

Student Handbook (DOMESTIC)





This Student Handbook
has been prepared for the domestic students of:

Everthought Education Pty Ltd (ETE)

RTO Number: 32438

and

Everthought College of Construction (ECOC)

RTO Number: 51681

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It is important that you take the time to read through this Student Handbook and seek clarification about any matter that you require further information.

STUDENT DECLARATION

You will be asked to sign a declaration as part of Everthought Education's (ETE) and Everthought College of Construction's (ECOC) application and enrolment process which confirms that you have read and understood your rights and responsibilities as outlined in this Student Handbook, together with hearing about the commitment that ETE and ECOC is making to you in its delivery of a quality training program.



Message from the General Manager

Welcome to your new course and thank you for selecting one of our training providers, Everthought Education or Everthought College of Construction as your preferred place of study. As General Manager of both these organisations, I can assure students that I will fully support the implementation of all quality, management and operational functions articulated in this Student Handbook. I will ensure myself and the Everthought team adhere to our underlying philosophy of continuous quality improvement in all aspects of Everthought Education & Everthought College of Construction's operations. We welcome your input to ensure that our services meet your expectations.

This Student Handbook provides the direction that informs and guides Everthought Education (ETE) & Everthought College of Construction (ECOC) towards the provision of best practice in training development, management and service delivery. It also shares the rules that we must all adhere to, which are aligned with the Commonwealth and state regulation and legislation, and which govern all Australian vocational Registered Training Organisations (RTOs). For all our clients, whether a student or an employer, it will ensure that your investment provides the very best possible training experience and outcome.

Thank you once again for choosing ETE or ECOC to deliver your training needs. We trust that this Handbook will provide the information you need to proceed with your enrolment and successfully complete your training. Prior to enrolment in one of our courses, you will have an opportunity to discuss the information in this Student Handbook with one of our team who will confirm that you have had a chance to consider and that you understand this important information. If you have any questions prior to enrolment or at any time in the future, please don't hesitate to contact myself or members of the team.

I wish you every success!

Michael Wallace



CORONAVIRUS MESSAGE TO OUR STUDENTS:

The safety and wellbeing of our students is paramount. We will be keeping you informed through your trainer if changes to your study plans are required.

In the meanwhile, please follow the health precautions of:

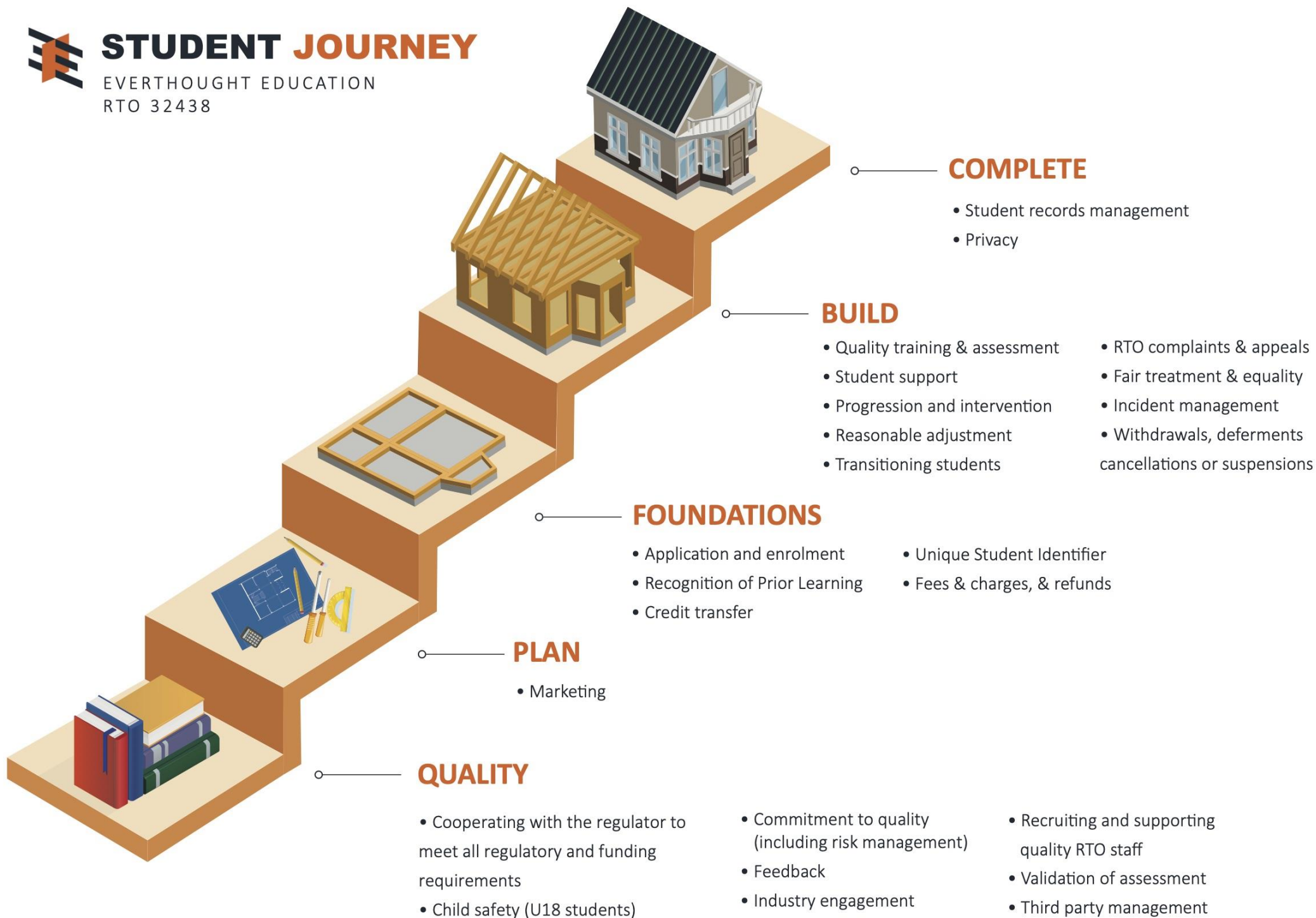
- washing your hands thoroughly and regularly with soap and water, for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- avoid touching your eyes, nose, and mouth with unwashed hands
- cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow and throw away the tissue immediately
- do NOT come to work/training facility if you are sick. Please let us know that you are unwell and stay home, except to get medical care. Learn what to do if you are sick. Please also advise us of the medical advice you received.
- follow any additional health order requirements that are released from the Government

In you would like further information, a link for real time updates and factsheets from the Department of Health is available here: <https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>



STUDENT JOURNEY

EVERTHOUGHT EDUCATION
RTO 32438





OVERVIEW

Our Vision

Our vision is to be recognised as a leading provider of quality education and training in the building & construction industry, where people can learn and excel. Both Everthought Education (ETE) and Everthought College of Construction (ECOC) welcomes people of all cultures, religions and ethnic origins. We are an independent training organisation which has no formal affiliations with political parties, unions or religious groups.

Our Aim

Our aim is to promote and enhance the skills of industry in Queensland and Western Australia and for our students to achieve excellence in their chosen field.

Our Mission Statement

Our Mission Statement is to provide high quality, accessible educational opportunities and services which promote individual development and improve the overall quality of life in a diverse community. We value our role as an educational leader, embracing change and responding to the complex needs of those it serves. As such, we are committed to access and equity, teaching excellence, lifelong learning, partnership building and economic development.

Our Goals are to:

- provide career programs which meet the needs of students and employers.
- provide opportunities for personal growth and cultural enrichment.
- deliver support programs to help students achieve their goals.
- lead in the creation of partnerships which foster the economic development of the region.
- provide students with an understanding and appreciation of world cultures.
- help prepare our community to succeed in the global economy.

We are dedicated to creating a challenging and supportive environment where all members of our community can attain their educational and personal goals. We encourage everyone to take responsibility for their learning, to discover their potential, and to achieve their ambitions.

Recognising that our diversity is an important source of our strength, we respond to the needs of our community and expect that everyone at ETE and ECOC respects the rights and affirms the dignity of all people. We strive to maintain a safe and trustful environment where together we can engage in open dialogue.

Regulatory Framework

As a Registered Training Organisation (RTO), Everthought Education (ETE) & Everthought College of Construction (ECOC) are subject to the regulatory framework that governs the Australian Vocational Education and Training sector and protects both RTOs and students. The legislative framework established by the [National Vocational Education and Training Regulator Act 2011](#) and related legislation, empowers the Australian Skills Quality Authority (ASQA) as the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the Standards for Registered Training Organisations 2015 to ensure nationally approved quality standards for training are met.



