</b> Manage pests without applying pesticides</p> <p><b>CPPUPM3006:</b> Manage pests by applying pesticides</p> <p><b>CPPUPM3018:</b> Maintain equipment and pesticide storage area in pest management vehicles</p>
<b>Nominal Hours</b> (Roughly how long the course will take to complete)	<p><b>195 nominal hours</b></p> <p>Roughly 4-8 weeks full time (with appropriate supports from your employer). You have 12 weeks to complete before you need to apply for an extension.</p>
<b>Pre-Requisites</b> (What is required before enrolment is accepted)	<p><b>Be employed with a pest company</b></p> <p>Be over <b>18 years</b> of age * can be waived if child protection policy is accepted.</p> <p><u>LLND assessment</u></p> <p><u>Unique Student Identification</u></p> <p>Hold a valid full drivers license</p> <p>Access to required resources</p>



# General Pest Technician Course

## Module 1

### CPPUPM3005

#### Manage pest without applying pesticides

- **Topic 1:** Introduction to the Course
- **Topic 2:** Introduction to the Pest Control Industry
- **Topic 3:** Introduction to Invertebrate Pests (biology, ecology, taxonomy, general anatomy of insects)
- **Topic 4:** Cockroaches (Habits, harbourage, lifecycle of six major species in Australia)
- **Topic 5:** Ants (Habits, harbourage, lifecycle of eleven major species in Australia)
- **Topic 6:** Spiders (Habits, harbourage, lifecycle of twelve families in Australia)
- **Topic 7:** Biting pests (Habits, harbourage, lifecycle of mites, fleas and bed bugs)
- **Topic 8:** Flying pests (Habits, harbourage, lifecycle of flies, midges, bees and wasps)
- **Topic 9:** Fabric and paper pests (Habits, harbourage, lifecycle of major fabric and paper pests in Australia)
- **Topic 10:** Stored goods pests (Habits, harbourage, lifecycle of major pest weevils, beetles and moths)
- **Topic 11:** Occasional invaders (Habits, harbourage, lifecycle of millipedes, centipedes, amphipods, springtails and thrips)
- **Topic 12:** Introduction to Vertebrate Pests (Habits, harbourage, lifecycle of major rodent and bird pests)
- **Topic 13:** Work health and safety (WHS Act, hazard identification and hierarchy of control, working from heights, ladder safety, working in restricted and confined spaces, PPE)
- **Topic 14:** Inspecting for pests
- **Topic 15:** Integrated pest management



# General Pest Technician Course

## Module 2

### CPPUPM3006

#### Manage pest by applying pesticides

- **Topic 16:** Introduction to pesticides (history, environmental impact, human health impact, mode of action)
- **Topic 17:** Pesticide formulations
- **Topic 18:** Pesticide safety (labels, SDS, chemical registers and manifest)
- **Topic 19:** Integrated pest management plans (for all pests covered in module 1)
- **Topic 20:** Application of pesticides (delivery systems, nozzles and spray patterns, substrates, area calculations, calibration, mixing products, maintaining and cleaning equipment)
- **Topic 21:** Emergency procedures (spill management, public safety, emergency preparedness, first aid)
- **Topic 22:** Notifications, reporting and record keeping

## Module 3

### CPPUPM3018

#### Maintain equipment and pesticide storage in pest management vehicles

- **Topic 23:** Pest management vehicle requirements
- **Topic 24:** Cleaning and maintaining pest control vehicles



# General Pest Technician Course

## Assessments

**Online:** Multiple choice and short answer questions

**Digital Logbook:** Complete 7 integrated pest management treatments on general pests at real worksites. Validated by your workplace supervisor.

**Digital Portfolio:** Complete 3 integrated pest management treatments at real worksites (can be friends or family).

**Manage a Pest Control Vehicle:** Your workplace supervisor will check of your knowledge on how to stock and maintain a pest vehicle.