Overview of Everthought Education & Everthought College of Construction's Quality Approach

The General Manager recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within ETE and ECOC to capitalise on these opportunities for improved practice. ETE and ECOC supplies feedback forms to all students during and at the end of each program, as student feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training, ensuring the ever-changing needs and expectations of clients are being met. The General Manager also welcomes feedback from other improvement opportunities such as risk assessment, student suggestions (a feedback form is available on the website), complaints and appeals, validation of assessment sessions and audit reports.

Student feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, students are encouraged to give feedback throughout their enrolment process.

In order to encourage and achieve continuous improvement based on the collection of the above mentioned data, ETE and ECOC has developed a **Continuous Improvement Register** which includes a written record of all improvement strategies, and of course, follow up action.

Dependant on which RTO you have enrolled, either ETE or ECOC are responsible for issuing your AQF nationally accredited qualification. In very rare times, if ETE and/or ECOC do not have the expertise to deliver specific units: in these instances, you will be provided details through the application process of the other training provider who has partnered with us, so that you can make a fully informed decision. The final certificate will be issued from ETE or ECOC, with credit transfer granted for these other units.

The Student's Journey

We want you to experience a positive learning journey with either of our RTOs and have worked to capture that journey in our student experience framework. Each of the aspects of your journey, regardless of if it is a full qualification or a short course, are included in the information provided in the rest of this Handbook, including the policies and procedures that underpin the activity of both ETE and ECOC. Our student journey is made up of 4 important segments:

1. Plan
2. Foundations
3. Build
4. Completion, which is underpinned by
5. Quality.

You have:

- the right to information about the course, units of competency and assessment requirements
- the right to quality teaching which respects you as an individual and meets your needs
- the right to feedback along the way, especially with your assessments and your progression
- the right to support to address any barriers to your learning, including non-educational matters
- the right to not waste time on previously studied units which are equivalent to those in your enrolled course and/or where you may have some equivalent work or life experiences



- the right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- the right to be free from all forms of intimidation
- the right to work in a safe, clean, orderly and cooperative environment
- the right to have personal property (including computer files and student work), ETE and ECOC's property protected from damage or other misuse
- the right to have any disputes settled in a fair and rational manner (this is accomplished by the **Complaints and Appeals Policy and Procedure**)
- the right to work and learn in a supportive environment without interference from others
- the right to express and share ideas and to ask questions, and
- the right to be treated with politeness and courteously at all times.

We at ETE and ECOC commit to you that we will:

- provide you with sufficient information to allow you to make a decision on the right course for your needs
- provide a student focused service and treat you and every student with respect and equally
- take care of your and others' health and safety
- provide you with all the resources required including access to qualified professional trainers/assessors
- be aware of current industry trends and best leading practices which we interpret into our training programs
- provide you with ongoing feedback
- accept and consider your feedback as part of our continuous improvement agenda
- issue you with the AQF certification documentation as the responsible RTO, based on you meeting all the requirements
- abide by all relevant legislation and regulation and commit to keeping you informed of any amendments (refer to Legislative and Regulatory Requirements section in this **Student Handbook**).

Our trainers

ETE and ECOC recognise the importance and benefits of combining industry experience with training and education experience when striving to deliver programs of highest quality and relevance to the client. All trainers and assessors employed or contracted by ETE and ECOC have demonstrated significant industry experience in addition to obtaining training and assessment qualifications, allowing them to provide a professional, well rounded learning environment for students. Staff are equipped with the skills to ensure their teaching methods are suitable for all students, utilising simple language where appropriate to communicate information most effectively. All staff across ETE and ECOC strictly adhere to the Standards for RTOs 2015 to continue delivering training services of the highest quality, as well as relevant state based funding and legislative requirements.



Student protection

It is the intention of the General Manager of ETE and ECOC that all students will receive the full training services paid for at all times, including but not limited to training and assessment, assessment only, recognition of prior learning or short courses. The continuous improvement and quality management practices employed by ETE and ECOC General Manager and staff are designed to proactively identify any anomaly that might cause a business interruption or training failure and address this situation before any students are affected. In the event that either the student opts to withdraw early or ETE and/or ECOC fails to deliver the agreed services, including in the unlikely event of termination of services, then our **Fees, Charges and Refunds Policy and Procedure** can be actioned to determine any refund owing to you. It is important to have read and understood the various circumstances where you will be eligible and where you will not be eligible for a refund as part of your application process. The Policy also shares how to apply for a refund.

For apprentices, co-contribution fees are invoiced and collected in arrears of the training services, so apprentices are not eligible to receive a refund.

While ETE and ECOC guarantee that all students will receive the full training services paid for, it does not guarantee a student will successfully complete the course in which they are enrolled or that the student will obtain a particular employment outcome outside the control of ETE or ECOC. To be issued with AQF certification documentation, students **must have**:

- ensured that their commitment to the course was at a satisfactory level, through participation in the learning activities;
- completed and submitted all assessments, and have been assessed as competent by their assessor;
- paid all fees; and
- provided their Unique Student Identifier number (USI).

STUDENT SERVICES AND SUPPORT

Client focus

ETE and ECOC are committed to delivering high quality services that support students throughout their training and assessment. ETE & ECOC take a systematic approach to establishing and recognising the needs of each student, from the initial interest phase in one of our courses. All staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of our expertise, they will be referred to an appropriate service or an alternate training organisation. Where needs are identified, you may be asked to sign an **Individual Learning Plan**, which is a mutually agreed plan of support. This is so that we can discuss and agree a strategy that will best support during your studies. More information is available within our **Student Support Policy and Procedure**.

A list of **Student Support Services** is available on our websites, which includes contact details for each service. This includes internal assistance in academic matters, as well as a range of external non-academic assistance, such as financial and crisis support. All students may access these services. Please take a moment to access it and please let your trainer know if we can assist you in any way to successfully progress and complete your course.



Support services include:

- study support and study skills programs
- language, literacy and numeracy (LL&N) programs or referrals to appropriate programs
- equipment, resources and/or programs to increase access for students with disabilities
- mediation services or referral to appropriate services
- flexible scheduling and delivery of training and assessment
- counselling services or referral to appropriate services
- information technology support
- learning materials in alternative formats i.e. large print.

In summary, ETE and ECOC will provide:

- training programs and services that promote inclusion and are free from discrimination
- support services, training, assessment and training materials to meet the needs of a variety of individual students
- consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs
- consideration of the views of students' community, government agencies and organisations, and industry when planning training programs
- access to information and course materials in a readily available, easily understood format
- information to assist students in planning their pathway from school or the community to vocational education and training

Student information commitment

ETE and ECOC are committed to a professional approach to all aspects of marketing courses and services that upholds the integrity and reputation of the VET sector by ensuring marketing is not false or misleading and is consistent with Australian Consumer Law.

ETE and ECOC provide all relevant information and directions to each student prior to enrolment and as part of the student induction to enable the student to make informed decisions about undertaking training with ETE and ECOC. This information should be clear and made readily available to you through at least referral to an electronic copy on our websites. This includes details required to source this **Student Handbook** on the website, as your key reference document for ETE and ECOC's provision of training services, its responsibilities to you as well as your obligations and responsibilities as a student.

ETE and ECOC provide you with access to the important information as part of your application and enrolment.

Note: Please also refer to the **Application and Enrolment Information Sheet (domestic)**, also available on the websites, which provides a summary of the important documents that are provided to students. If you did not receive information, please let one of our staff members know immediately.



In relation to your selected course, you should have received:

- the code, title and currency of the AQF qualification, skill set or VET course to which the student is to be enrolled, as published on the National Register the services the RTO will provide to the student including the:
 - estimated duration of the services
 - expected locations at which the services will be provided
 - expected modes of delivery
 - name and contact details of any subcontractor which will provide training and assessment to the student
- tuition fees and charges and any incidental charges
- the student's obligations including any requirements that ETE and ECOC require the student to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course
- any materials and equipment that the student must provide, such as steel capped boots and home access to a computer, laptop and internet service.

Where there are any changes to agreed services, ETE and ECOC will advise the student in writing and with a follow-up telephone call as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements. You have the right to consider whether you would like to continue your studies with ETE or ECOC should this occur. Our **Fees and Charges and Refunds Policy and Procedure** will apply in these unlikely instances.

Student Selection and Enrolment Procedure

Student selection

Enrolment and admission into some ETE and ECOC training programs is subject to meeting certain prerequisite conditions and/or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course brochures and are made available prior to enrolment through the website. In the case that a potential student does not meet the prerequisite conditions and/or entry requirements, ETE and ECOC staff will endeavour to assist them in understanding their options, which may include enrolling with an alternative training provider and course.

This is as applicable to our assessment only RPL service students as to our apprentices and other fee for service students.

The application procedure commences when a student contacts ETE and ECOC expressing interest in a training program(s). ETE & ECC staff will respond by dispatching by suitable means an **Application and Enrolment Form**, referral to this **Student Handbook**, literature on the specific program(s) being considered and any other documentation which may be relevant.

Enrolment applications will then be assessed to ensure that the student meets any prerequisites and/or entry requirements that have been set for the selected course. Students will be informed of successful enrolment and sent information on the course and their course induction. Students who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact ETE and ECOC to discuss their training needs and alternative opportunities.



Foundation Skills Screening

It is important to know that all students enrolling in training services will be screened for their language, literacy and numeracy skills as part of the enrolling procedure. This is so that a final determination may be made of your foundation level skills and to determine whether you may need any assistance to support you to progress and complete your course. Should it be the professional opinion of the trainer that you are not ready to undertake your selected course, alternative options will be discussed – we simply do not want to set you up to fail!

Language, Literacy and Numeracy Assistance

ETE and ECOC course information and learning materials contain written documentation and in some cases, numerical calculations.

ETE and ECOC recognise that not all students will have the same level of ability in relation to reading, writing and performing calculations. When an issue is identified by ETE or ECOC staff or requested by a student, a language, literacy and numeracy test will be provided to assess the student's ability. This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

ETE and ECOC will provide assistance to students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of ETE and ECOC staff to assist, the student will be referred to an external support agency and/or resources, available on the **Student Support List**, so they have the opportunity to obtain the skills required to complete the training program.

Induction

On successful completion of the enrolment process, all students are inducted into ETE or ECOC, which will at least cover:

- introduction to ETE and ECOC staff and resources available to assist your training
- orientation to facilities, resources, student and staff code of conduct and dress codes required to meet WH&S requirements
- confirmation of the units of competency in the course and qualification to be issued
- how training will be conducted and the method, format and purpose of assessment
- learning and assessment resources to be provided
- outline of traineeship/apprenticeship requirements if you are undertaking the study as part of a traineeship/apprenticeship
- overview of the support services offered by ETE and ECOC, especially for those students who might require additional language, literacy or numeracy support
- explanation of the Appeals and Complaints procedures
- career and AQF pathways available to students.

This may be conducted as a classroom group or on an individual basis if your training services are delivered in the workplace.



Flexible delivery and assessment procedures

ETE and ECOC recognise that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of ETE and ECOC respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students.

Acceptable adjustments to teaching and assessment methods may include but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

ETE and ECOC staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services ETE and ECOC can offer, they will be referred to an appropriate external agency.

Reasonable adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected, dependant on the student's personal learning needs. This means that where students are identified with a learning need, a discussion on a fair and reasonable alternative way of gathering evidence of competence will be discussed with you. This is in line with our **Reasonable Adjustment Policy and Procedure** and **Fair Treatment and Equal Benefits Policy and Procedure**.

Access and equity

ETE and ECOC are committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. ETE and ECOC ensure that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services.

ETE and ECOC have a range of access and equity policies in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Practicing these policies will guarantee that any student who meets ETE and ECOC entry requirements will be accepted into any training programs. If any student or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to ETE & ECOC's management for a confidential discussion or may wish to access the **Complaints and Appeals Policy and Procedure**, available on the website.



OUR RULES

Attendance and punctuality

- ✓ While attending your training at ETE or ECOC (where classroom based including block release) you are expected to attend **every scheduled day**.
- ✓ An attendance register will be taken daily and, in most cases, twice a day.
- ✓ You cannot take time off without good reason. Leave can only be authorised by prior arrangement. You must see reception to arrange leave.
- ✓ You are expected to produce a medical certificate for any sick leave.
- ✓ If you are absent for any reason, you must notify ETE or ECOC by contacting your trainer before 7:30am each day of your absence.
- ✓ All students are expected to be on site 10 minutes before class starts to ensure classes commence on time. Your class times will be provided to you at your induction.

To avoid classroom and workshop disruptions, students that are 30 minutes or more *late* at the commencement of the training day *will not be able to attend classes that day and will be marked absent*. This rule applies as trainers will not stop classes to repeat activity instructions and safety information shared at the commencement of the day, which is vital to active and safe participation.

Under Work Health & Safety (WH&S) legislation, we must ask that you observe the following points:

- All students leaving the centre at lunchtime must TELL THEIR TRAINER and be back by the designated time agreed.
- The drinking of alcohol or use of illicit drugs at any time is strictly forbidden and will lead to instant dismissal from the campus and potentially the course.
- Any student reporting to campus in an intoxicated condition will be asked to leave the premises and relevant authorities may be contacted.
- Students are not to leave campus during course time without prior approval from their trainer. We need to be able to account for everyone present if any emergencies occur during the time you are with us.



- **Dress Code**

To ensure the safety of all students, ECOC and ECE has a dress code for students whilst attending the college.

Trade studies students are required to bring their own and wear steel capped work boots on each training day, whether they are scheduled for classroom or workshop delivery.

Open toed shoes or flip flops are **NOT** to be worn by any student at the ETE or ECOC campus at any time.

Students must **NOT** wear singlets, sheer/potentially flammable or loose fitting clothing as this is an injury risk in the workshop environment.

For outside practical projects, students should wear hats and provide their own sunscreen.

Sunscreen will also be made available on site for use throughout the day.

Safety glasses and all other Personal Protective Equipment will be provided by ECOC or ECE and must *be worn at all times as required*.





Non-smoking policy



All indoor areas of ETE and ECOC (including all trade workshops) have been declared smoke free zones. Smoking should be restricted to official breaks only and only in the designated areas. Smokers are requested to use the sand buckets/smokers' trays provided to dispose of any cigarette butts. **Please do not put rubbish in these buckets as it represents a fire hazard.**

Safe work practices

An important part of your training is learning how to work safely. Each person must be involved in working safely for themselves and for the safety of others.

Child safety (protecting our under 18 year old students)

ETE, ECOC and AICTT will not condone or tolerate any form of abuse. Please notify the Child Abuse Report Line on 1800 177 135 (QLD) and 131 444 (WA) as soon as practicable if you, or you have a reasonable suspicion that a young person has been or is being abused or neglected by their family.

Any informal or formal complaint from a young person, parent or employee regarding a child safety issue will be pursued without fear or favour to those who are responsible, on the basis that principles of both legal and natural justice are applied at all times.

Accident protection

Safety is extremely important. Students will undergo a safety course as part of their course induction. Please follow all instructions carefully. If you do not understand any aspect of what you have been asked to do, please ask your Trainer to explain more fully. If you see something which you think may be a danger, please let us know immediately.

We are all here to help you. If you need any assistance or support, please feel free to approach anyone from ETE and ECOC. It is important for you to get the best out of your course, to enable you to confidently be part of the workforce.





Personal protective equipment (PPE)

All students are issued with personal protective equipment (PPE) as necessary.

Whilst in training it is compulsory that you ***dress safely (refer to dress code)***. **You must wear appropriate clothing, steel capped work boots at all times and other safety equipment as required.** Students not wearing appropriate clothing and personal protective equipment will be sent home and marked absent from class.



Reporting accidents

If you have an accident whilst in training, you must advise your trainer immediately. Any work-related injury must be documented on an **Incident Reporting Form** and reported to ETE or ECOC's office.

It is your responsibility to fill in all forms and return them as soon as possible. Remember that for time lost because of injury or illness, you must provide a Medical Certificate from your doctor.

Medical Certificates must be provided from a qualified Australian practitioner

All minor accidents are to be treated by our First Aid Officer.



Medicines



Students who take medicine on a regular basis are asked to bring their medicine with them each day. We are not permitted to issue any drugs, including painkillers.

All students must discuss with their trainer and/or the Student Services Team if they are taking medicine on a regular basis to determine suitability to work in trade workshops and use machinery and equipment. Where deemed necessary, Students may be asked to get a clearance from their Doctor.

Restricted Areas

The following areas are out of bounds to all students, unless invited in by a staff member.