**Chemical Spill Management & Calibration:** Completed with trainer and assessor.

## Validated Workplace Supervisor

A **validated workplace supervisor** will work with you to complete your workplace assessments and enhance your training. This person **must hold the license** you are seeking to obtain. You must work within **sight and sound** of your supervisor.

You will have **weekly debriefs** with your supervisor and trainer and assessor to keep you on track.

# GENERAL PEST TECHNICIAN COURSE

## ASSESSMENT REQUIREMENTS

# 1



### Online Quiz

Students complete an online quiz after each subject topic, consisting of multiple-choice, matching, and short-answer questions. The quiz is designed to reinforce key knowledge and understanding before progressing through the course. A webcam is required to authenticate the students knowledge.

# 2



### Digital Logbook

Evidence must be collected from 7 real job sites under the supervision of a validated workplace supervisor, demonstrating treatments for rodents, ants, cockroaches, spiders, and four specialty pests. Student must use dusts, baits, liquid, and granule formulations with a range of pesticide application equipment.

# 3



### Manage a Pest Control Vehicle

Students complete the Manage a Pest Control Vehicle assessment in a 1:1 session with their trainer and assessor, where they answer key questions and demonstrate how their vehicle meets state and territory compliance requirements. A compliant pest management vehicle is required for this assessment.

# 4



### Portfolio Site 1: General Pest Management

This assessment is conducted face-to-face with the student's trainer and assessor, either in person or via online video chat (video uploads are available but not recommended). Students must demonstrate a complete general pest management treatment at a domestic residence, including customer service, work orders, inspection, integrated pest management planning and implementation, risk assessments, chemical handling, and recording of pesticide application, using baits, dusts, and liquid treatments targeting spiders, ants, and cockroaches.



# GENERAL PEST TECHNICIAN COURSE

## ASSESSMENT REQUIREMENTS

# 5



### Portfolio Site 2: Rodent Management

This assessment is conducted face-to-face with the student's trainer and assessor, either in person or via online video chat (video uploads are available but not recommended). Students must demonstrate a complete rodent management treatment at a domestic or commercial site, including customer service, work orders, inspection, integrated pest management planning and implementation, risk assessments, rodenticide handling, and accurate recording of rodenticide application.

# 6



### Portfolio Site 3: Misting

This assessment is conducted face-to-face with the student's trainer and assessor, either in person or via online video chat (video uploads are available but not recommended). Students must demonstrate a complete misting treatment at a simulated domestic or commercial site targeting a stored goods pest, including customer service, work orders, inspection, integrated pest management planning and implementation, risk assessments, chemical handling, and accurate recording of pesticide application. This assessment may be simulated using water.

# 7



### Portfolio: Chemical Spill

Students must demonstrate how to manage a simulated chemical spill using a real spill kit. This assessment is conducted face-to-face with the student's trainer and assessor, either in person or via online video chat (video uploads are available but not recommended).

# 8



### Portfolio: Calibrating a Pump-Up Spray Unit

Students must demonstrate how to calibrate a pump-up spray unit and determine their walking speed for a selected pesticide. This assessment is conducted face-to-face with the student's trainer and assessor, either in person or via online video chat (video uploads are available but not recommended).





# Timber Pest Technician Course

## Course Delivery

Blended: Online & work-based training and practicum

## Units of Competency

**CPPUPM3008:** Inspect for and report on timber pests

**CPPUPM3010:** Control timber pests

## Nominal Hours

(Roughly how long the course will take to complete)

### 90 nominal hours

Roughly 3-6 weeks full time (with appropriate supports from your employer). Varies widely as assessment requirements require subterranean termite treatments to be available. You have 12 weeks to complete before you need to apply for an extension.

## Pre-Requisites

(What is required before enrolment is accepted)

### Be employed with a pest company

Hold a **general pest license**

Be over **18 years** of age \* can be waived if child protection policy is accepted.

LLND assessment

Unique Student Identification

Hold a valid full drivers license

Access to required resources



# Timber Pest Technician Course

## Module 1

### CPPUPM3008

#### Inspect for and report on timber pests

- **Topic 1:** Introduction to regulations
- **Topic 2:** Introduction to timber
- **Topic 3:** Borers
- **Topic 4:** Wood decay
- **Topic 5:** Termites
- **Topic 6:** Preparing for an inspection
- **Topic 7:** Building construction
- **Topic 8:** Conducting the inspection
- **Topic 9:** Writing the report

## Module 2

### CPPUPM3010

#### Control timber pests

- **Topic 10:** Invasive inspections and termite treatment
- **Topic 11:** Termite management systems
- **Topic 12:** Completing services



# Timber Pest Technician Course

## Assessments

**Online:** Multiple choice and short answer questions

**Digital Logbook (Timber Inspections):** Complete 7 timber pest inspections at real worksites. Validated by your workplace supervisor.

**Digital Portfolio (Timber Inspections):** Complete 3 timber pest inspections at real worksites which must be assessed by your trainer and assessor.

**Digital Logbook (Control Timber Pests):** Complete 7 integrated pest management treatments/controls for timber pests at real worksites. Validated by your workplace supervisor.

**Digital Portfolio (Control Timber Pests):** Complete 3 integrated pest management treatments for timber pests at real worksites. Must be assessed by your trainer and assessor.

## Validated Workplace Supervisor

A **validated workplace supervisor** will work with you to complete your workplace assessments and enhance your training. This person **must hold the license** you are seeking to obtain. You must work within **sight and sound** of your supervisor.

You will have **weekly debriefs** with your supervisor and trainer and assessor to keep you on track.

# TIMBER PEST TECHNICIAN COURSE

## ASSESSMENT REQUIREMENTS

# 1



### Online Quiz

Students complete an online quiz after each subject topic, consisting of multiple-choice, matching, and short-answer questions. The quiz is designed to reinforce key knowledge and understanding before progressing through the course. A webcam is required to authenticate the students knowledge.

# 2



### Digital Logbook: Timber Pest Inspections (Site 1-7)

Evidence must be collected from 7 real job sites under the supervision of a validated workplace supervisor, demonstrating inspecting for timber pests, conducive conditions, and risk factors to the site, external and internal building. You must inspect for subterranean termites, borer and wood decay across the 7 sites.

# 3



### Portfolio Site 8: Timber Pest Inspection (1/3)

Students must demonstrate a complete timber pest inspection face-to-face with their trainer and assessor, either in person or via online video chat (video uploads are available but not recommended). During this assessment, students must conduct a risk assessment, describe building construction methods, demonstrate the use of inspection tools, conduct an inspection, articulate findings, interpret results, and assess the site for an appropriate termite management system.

# 4



### Portfolio Site 9: Timber Pest Inspection (2/3)

Students must demonstrate a complete timber pest inspection face-to-face with their trainer and assessor, either in person or via online video chat (video uploads are available but not recommended). During this assessment, students must conduct a risk assessment, describe building construction methods, demonstrate the use of inspection tools, conduct an inspection, articulate findings, interpret results, and assess the site for an appropriate termite management system.



# TIMBER PEST TECHNICIAN COURSE

## ASSESSMENT REQUIREMENTS

# 5



### Portfolio Site 10: Timber Pest Inspection (3/3)

Students must demonstrate a complete timber pest inspection face-to-face with their trainer and assessor, either in person or via online video chat (video uploads are available but not recommended). During this assessment, students must conduct a risk assessment, describe building construction methods, demonstrate the use of inspection tools, conduct an inspection, articulate findings, interpret results, and assess the site for an appropriate termite management system.