- the storerooms
- trainer's offices
- administration staff offices
- training rooms to which students are not assigned.

Use of telephones

All students are asked to inform their families and friends **to restrict incoming calls for emergencies only.** Any other calls and messages will be taken by reception.

The use of personal mobile phones is prohibited during class and must be limited to formal break times.





Tools, equipment and training handouts

All equipment and materials needed for your training can be obtained from your trainer.

Your trainer will issue training notes to you, students are asked to keep their notes. Any training notes left lying around will be disposed of. You will be charged for replacement workbooks, PPE and student cards at prices as listed on the resources sign off sheet.

Students will have access to computers whilst on campus. Students must also have access to a computer/laptop and internet connection to complete theoretical learning and assessment tasks off-campus. Everthought does not take any responsibility for the damage of any personal equipment whilst on its premises.

Parking



Students are requested to park their vehicles in the marked car parks provided, do not park in front of the training workshops or in front of the doorway of another business. These areas are reserved for staff. For your own safety and that of others, you are requested to drive slowly when entering and leaving the training centre precincts.

Lunchroom

The cleanliness of the lunchrooms and outdoor lunch areas is your responsibility. You are requested to use the bins provided for food scraps and rubbish. For your convenience microwave ovens and fridges have been provided. **PLEASE KEEP THESE AREAS CLEAN. ALL SPILLS ARE TO BE WIPED UP IMMEDIATELY, including underneath the microwaves.**

Cold drink vending machines are on available on both our campus.



Housekeeping

Clean, tidy and well-organised work areas and training rooms improve everybody's wellbeing and working conditions.

The regular cleaning and maintenance of the work areas and training rooms is everyone's responsibility.

Graffiti and damage to property

The drawing of graffiti and other obscenities will not be tolerated under any circumstances.

The wilful damage to any property will lead to prosecution.

Students are not permitted to place their feet on tables or chairs whilst in class.



Respect for others

Pride in ourselves and respect for who we are should be the right of all individuals. Any action, which impinges on these rights, is strongly condemned by ECOC. Actions, which fall into this category, include the following:

Harassment – unwelcome and offensive behaviour that humiliates, intimidates and/or undermines a person or group.

Bullying – persistent pattern of behaviour over a period of time that may include verbal abuse, physical assault, unjustified criticism, insults, spreading false or malicious rumours about someone.

Sexual Harassment – any verbal or physical sexual conduct that is unwelcome uninvited. It may include pinching, touching, rude or offensive jokes, noises or displays of sexually graphic or suggestive materials.

Racial Discrimination – behaviour in a public place that incites hatred, serious contempt or ridicule of a person or group of people because of their race. A person's race includes their colour, country of birth, ancestry, ethnic origin or nationality.



and

Reporting unnecessary behaviour

Anyone experiencing disagreeable, embarrassing or unpleasant behaviour (whether this be sexual or general in nature) from any participant, trainer or other person while attending an ETE or ECOC course, should report such incidents to the Student Support Officer. Where the matter is believed to be sexual harassment, female participants will be referred to a senior female member of staff for advice and assistance.

Anyone believed to be engaging in any activity, which falls into one of the above categories will be investigated and may be asked to leave the campus and may be dismissed from their course. Where required, relevant authorities will also be contacted.

Student Code of Conduct

ETE and ECOC make every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students. All students must agree to:

- respect other people's rights to hold different positions and views in our society which is accepting of diversity
- be receptive to others point of view
- not discriminate against another person for their beliefs, nationality, religion, age, associations or gender
- not impose their own values on other students
- be mindful and respectful that every student has the right to learn with equal opportunity, to develop their maximum potential.



Improper or Inappropriate Behaviour from our Students:

Improper or inappropriate behaviour is not permitted by any of our students and includes but is not restricted to:

- failing to attend as defined in the **Progression and Intervention Policy and Procedure** and as informed by your trainer and assessor, with no valid and substantiated explanation
- persistent disruptive behaviour
- verbally abusive or hostile behaviour affecting fellow students and/or staff
- behaviour of a discriminatory nature
- acting in a lewd way
- physical, written (including through social media) or verbal assault on staff, other students or members of the public or behaviour which is perceived to be threatening
- cheating in an assessment/examination
- plagiarising another person's work
- theft from staff or students
- slander or harassment (whether verbal, sexual or otherwise) of staff or other students
- being on training premises and consuming or having consumed and under the influence of alcohol and/or non-medically prescribed drugs
- smoking or the use of prohibited or illegal substances at training premises
- deliberate misuse of our equipment or materials, including computing and electronic resources including accessing websites containing illicit, obscene or violent material or content, downloading music, movies or other files illegally or knowingly installing or bringing malicious or illegal software onto the computers
- inappropriately using of phones, cameras and other recording devices electronic devices in class
- carriage, use or being in possession of a prescribed or regulated weapon or dangerous article on training premises
- arson of training premises and/or property
- wilful or malicious damage to training property or equipment.

In addition, any student who has been found to willingly or accidentally activate fire or security alarms which result in the calling out of emergency services such as the fire department, police, ambulance or any other emergency service. The student will be liable for whatever costs are incurred by their actions. Furthermore, students may be prosecuted under State or Federal laws in relation to their actions.

All reported improper or inappropriate behaviour will be investigated and may result in suspension or cancellation of enrolment.

Serious Misconduct

Serious misconduct is deemed to be behaviour that is illegal, wilful or premeditated. This behaviour can result in immediate suspension pending investigation and may lead to cancellation of your enrolment. Misconduct of a criminal nature will be reported to the appropriate authority including the police for prosecution as appropriate.

Students facing any misconduct investigation will be advised of all their rights including the right to appeal the outcome decision.



Professional Behaviour

ETE and ECOC management advises any trainer or staff member who is dissatisfied with the behaviour or performance of a student that they have the authority to:

- warn the student that their behaviour is unsuitable, or
- ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the ETE and ECOC **Complaints and Appeals Policy and Procedure**.

ETE and ECOC staff are also expected to maintain a professional and ethical working relationship with all other staff members, management and students at all times, regardless of the training services location. Breaches of the disciplinary standards will result in discussion between the relevant trainer and ETE and ECOC and appropriate action will be taken.

Plagiarism

ETE and ECOC takes a very strict approach to plagiarism and proven incidents will not be tolerated.

Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas or expressions," and the representation of them as one's own original work.¹

Plagiarism is considered academic dishonesty and a breach of journalistic ethics. It is subject to serious sanctions such as expulsion, without the right to appeal.

It is quite reasonable to research material in the course of undertaking assessment. All sources, however, must be clearly referenced. Your trainer will provide you with guidance about how to reference from other sources – please ask if you are not sure.

FEE INFORMATION

Fees and charges

ETE and ECOC operate predominately as a 'fee for service' training business, except for apprentices, where the state government subsidises tuition fees and the student is asked to pay a co-contribution. This means all training programs attract fees for most students – eligibility for a reduction or no fees to be incurred is determined as part of your application process. You are also advised of your individual fees as part of this process.

All fees will be paid in accordance with the fee structure unless prior arrangements are made with ETE and ECOC management. Please let us know if you are facing difficulty in paying your fees – we can organise a payment plan for most students.

¹ From www.wikipedia.org



Fee information is available via:

- ETE and ECOC program brochures, available on the websites
- ETE and ECOC promotional material
- Direct email from ETE & ECOC after your contact with one of our training organisations.

Each of these information streams clearly identifies all fees and charges, including optional charges such as Recognition of Prior Learning (RPL) fees, and will be updated regularly so that both ETE and ECOC. It is ETE and ECOCs' fees and charges policy that the course fee is *all-inclusive*. Students will not be 'surprised' by unexpected requirements, fees or expenses.

ETE and ECOC provides the following fee information as part of the application process, to each student:

- a) The total amount of all fees including course fees, administration fees, materials fees and any other charges;
- b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- c) The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- d) Reference to the **Fees and Charges and Refunds Policy and Procedure** also available on our website
- e) Reference to the **Complaints and Appeals Policy and Procedure** also available on our website.

Our policy of a staged, progressive payment schedule is intended to provide fair, affordable and equitable training and assessment service. The student will pay for training and assessment services along the way after an initial up-front deposit.

Our payment schedule asks students to make equal payments across the duration of the training program. To ensure fluid and seamless administration, ETE and ECOC will discuss a payment method with you, from which you may select:

- scheduled direct debit
- schedule credit card payment
- B-Pay transfer, or
- a similar arrangement approved by our Finance team.