# 6



### Digital Logbook: Control Timber Pests (Site 11-17)

Students must complete assessments across seven sites representing different conditions and treatment types, including: slab-on-ground and suspended floor building treatments, chemical soil treatment, wood decay, drywood or dampwood termites treatments (optional), baiting, foaming, and dusting. Each site requires students to demonstrate a site assessment, conduct a risk assessment, implement the treatment, and administer advice to the customer. The treatment must be conducted under the supervision of their validated workplace supervisor. Subterranean termites must be treated across four of the seven sites.

# 7



### Portfolio Site 18: Termite Treatment

Students must treat a termite nest or active workings at a real worksite, using foam, liquid, dust, or bait formulations on subterranean termites. The nest may be arboreal, basal, subterranean, or mound-based, and treatments may target nests or building infestations. This assessment must be assessed by a trainer and assessor in person or via video chat or recording.

# 8



### Portfolio Site 19: Sealant Application

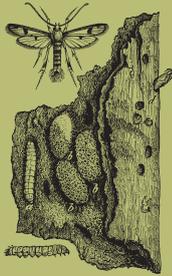
Students must demonstrate how to apply a sealant to a vulnerable point of a building, such as a cold joint, expansion joint, or foundation crack, either on a real job site or through simulation. If your company does not provide this service, the assessment may be simulated. This assessment must be assessed by a trainer and assessor in person or via video chat or recording.



# TIMBER PEST TECHNICIAN COURSE

## ASSESSMENT REQUIREMENTS

# 9



### Portfolio Site 20: Borer Treatment

Students must demonstrate how to treat timber infested with borer at a real worksite, using an appropriate treatment method aligned with the target pest. If a real infestation is unavailable, students may simulate one by drilling exit holes into a piece of timber and using oil in place of pesticide, while identifying the correct product and following label and SDS requirements. The site must differ from those used in other assessments.

### Frequently Asked Questions

#### What if I don't have many termite-infested sites in my area?

That's okay — you can take your time to find suitable sites, network with other pest control companies, or travel to the Sunshine Coast, where we can help organise access to live sites through our pest management business.

#### What if I don't offer borer treatments as part of my business?

No problem. You can simulate this assessment using a piece of timber with old borer damage or by creating exit holes to represent infestation. Cooking oil may be used as a simulated treatment product, provided you identify and follow the label directions of a registered borer-specific pesticide.

#### What if I don't provide sealant treatments as part of my business?

This assessment can also be simulated. You don't need to purchase or apply an actual sealant — water, packaging tape, and flour can be used to represent the materials as long as you demonstrate the correct principles and process of applying a sealant. We don't expect you to ruin someone's precious concrete driveway.

#### What if I don't apply chemical soil treatments to subfloors?

That's fine — you can use in-ground bait stations instead. There's no set treatment method for subfloor controls, so you can demonstrate whatever approach your company typically uses.

#### What if I don't offer pre-construction or install physical termite management systems?

That's also fine. The only requirement under the training package rules is to perform a sealant control task, which is covered in Site 19, and this can be completed as a simulation.



# Licensing Information



## Overview

Licensing requirements differ per state and territory, however there are some common rules.

- Be over the age of 18 years
- Obtain the units of competency required for the license you wish to hold
- Be declared “fit and proper” or “sound of mind”

Most licensing departments recognise licenses from other states and territories. Mutual recognition often requires informing the licensing department of your intention to work within their area.

## General Pest Licensing

You must obtain:

- **CPPUPM3005**
- **CPPUPM3006**
- **CPPUPM3018**

## Timber Pest Licensing

You must obtain

- **CPPUPM3008**
- **CPPUPM3010**

In **Western Australia** you must gain a Certificate III in Urban Pest Management.

In **ACT**, the right to apply pesticides is done through permit applications authorised by the Environmental Protection Authority (ACT).

## Queensland

Unless you are prescribed as an approved person under Section 54 of the Medicines and Poisons (Pest Management) Regulation 2021, you must hold a pest management license.

Apply to Queensland health: Environmental Hazard Unit. Trainee licensing is not a requirement.

[Guidelines](#)  
[Application](#)

## Victoria

Trainee pest management technicians must hold a trainee license. You must be enrolled in or undertaking training with a registered training organisation. You must work in sight and sound of your supervisor under this license.

Trainee skills declaration forms can be submitted to the licensing department once your supervisor deems you competent. You will **not** have full autonomy of a licensed pest manager until you have your statement of attainment.

Apply to Victoria Department of Health.

[Guidelines](#)

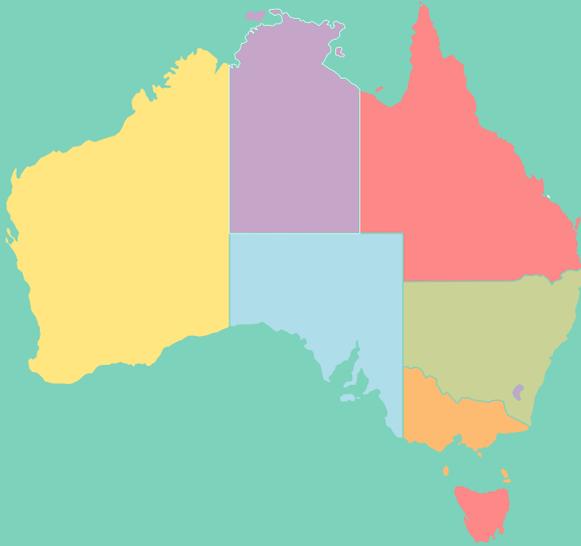
## South Australia

As a trainee, you need to apply for a limited pest controllers license. This enables you to work under sight and sound of your supervisor. Once you have your statement of attainment, you can progress to a full license.

Apply through the Department of Health and Wellbeing.

[Guidelines](#)

# Licensing Information



## New South Wales

Trainee pest management technicians are required to hold a training permit. You must show you are enrolled into a pest management course with a Registered Training Organisation. We can assist in this process.

Apply to NSW Environmental Protection Authority.

[Guidelines](#)  
[Application](#)

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## Northern Territory

To apply for a license, you must be a NT resident with a fixed address.

Apply through the NT Department of Health.

[Guidelines](#)

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## Tasmania

Licensing requirements are similar to Queensland. No trainee license is required.

Apply to the Department of Natural Resources and Environment Tasmania.

[Guidelines](#)

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# Unique Student Identifier



## USI

A USI is your lifelong education number required for all nationally recognised training in Australia. It's a 10-character code that you only need to create once.

### Why You Need It:

- Required by law since January 2015
- Allows access to your complete training history
- Needed before we can issue your qualification

### Your USI lets you:

- Access your training records
- Share results with training providers
- Update your details

### Need Help?

- Already have a USI but can't find it?
- Call 1300 857 536 (Mon-Fri, 8:30am-6:30pm AEDT)
- Or visit [here](#)

### Need to create a USI?

- Visit [here](#)
- Or contact us for assistance

### Important:

We must verify your USI before training can commence - this is a legal requirement.

# LLND Assessment



## What is LLND Assessment?

Before starting your training, we assess your language, literacy, numeracy, and digital (LLND) skills - not to pass or fail you, but to understand how we can best support your learning journey. Pest management requires strong communication and numeracy skills for tasks like measuring chemicals, writing proposals, and discussing treatments with clients.

Our quick assessment helps us create the right support plan for you. While we recommend certain skill levels, don't worry - we usually support most students through one-on-one tutoring. If needed, we can also suggest additional courses to boost your skills.

# Our Services



We don't just provide training and assessment, we provide a safe inclusive learning environment where you feel valued and supported. How do we do this?

## Credit Transfer

### What Are Credit Transfers?

Nationally recognised qualifications and units of competency are valid across Australia. This means your previous training may count towards your pest management qualification.