Corporate Clients - Qualifications

Payment

ETE and ECOC operate with a number of corporate clients including major builders. This means the employer or agency will manage the student's payment in negotiation with ETE and ECOC directly.

The payment schedule for corporate clients will observe the payment schedule described above and be invoiced in arrears.

Payment Receipts

A tax invoice/receipt will be issued for all payments.



Other Fees - Fee for Service and Corporate Clients

Enrolment fee

No enrolment fee is applicable.

Withdrawal fee

No withdrawal fee is applicable.

Re-submit fee

No re-submit fee applies.

Credit transfer request

No credit transfer fee applies.

Re-assessment fee

No re-assessment fee applies.

Produce partial completion statement of attainment

No fee applies to produce a statement of attainment when the student has partially completed the training program and must withdraw.

Re-print certification

Where the student requests a new copy of his/her certification, the following fees apply:

- Statement of attainment \$25.00+GST
- Qualification (with academic transcript) \$40.00+GST.

GST

All Nationally Recognised Qualifications, Accredited Courses and Units of Competency delivered by ETE and ECOC are GST-free in accordance with the Australian Taxation Office GST Rulings GSTR 2000/27, GSTR 2001/1 and GSTR 2003/1.

TRAINING AND ASSESSMENT

ETE and ECOC are committed to delivering high quality training and assessment services that exceed the expectations of their students. To ensure this, ETE and ECOC has implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment. In order to provide high quality outcomes to their clients and students, ETE and ECOC ensure that strategies for training and assessment are developed with effective consultation with industry and stakeholders.

An underpinning requirement of all training conducted in the classroom is at least 80% attendance for full qualifications and 100% attendance for short courses. It is the student's responsibility to advise your trainer and assessor by phone if you are unable to make it to a session. If for any reason you become aware of the need for a prolonged absence from a course, please also notify your trainer and assessor – you may be required to apply for a course deferment. ETE and ECOC track individual student's participation. If we notice that you have been missing frequently without notification, we will contact you or your emergency contact as part of our duty of care.



For students learning in the workplace, ETE and ECOC expect you to follow your employment contract requirements for attendance and advice on absenteeism. When our staff come to visit you in the workplace, they will check on the volume of learning that you have been undertaking, backed by your attendance record.

Principles of Training and Assessment

Training and assessment strategies developed by ETE and ECOC adhere to the following principles:

- Training and assessment strategies are developed for each qualification/unit of competency that will be delivered and assessed
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups
- Training and assessment strategies will be validated annually through the internal review procedures.

ETE and ECOC always apply the *Principles of Assessment and the Rules of Evidence*.

Principles of Assessment

To ensure quality outcomes, assessments are:

- Fair
- Flexible
- Valid
- Reliable

Fair

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the student to ensure that the student is fully informed about, understands and is able to participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

Flexible

To be flexible, assessment should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the student; and support continuous competency development.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

**Reliable**

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results are consistent with assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence from our students to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Authentic

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.

Current

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.



Assessment Policy

ETE and ECOC acknowledge the critical role that assessment plays in determining the competency of students. In developing the assessment (including RPL) for each qualification and unit of competence, the General Manager ensures:

- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- Assessment complies with the principles of competency based assessment and informs the student of the purpose and context of the assessment
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- Timely and appropriate feedback is given to students
- Assessment complies with ETE & ECOC's access and equity policy
- All students have access to re-assessment.

ETE and ECOC implement an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. ETE and ECOC recognise that each unit of competency contains assessment requirements relating to performance evidence, knowledge evidence and assessment conditions.

The following points regarding assessment should be noted:

- any work submitted must include a signed declaration that confirms the authenticity that the work was completed by the student – it will not be accepted without that signature. On-line authenticity declarations are also in place
- hard copy assessment tasks must include the student's full name
- there is no referencing format that is preferred for assessment tasks (e.g. Harvard system, footnotes and endnotes). However, all referencing should be consistent throughout each task, with a bibliography also provided where applicable. Your trainer and assessor will provide advice as part of your induction.

We understand that extensions may be needed for some assessment tasks. An extension will usually be granted for a period of up to 2 weeks after the due by date by the trainer and assessor, at their discretion. Please put the request in writing via an email to your trainer and assessor. If you are seeking an extension beyond that time, you are required to complete and submit an **Assessment Extension Request Form** and submit it to the Training Manager. Please do not leave such requests to the last minute as they may be denied should the trainer and assessor or Training Manager believe that there is insufficient justification.



Connecting Training and Assessment with Industry

All aspects of ETE and ECOC training and assessment are informed by meaningful industry engagement. To maximise the outcomes for students, ETE and ECOC ensures that every opportunity to connect training and assessment with the workplace is utilised.

Apprenticeships

ETE and ECOC recognise that Apprenticeships are the perfect vehicle for training and developing new and existing staff. If you are enrolling as an Apprentice, most of your training will be conducted in the workplace, and the training program customised to both your needs and the specific needs of your employer.

ETE (only) is currently an approved QLD Pre-Qualified Supplier (PQS) supplier. The QLD User Choice program provides a public funding contribution towards the cost of training and assessment services for eligible Queensland apprentices. The program works in conjunction with the Commonwealth Australian Apprenticeships System, under which apprentices and trainees (also known in some jurisdictions as "Australian Apprentices") enter into legally binding training contracts with their employers and receive structured training to achieve a nationally recognised qualification.

An ETE and ECOC representative, a representative of an Australian Apprenticeship Support Network (AASN) and your employer will meet as part of the planning of your training program, to confirm:

- Roles and responsibilities of ETE or ECOC
- Roles and responsibilities of your employer
- Roles and responsibilities of the AASN
- Roles and responsibilities of you
- Confirm your eligibility to register under the Australian Apprenticeship scheme.
- Confirm the correct supervision ratio is available:
 - including ensuring a 1:1 apprentice to supervisor ratio in the workplace.

You or your employer may be required to pay a co-contribution fee towards your training, which will be explained as part of the application and enrolling process.

RECOGNISING QUALIFICATIONS AND PRIOR LEARNING

Unique Student Identifier

The [Unique Student Identifier \(USI\)](#) scheme allows students to access a single online record of their VET achievements. The online system provides each student with a USI and allows for reliable confirmation of these achievements by employers and other RTOs. The USI scheme provides a national online authenticated record of your training attainment.

ETE and ECOC can only issue a qualification or statement of attainment to a student after the student has provided a verified USI or ETE and ECOC applies for a USI on behalf of the student. To avoid any delays in issuing certification documentation, ETE and ECOC will ensure that your USI has been applied for or verified at the time of enrolment. ETE and ECOC will protect the security of all information related to USIs, in line with our **USI Policy and Procedure** and **Privacy Policy and Procedure**.



Security measures are in place to protect both digital and hard-copy records from loss, damage or unauthorised access. ETE and ECOC stores paper based records in locked cabinets. Digital records are backed up on a Cloud system. All AQF certification documentation issued by ETE and ECOC is kept for 30 years.

More information is available from ETE and ECOC's website, the [Department of Industry's website](#) where a comprehensive [video](#) outlines the USI scheme.

Recognising Qualifications from another RTO

Credit transfer refers to the transferral of academic credit obtained by students through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by ETE and ECOC. Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification/unit of competence. ETE and ECOC recognise all AQF qualifications and statements of attainment issued by any other RTO. ETE and ECOC will always verify the certification documentation submitted from the relevant RTO before recognising the qualification or statement of attainment.

Students enrolling with ETE and ECOC are made aware of the recognition of qualifications policy at the time of enrolment to offer the opportunity of recognition of relevant qualifications or statements of attainment prior to the commencement of training. ETE and ECOC trainers will remind students of the policy at induction and progressively throughout the duration of their course.

Further information may be found on the website including how to apply: **Credit Transfer Policy and Procedure**. This is a free service.

Recognition of Prior Learning

ETE and ECOC appreciate the value of workplace and industry experience and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a VET qualification. It means that if RPL is granted, you are not required to repeat these units – saving time and money.

ETE and ECOC offer an extensive RPL service for those with at least 3 years' experience in the building and construction industry. Before starting an RPL application, students might consider these questions:

- What on the job training or experiences can you provide evidence for/demonstrate that might be relevant to this course?
- How current is this experience or learning?
- How can you prove or demonstrate these skills or understanding?
- Do you have enough quality evidence that demonstrates your skills and experience?