### Types of Transfers:

- Direct transfers for identical units
- Partial credit for similar units
- Gap training for outdated qualifications

### What We Need From You:

- Your USI (for training after 2015)
- Certified copies of earlier qualifications
- Additional evidence if required

### Cost:

- Fees apply for assessment and gap training
- Individual quote provided before starting

### The Process:

1. We review your previous training
2. Identify any knowledge gaps
3. Create a personalised training plan if needed
4. Issue relevant credits once competent

Note: We'll guide you through the process and ensure you only complete the training you actually need.

## Recognition of Prior Learning

### What is RPL?

RPL recognises the skills and knowledge you've gained through work experience and previous training. It's a way to get credit for what you already know, potentially reducing your training time.

### Types of Learning We Consider:

- Formal learning (certificates, diplomas)
- Work experience
- Industry training
- Conferences and workshops
- On-the-job training

### Benefits for You:

- Save time - don't repeat what you already know
- Fast-track your education attainment
- Advance your career opportunities
- Meet licensing requirements

### The RPL Process:

1. Complete self-assessment
2. Interview with our assessor
3. Receive personalised quote
4. Submit evidence
5. Complete practical assessment
6. Receive SOA (if competent)



## Reasonable Adjustment

### What is Reasonable Adjustment?

We believe everyone deserves a fair chance to succeed. Our trainers are here to support you with:

- Respect
- Understanding
- Flexibility
- Personal attention

Reasonable adjustment is a process of reviewing your personal circumstances and finding ways to reduce barriers - without compromising assessment rules.

### Facing Challenges? We Can Help

Let us know if you're dealing with:

- Work commitments
- Family responsibilities
- Learning difficulties
- Language barriers
- Financial concerns
- Location constraints
- Disability needs
- Time management

### Just Talk to Us

Contact your trainer directly - we'll create a personalised plan to help you succeed while maintaining course standards.

**Remember:** The sooner you tell us about any challenges, the better we can support you - because life throws curve balls.

## Education Support

### Have not studied before?

- Our full time trainer and assessor is available to provide you 1:1 tutorship and support.
- Training material is at your pace - no more long days in a stuffy classroom.
- We work with your supervisor to ensure you are well supported in your workplace learning.
- We can also develop individualised learning plans using SMART goals to focus on areas you are struggling with e.g. reading labels or pesticide calculations.

## Wellbeing Support

### Stress and Learning

Stress can significantly impact your ability to learn, retain information, and perform tasks - that's why we create a supportive environment where you can feel comfortable asking for help when needed.

### We offer:

- Confidential consultations with our registered nurse
- Professional support for physical and mental health wellbeing
- Evidence-based referrals to specialist free community based services
- No-cost support connections

**Your wellbeing matters.** Speak confidentially with our Registered Nurse for support and guidance.

## Technical Support

### Need help with the online learning system?

- Check our self-help guides in the student portal
- Contact our support team for personalised assistance

# Your Rights and Responsibilities

## Student Rights

### Learning Environment

- Safe, supportive study environment
- Freedom from discrimination and intimidation
- Protection of personal property and work
- Right to express ideas and ask questions

### Access and Information

- Clear course and career pathway details
- Access to personal records
- Updates about training changes
- Control over use of personal image/testimonials
- Information about course structure, duration, and requirements

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## Student Responsibilities

### Administrative

- Provide USI and photo ID
- Consent to verification checks
- Pay course fees
- Complete within timeframe or apply for an extension

### Learning Conduct

- Participate positively
- Be honest and respectful
- Provide authentic assessment evidence
- **Do not plagiarise** work
- Arrange supervision for assessments
- Report issues promptly
- Ensure access to required equipment

# Our Rights and Responsibilities

## Our Responsibilities

### Support and Service

- Streamlined enrolment process
- Accessible learning portal
- On-demand training support
- Prompt assessment feedback
- Fair appeals process

### Quality Assurance

- Current, evidence-based content
- Fair and valid assessments
- Direct delivery (no third-party providers)
- Industry updates
- Professional conduct
- Timely certification

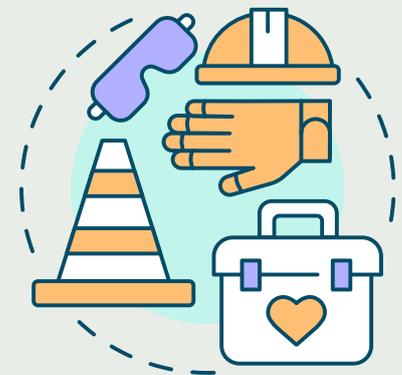
### Commitments

- Respect student rights
- Maintain quality standards
- Provide learning support
- Issue qualifications
- Protect student privacy



# Advance You Policy

All our policies are readily available to students. Please ask for specific policies if needed. Here's a summary of our main policies:



## Privacy Policy and Data Access

### We protect your information:

- Secure Australian-based servers
- Regular data backups
- 24/7 security monitoring
- Password encryption
- Controlled access systems

### Your data is protected by:

- Privacy Act 1988 requirements
- National Privacy Principles
- Industry-leading security measures
- ISO Certified hosting

### Your Role:

- Keep your password secure
- Don't share login details
- Report any security concerns

## Academic Cheating: Plagiarism

### We Take Cheating Seriously

- All work must be your own
- Plagiarism will require reassessment
- Serious cases may lead to program removal

### Why Cheating Puts You at Risk:

- It's illegal
- Exposes you to identity theft and blackmail
- Compromises safety in pest control work
- Undermines your professional development

### Better Options:

- Talk to us if you're struggling
- Ask for extra support
- Value your own learning journey
- Be proud of your achievements

### Remember:

- Zero tolerance for academic cheating
- Your safety knowledge matters
- We're here to help you succeed
- Your authentic work builds real skills



### Need Help?

Contact your trainer - we are here to support you and answer your questions.



## Transition of Training Products

### When course requirements change:

- We'll email you directly
- Explain what's changing
- Support your transition
- Update the course structure within 12 months to remain compliant

### Our commitment:

- We'll help you complete your training with current industry standards.
- We do not use third party providers to deliver training or assess your work.

## Course Extension or Withdrawal

### Extensions

- Must request 10 days before expiry
- Email RTO manager with clear reason
- Standard course length: 6 months
- Extensions not guaranteed

### Withdrawals

You can withdraw:

- At any time
- Must be in writing
- Include reason and date
- No refund will be given

### We may withdraw students for:

- Misconduct
- Sharing login details resulting in financial losses
- Missing course deadlines
- Non-payment of fees

## Complaints and Appeals

### Complaints Process:

- Try resolving directly first
- Lodge complaint through student portal
- Receive confirmation email
- Meet with RTO manager (support person welcome)
- Investigation conducted (no longer than 60 days)
- Written resolution provided

### Your Rights:

- Free complaint lodgement
- Confidential handling
- Fair investigation
- Written outcome
- Third-party review option
- Support person at meetings

Not Satisfied? External review options available (may incur costs)

### Assessment Appeals:

- Submit through student portal
- Review within 2 working days
- Second assessor review (will take time)
- Written outcome provided

### Our Commitment:

- Respond within 2 working days
- Fair investigation process
- Written resolutions
- Confidential handling
- No lodgement fees
- Quality improvement focus

## Continuous Improvement

### Your Feedback Matters

We're committed to quality education and want your learning experience to be positive.

Your input helps us improve our services.