In order to grant RPL, the assessor must be confident that you are currently competent against the endorsed industry or enterprise competency standards or outcomes specified in AQF accredited courses. The evidence we will ask from you may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples.

Further information may be found on the website including how to apply: **Recognition of Prior Learning (RPL) Policy and Procedure**. This service is usually through fee-for-service rates if you have not been accepted for enrolment into another program – in this instance, after the RPL assessment service is conducted, you will be provided with an **Acceptance of RPL Outcome Notification**, which outlines the units of competency required to achieve your full qualification. Please advise a staff member if you have not received this important information.

Where the student is not able to achieve recognition through RPL services, gap training will be recommended, with a **Training Plan** and costing structure mutually agreed upon.

Refunds for RPL Services (domestic students)

Where a domestic student opts to withdraw from an enrolled RPL service, the following refunds will apply, based on the up-front fee of \$1,000 and a non-refundable \$350 administration fee:

- date of enrolment to 10 working days: student is eligible to receive a refund of \$650
- 11 working days to 3 months from date of enrolment: student is eligible to receive a refund of \$100
- 3 months and 1 day onwards: student is not eligible for a refund.

Withdrawal from the course

If for any reason you can no longer attend the program (including but not limited by you having experienced compassionate or compelling circumstance, which are defined below) please complete and submit the required **Course Variation Request Form**, available on the website. Where you are employed, it is important to also advise your employer of your circumstances.

ETE and ECOC class any compassionate or compelling circumstance as those that are generally beyond the control of the student when they have an impact on the student's course progress or wellbeing. Students must show evidence of such circumstance wherever reasonable e.g. a medical certificate may be requested. These include:

- Illness, injury or stress (vicarious stress)
- Evidence required: medical certificate which states the student was/is unable to attend classes for an extended period of time.
- Permanent or temporary *disability (that has occurred during the duration of the course)*

Evidence required: medical certificate which states the student was/is unable to attend classes for an extended period of time

- Bereavement of close family members

Evidence required (any of the following): Statutory Declaration, Death Certificate, letter from a funeral home



- Incident or issue causing distress to a student impacting on their capacity for study e.g. involvement in a serious accident, witnessing or being victim of a serious crime

Evidence required: Police report, counsellor/ psychologists' report.

- Other

Evidence required: any relevant certified document attesting that situation is outside a student's control and affects their ability to study.

Please note that an inability to pay fees alone is not considered a compassionate nor compelling circumstance.

Also, changes in workload or job roles is not considered a compassionate nor compelling circumstance.

In accordance with the **Fees and Charges and Refunds Policy and Procedure**, any moneys that are due to be refunded (if any) will apply, excluding the administration fee.

Deferring from the course

Deferral is the term used to describe the status of an individual who has been offered a place in a program of study at ETE or ECOC, but who does not intend to take up the offer for the allocated course commencement year. Individuals who defer are not considered to be a student, until they are enrolled. Unless there are exceptional circumstances as determined by the General Manager, an offer will expire if enrolment does not occur within the agreed time, with fees refunded only if eligible in line with the **Fees and Charges and Refunds Policy**.

Deferral is also the term used to describe an enrolled student who has commenced a learning program/ course and decides they cannot continue at this stage. Their place will be held for a period of 6 months from the time the deferment is approved, noting that ETE nor ECOC can guarantee that a course will be offered in their selected state at a later stage.

In both instances, a **Course Variation Request Form** must be completed and submitted for consideration by the General Manager or their delegate.

RECORDS

ETE and ECOC have a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by ETE and ECOC, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the processes outlined in its **Student Records Management Policy and Procedure**. In addition, these records management procedures ensure that all documentation providing evidence of compliance to the essential standards of registration for both ETE and ECOC and meet the Privacy Laws as outlined in the **Privacy Policy and Procedure**.



ETE and ECOC will retain client records for a period of thirty (30) years. These records include:

- Records of assessment results
- Records of attainment of units of competency and qualifications
- Copies of certificates and statements of attainment
- Student enrolments
- Fees paid and refunds given.

Completed assessments

Each and every assessment submitted by every student will be retained for a minimum period of six (6) months, subject to any funding requirements. Individual student records, where in hard copy, will be stored in a lockable steel filing cabinet in a locked secure office area.

At the expiration of six (6) months period, the student's assessments will be scanned and stored electronically for thirty (30) years.

Results of assessment records

Student assessment results will be recorded electronically within the ETE and ECOC database system and will be retained for thirty (30) years. This information is also used to provide annual competency completion reports and/or AVETMISS reports, as required by RTO regulation, and holds sufficient information to re-issue a testamur.

A copy of each testamur issued is scanned and retained in Adobe PDF format. If requested, the testamur may be re-printed at any time within the thirty (30) year period after issue. This method ensures the original format, design, signature, date and units of competency are re-printed accurately and with a minimum of effort and expense.

Please note, there is a fee incurred should you request a copy of your testamur (refer re-print certification section in the Student Handbook). Requests for a copy will only be accepted from the student, with proof of identity also required.

Access to Student Records

ETE and ECOC have implemented a record management system that ensures that all students have access to accurate information regarding their learning in a timely fashion.

Staff access to an individual student training records will be limited to those such as:

- Trainers and assessors to access and update the records of the students whom they are working with
- Management staff as required to ensure the smooth and efficient operation of the business
- Training Administration staff may view student academic records where access to the records is required to fulfil their stated job responsibilities
- Officers of ASQA, funding bodies and/or their representatives for activities required under the standards for registered training organisations.

As you complete each unit of competency, the trainer or assessor checks your achievements against the relevant qualification packaging rules and sign off successfully completed competencies. All details of full or partially completed competencies are recorded and stored on your student's file.



Upon completion of all relevant competencies within a qualification, you will be entitled to receive the full qualification (subject to all fees paid and a USI submitted).

Student Access to Records

ETE and ECOC guarantees an individual's right to access their academic record. Academic Records at ETE and ECOC are defined as any portion of the educational history of a student that is maintained by the training provider.

Students have the right to:

- inspect and review their academic record
- request amendment to the educational record if an error is recorded.

Training Administration staff are required to secure written permission prior to the release of any academic record or other student information to any Third Party except as required under the Standards for Registered Training Organisations, Government contracts or by law.

Third Party disclosures require the written consent of the individual student. Third Parties include parents, spouses, and employers.

Students requesting to have their Academic record released should contact the Student Services Team. Students also have the right to view their individual student file, which is kept by Student Services Team. Requests should be made in writing, and access to their individual file will be allowed only when supervised by a member of the Student Services Team. Requests to view individual student files will be responded to within 10 working days.

Security of Records

ETE and ECOC ensure further security of records by complying with the storage requirements detailed in ASQA's General directive: *Retention requirements for completed student assessment items*, 22 June 2012. This directive includes requirements for storage including: safeguards against unauthorised access, fire, flood, termites or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. ETE and ECOC has enhanced its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software.

Privacy

ETE and ECOC consider student privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining student privacy in all aspects of business operations. ETE and ECOC comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and the [Australian Privacy Principles \(2014\)](https://www.privacy.gov.au). www.privacy.gov.au. ETE and ECOC ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the Standards for RTOs. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian is obtained. Consent to disclosure of information forms and/or letters will be recorded.

Please refer to our **Privacy Policy and Procedure**, available on the website for further information.



Ceasing Operation – Record Access

In the event that ETE and ECOC cease to operate, its records will be transferred to ASQA at the time of ceasing RTO operations. Former students will be required to contact ASQA directly for information about their studies at ETE and ECOC in the future, should this occur.

COMPLAINTS AND APPEALS

ETE and ECOC strive to ensure that each student is satisfied with their learning experience and outcome. It is anticipated that issues of concern can be resolved by meaningful and respectful communication that is encouraged by ETE and ECOC. In the unlikely event that this is not the case, all students have access to rigorous, fair and timely complaint and appeal processes which is outlined in the **Complaints and Appeals Policy and Procedure** in detail, including how to lodge a complaint or appeal.

The complaints and appeals procedure of ETE and ECOC ensures that all complaints are dealt with in a constructive and timely manner at no cost to the complainant. ETE and ECOC treat all complaints and grievances in confidence. The student will be given a written statement of the outcome, including details of the reasons for the outcome.

This important **Complaints and Appeals Policy and Procedure** policy is available on the website.

Complaints

A student may lodge a complaint against any RTO staff member or the RTO; third party; subcontractor; another student and their employer if it relates to the ETE or ECOC training program. There is also provision for any and all interested stakeholders to make a complaint if they feel aggrieved. For example, a trainer may lodge a complaint against a student. Where you wish to lodge a complaint, please talk to one of our staff members – we will inform and assist you in understanding the complaints procedure and supply of the **Complaint Lodgement Form** to complete if you wish to formalise your complaint.

If you remain dissatisfied with the outcome of the complaint review, an independent resolution will be organised by ETE or ECOC, in which all parties must participate and in good faith of finding a solution. There is no cost to the student for this tier of resolution, however we sincerely hope that a solution has been previously agreed to internally with ETE or ECOC management.

At any time, you may also lodge a complaint with an external body. Details of these agencies may be found in the **Complaints and Appeals Policy and Procedure**.

Where a complaint is likely to take more than 60 days to resolve, ETE and ECOC will advise you in writing and provide regular updates.



Appeals

The ETE and ECOC appeals process is concerned with a student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer or assessor and request a re-evaluation. Re-evaluations including re-assessments are at no cost.

Trainers and assessors will inform and assist you in understanding the appeals procedure and supply of the **Appeal Lodgement Form** to complete if you wish to formalise your appeal.

If you remain dissatisfied with the outcome of the appeals review, an independent resolution will be organised by ETE or ECOC, in which all parties must participate and in good faith of finding a solution. There is no cost to the student for this tier of resolution, however we sincerely hope that a solution has been previously agreed to internally with ETE or ECOC management.

At any time, you may also lodge an appeal with an external body. Details of these agencies may be found in the **Complaints and Appeals Policy and Procedure**.

Where an appeal is likely to take more than 60 days to resolve, ETE and ECOC will advise you in writing and provide regular updates.

LEGISLATIVE AND REGULATORY REQUIREMENTS

Registered training organisations are subject to legislation pertaining to training and assessment, as well as business practice. ETE and ECOC will comply with relevant legislation and regulatory requirements and will inform all staff and clients of the requirements that affect their duties or participation in vocational education and training. ETE and ECOC recognise that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

ETE and ECOC commit to updating you whenever new or amended legislation is announced that impacts on your studies. This may result in changes to our policies and in turn, we will inform you should this be required.

Current Legislation

Current legislation is available online at: <http://austlii.edu.au>

Examples of legislation relevant to the training business, its staff and students includes but is not limited to:

Commonwealth legislation:

- Copyright Act 1968
- Commonwealth Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975
- Commonwealth Age Discrimination Act 2004
- Commonwealth Disability Discrimination Act 1992



- National Vocational Education and Training Regulator Act 2011
 - Standards for VET Regulators 2015
 - Standards for Registered Training Organisations 2015

Queensland legislation:

- Child Protection Reform Amendment Act 2014
- Disability Services Act 2006
- Anti-Discrimination Act 1991
- Fair Trading Act 1989
- Further Education and Training Act 2014
- Work Health and Safety Act 2011

Western Australia Legislation

- Children and Community Services Act 2004
- Disability Services Act 1993
- Equal Opportunity Act 1984
- Fair Trading Act 2010
- Vocational Education and Training Act 1996
- Work Health and Safety Act 2011

Training authorities/regulators:

- National VET Regulator (NVR)
- Department of Education and Training
- Department of Employment
- Australian Skills Quality Authority (ASQA)
- Council of Australian Governments Industry and Skills Council (COAGISC)

ETE and ECOC Legislation Implementation

Work, Health and Safety Policy

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining workplace health and safety standards. The requirements of an RTO as specified in the above mentioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.



It is an obligation under legislation that all ETE and ECOC employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO. ETE and ECOC management are responsible for providing the following standards as part of its commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate workplace health and safety professional development for ETE and ECOC students, employees, management and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods.

ETE and ECOC have initiated procedures, policies, guidelines and work instructions, practicing an ongoing commitment to workplace health and safety including each site used for training delivery.

The following procedures and standards are observed by ETE and ECOC to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment
- Evacuation plan (fire, bomb, major incident)
- Emergency control
- Accident/Incident reporting
- Rehabilitation
- Risk identification reporting
- PPE/chemicals (storage)
- Manual handling techniques and training
- Store and dispose of waste according to WHS regulations
- Equipment checks and maintenance
- Equipment safe storage
- Fire hazards identified and fire prevention
- Student safety
- Unsafe situations identified and reported
- First aid and safety procedures displayed, for all Everthought Education & Everthought College of Construction staff and students to see

Harassment and Discrimination Policy

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and have the opportunity to feel safe, valued and respected.

Discrimination is where a person treats or proposes to treat, a person with an attribute less favourably than another person without the attribute is or would be treated under the same circumstances. Examples include but are not limited to discrimination by age, disability, employment, nationality, religion, gender and sexual orientation.

Harassment is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.



Bullying is any unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours, isolating or ignoring a person, putting people under unnecessary pressure and sabotaging someone's work or their ability to complete their work.

Vilification is a public act of inciting, encouraging or urging others to physically harm, hate, have serious contempt for, or severely ridicule a person, or group of people because they (or they are believed to) belong to a specific minority group.

At ETE and ECOC, it is made known through the enrolment and induction activities, that in the event that a person considers that he or she has been or is being harassed, bullied or vilified, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or other ETE and ECOC staff member should be informed of the situation. In this case, it becomes the responsibility of the relevant staff member to follow ETE and ECOC policy and procedures to rectify the situation.

The following principles and processes are implemented by ETE and ECOC to achieve a working and learning environment that is free from harassment and discrimination:

- It is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by ETE and ECOC
- When ETE and ECOC management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals involved will be respected and confidentiality will be maintained
- It is the intention of ETE and ECOC management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from ETE and ECOC management
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or appeal or assisting in the investigation of a complaint or appeal will be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers are conscious of how they present their feedback to ensure the message is not misinterpreted
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution.



Working with Persons Under 18 Years of Age

There is no single national framework setting out the requirements for obtaining Working With Children Checks or Police Checks. Each state and territory have their own procedures and it is necessary to fulfil the requirements in the jurisdiction(s) in which you are working. Relevant legislation and state and territory screening programs are explained in this **linked table** at <https://aifs.gov.au>

In Queensland the Working with Children Check (Risk management and screening) Act 2000 applies.

In Western Australia, the Children and Community Services Act 2004 applies.

ETE and ECOC ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. Students under 18 years of age may enrol with ETE and ECOC (domestic students only). According to the law, a child is considered any individual less than 18 years of age.

ETE and ECOC has a **Child Safety Policy and Procedure** in place which is strictly adhered to, including with any employer related to an ETE or ECOC training program.

In cases where allegations or information indicate it is reasonable to believe a student has suffered from or may require protection from harm, ETE and ECOC will report to situation the relevant authorities.



Consumer Rights

Consumer protection

On 1 January 2011, the Australian Consumer Law commenced and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010. The Australian Consumer Law provides for:

- National consumer protection and fair trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

Contractual agreement

Students who enrol in a training program with ETE and ECOC should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, ETE and ECOC design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- Wording that allows the prospective student to know what he/she is agreeing to
- Clearly explained disclaimers
- No misleading or deceptive behaviour
- No actions, omissions or dialogue (written or verbal) that may force or coerce the student
- Fair dealings for disadvantaged students

For more information on consumer rights, please refer to www.consumerlaw.gov.au

Right to Full Product Disclosure and Terms and Conditions

ETE and ECOC ensure that applicants and enrolling students receive easy and free access to information that will assist them to make an informed decision in selecting the most appropriate course and training provider that meets their needs.

ETE and ECOC ensure any marketing of its vocational education and training (VET) products are done so with integrity, accuracy and professionalism. We ensure VET sector regulatory, and all consumer law requirements are always met. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

The **Application and Enrolment Sheet**, available on the website, provides a summary of all the information that will be made available to applicants.

ETE and ECOC also check that applicants and incoming students have read and understand all this information.

Consumer Protection

ETE and ECOC have in place a range of consumer protection mechanisms, including:

- **Complaints and Appeals Policy and Procedure**
- **Fees and Charges and Refunds Policy and Procedure.**



Privacy Principles

The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Privacy Principles that are strictly applied to all aspects of ETE and ECOC's operations include:

Collection

ETE and ECOC only collect necessary information pertaining to one or more specific operations. The student is informed as to the purpose for which details are being collected.

Use and disclosure

ETE and ECOC ensure student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student unless a prescribed exception applies.

Data quality

ETE and ECOC take all reasonable measures to ensure that all students' personal information that is collected, used or disclosed is accurate, current and complete.