### How to Help:

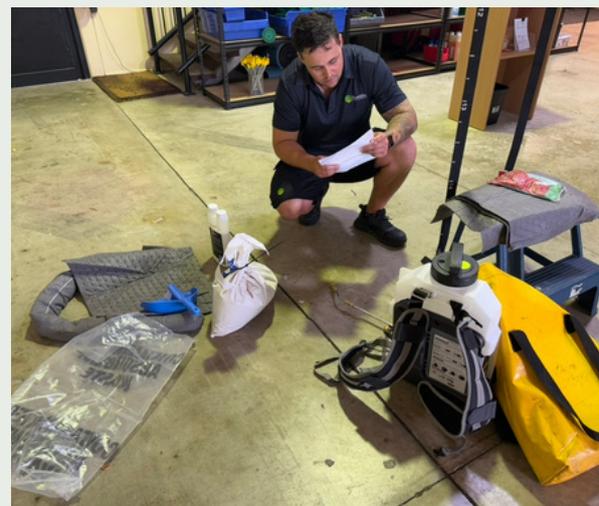
- Tell us about any challenges
- Report concerns promptly
- Complete end-of-course survey
- Share your suggestions

### Student Satisfaction Survey

- National training feedback tool
- Helps improve course quality
- Valued input for improvements to the whole VET sector

See something we could do better?

Let us know - your feedback shapes our future.



## Payment

### Government Funding

There are currently no subsidies or FEE-HELP available from the government for pest management skill sets (not including Certificate III in Urban Pest Management).

### Payment Options

Your employer will be paying for your course fees. We invoice them directly. You may be asked to sign a training contact of which we have no involvement with. Payments can be made via:

- Direct Debit
- Credit Card



## Refund Policy

### Refund Policy

Full refund only if:

- LLND assessment shows we can't support your needs
- Before course commencement
- 100% money back guarantee linked to Commitment Statement.

### Need Help?

Contact our administration team to discuss payment options.

# Anti-Discrimination

## We welcome all students, regardless of:

- Gender and relationships
- Parental status
- Age and race
- Religious or political beliefs
- Physical abilities (unless your disability will impact licensing)
- Sexual orientation
- Family responsibilities
- Union membership

## Need Support?

Our Registered Nurse can create a personalised support plan to help overcome any challenges.

## Experience Discrimination?

Contact our RTO manager immediately - we take these matters seriously and act promptly.

## Our Commitment:

We provide inclusive, fair education that supports all students' success, as guided by the Anti-Discrimination Act 1991.



# Sexual Harassment

## Zero Tolerance Statement

We have zero tolerance for sexual harassment in any form. All students and staff have the right to a safe, respectful environment.

## What is Sexual Harassment?

Unwelcome behaviour that:

- Makes someone feel offended, humiliated, or intimidated
- Can be physical, verbal, or written
- May be one-off or repeated

## Examples Include:

- Unwanted physical contact
- Inappropriate comments or jokes
- Personal questions or remarks
- Leering or staring
- Explicit messages
- Requests for sexual acts
- Criminal behaviour (assault, stalking)

## Need Help?

- Contact our Registered Nurse immediately
- All reports treated confidentially
- Support services available

## More Information?

Visit FairWork Ombudsman website

**Remember:** You have the right to feel safe. We take all reports seriously.



## Work Health and Safety

### Online Learning Safety

- Set up ergonomic workstation
- Take regular breaks
- Maintain good posture
- Stay active during study
- For more information [click here](#)

### Key Safety Requirements:

- Valid WorkCover insurance
- Proper PPE use
- Follow chemical safety protocols
- Read all SDS and labels
- Safe manual handling
- Ladder safety protocols
- Heat stress prevention

### Health Considerations:

- Stay hydrated
- Manage [stress levels](#)
- Follow biohazard protocols
- Report safety concerns

### Support Available:

- Registered Nurse consultation
- Stress management resources
- Safety guidance in course materials



## Workplace Safety

Your **employer and direct workplace supervisor** maintain full **legal responsibility for your health and safety** during all evidence gathering and assessment activities **at work**. Advance You provides training and assessment services only and has **no control over workplace safety systems** or procedures. As a trainee, **you must follow all workplace safety policies, complete required inductions, and report concerns to your supervisor**. Advance You cannot be held liable for workplace incidents or injuries as we do not manage or influence workplace safety practices.



# Advance You

## Get in touch



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