Data security

ETE and ECOC take all reasonable measures to ensure all collected students' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

Openness

ETE and ECOC maintain documentation which detail how students' personal information is collected, managed and used. When a student makes an enquiry in relation to information collected, ETE and ECOC explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

Access and correction

ETE and ECOC allow students access to personal information held in all circumstances unless prescribed exceptions apply. If the student identifies errors within the information, ETE and ECOC correct and update to file.

Unique identifiers

ETE and ECOC do not assign students unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

Anonymity

ETE and ECOC provide students the opportunity to interact with the business without requiring the student to make their identity known in any circumstances it is practical and possible to do so.

Trans-border data flows

ETE and ECOC privacy protection principles apply to the transfer of data throughout Australia.

**Sensitive information**

ETE and ECOC request specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a student's health, criminal record, racial or ethnic background.

Copyright

Provisions under Part VB of The Copyright Act 1968 allow all educational institutions to copy and communicate third party material to distribute to students, within the limitations of the Statutory Education license. The Copyright Agency Ltd (CAL) administers the Statutory Education license on behalf of the Attorney General's Department.

Any RTO electing to hold this license is legally allowed to introduce a wide variety of material into its training environment, both in hardcopy and digital format, without having to obtain direct permission from the owner.

The Statutory Education license facilitates compliance and good governance across the industry, while at the same time ensuring the freedom and flexibility of sharing information without infringing copyright legislation.

Without this license, an educational institution is generally not allowed to reproduce any third party material from any source, other than where there is a direct license/subscription in place or permission has been granted by the creator of the work.

Vocational Education and Training Regulations

The VET Quality Framework is comprised of:

- [Standards for Registered Training Organisations 2015](#)
- [Australian Qualifications Framework](#)
- [Fit and Proper Person Requirements](#)
- [Financial Viability Risk Assessment Requirements](#)
- [Data provision requirements](#)

The **Australian Skills Quality Authority (ASQA)** is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the Standards for Registered Training Organisations 2015 to ensure nationally approved quality standards for training are met.

The Framework established by the [National Vocational Education and Training Regulator Act 2011](#)
The legislative framework established by the [National Act 2011](#) and related legislation:

- Gives ASQA the power to audit an RTO at any time
- Gives ASQA the power to apply sanctions (including applying conditions to, suspending or cancelling a registration)
- Allows providers to seek a review of ASQA decisions



[Standards for Registered Training Organisations 2015](#) form part of the VET Quality Framework, a system which ensures the integrity of nationally recognised qualifications. These Standards underpin the risk based regulatory system that aims to increase the confidence of students and employers in the integrity of VET qualifications.

QLD Funding Requirements (ETE only)

Where eligible, e.g. apprenticeship training services, students' training is subsidised by the QLD State government, as the funding source. In these instances, your training is also regulated by the requirements specified in the Pre-Qualified Supplier (PQS) Policy and related documents.

All PQS documents are available online at: www.desbt.qld.gov.au/training



Everthought Education and Everthought College of Construction Student Acknowledgement Declaration

I acknowledge that I, _____, have received, read and fully understood the contents of this Student Handbook, which outlines the conditions of my rights and responsibilities as a student of Everthought Education or Everthought College of Construction.

Signature

Date



APPENDIX A

Definitions

The dictionary below is an extract from the [Standards for Registered Training Organisations 2015](#) which defines certain words and expressions which have specific meaning in these Standards. Where a term is used in this document that has been defined in the [National Vocational Education and Training Regulator Act 2011](#) ('the Act'), the term will take its meaning from the Act.

Act means the *National Vocational Education and Training Regulator Act 2011*.

Access and equity means policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Accredited short course means a course accredited by the VET Regulator in accordance with the Standards for VET Accredited Courses that leads to an AQF statement of attainment.

AQF certification documentation is the set of official documents that confirms that a qualification has been completed and awarded to an individual.

AQF qualification means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a Training Package or VET accredited course.

Assessment system is a coordinated set of documented policies and procedures (including assessment materials and tools) designed and implemented to increase the likelihood that assessments of students, using many different assessors, in varying situations, are consistent and are based on assessment evidence that is valid, sufficient, authentic and current and assessment practice that is fair, flexible, valid and reliable.

An assessment system is to include grievances and appeals process, validation systems and processes, moderation, reporting/recording arrangements, acquisition of physical and human resources, administrative procedures, roles and responsibilities, partnership arrangements (where relevant), quality assurance mechanisms, risk management strategies and documented assessment processes.

Assessors are persons who assess a student's competence in accordance with Clauses 1.13 to 1.16.

Audit means an audit or compliance audit undertaken by the VET Regulator.

Australian Qualifications Framework (AQF) means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.



Authenticated VET transcript has the meaning given in the Student Identifiers Act 2014:

authenticated VET transcript of an individual means a document prepared by the Registrar that sets out information:

- a) that relates to the VET undertaken by the individual, and
- b) that is prescribed by the regulations.

AVETMISS means the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) for VET providers, which is a national data standard for VET providers that ensures the consistent and accurate capture of VET information about students, their courses, units of activity, and qualifications completed. It provides the mechanism for national reporting of the VET system.

Client means a student, enterprise or organisation that uses or purchases the services provided by an RTO.

Code means the unique identifier for units of competency, skill sets, VET accredited courses, AQF qualifications or training packages as required by the Standards for Training Packages and Standards for VET Accredited Courses.

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Current industry skills are the knowledge, skills and experience required by VET trainers and assessors and those who provide training and assessment under supervision in accordance with Clause 1.14 to ensure that their training and assessment is based on current industry practices and meets the needs of industry.

Current industry skills may be informed by consultations with Industry and may include, but is not limited to:

- a) having knowledge of latest techniques and processes;
- b) possessing a high level of product knowledge;
- c) understanding and knowledge of legislation relevant to the industry and to employment and workplaces;
- d) being customer/client-oriented;
- e) possessing formal industry and training qualifications; and
- f) training content that reflects current industry practice.

Data Provision Requirements are the requirements for data provision as agreed by the Industry and Skills Council and implemented by the VET Regulator as required by its governing legislation.

Educational and support services may include, but are not limited to:

- a) pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity;
- e) learning resource centres;
- f) mediation services or referrals to these services;
- g) flexible scheduling and delivery of Training and Assessment;



- h) counselling services or referrals to these services;
- i) information and communications technology (ICT) support;
- j) learning materials in alternative formats, for example, in large print;
- k) learning and assessment programs customised to the workplace; and
- l) any other services that the RTO considers necessary to support students to achieve competency.

Government entity means:

- a) A Department of State of the Commonwealth; or
- b) A Department of the Parliament established under the *Parliamentary Service Act 1999* of the Commonwealth;
- c) An Executive Agency, or Statutory Agency, within the meaning of the *Public Service Act 1999* of the Commonwealth;
- d) A Department of State of a State or Territory; or
- e) An organisation that:
 - (i) Is not an entity; and
 - (ii) Is either established by the Commonwealth, a State or a Territory (whether under a law or not) to carry on an enterprise or established for a public purpose by an Australian law; and
 - (iii) Can be separately identified by reference to the nature of the activities carried on through the organisation or the location of the organisationwhether or not the organisation is part of a department or branch described in paragraph (a), (b), (c) or (d) or of another organisation of the kind described in this paragraph

Industry means the bodies that have a stake in the services provided by RTOs. These can include, but are not limited to:

- a) enterprise/industry clients, e.g. employers;
- b) group training organisations
- c) industry organisations;
- d) industry regulators
- e) industry skills councils
- f) industry training advisory bodies; and
- g) unions

Industry and Skills Council means the Commonwealth, State and Territory ministerial council established by the Council of Australian Governments (COAG), or its successor.

Industry regulator means a body or organisation responsible for the regulation and/or licensing arrangements within a specific industry or occupation.

Licensed or regulated outcome means compliance with an eligibility requirement for an occupational licence or a legislative requirement to hold a particular training product in order to carry out an activity.

Mode of delivery means the method adopted to deliver training and assessment, including online, distance, or blended methods.

Module means a group of learning outcomes in a VET accredited course where it can be established that it is not possible to develop an appropriate unit of competency.

National RTO code means the registration identifier given to the RTO on the National Register.



National Register means the register maintained by the Commonwealth Department responsible for VET and referred to in section 216 of the National Vocational Education and Training Regulator Act 2011.

Nationally Recognised Training (NRT) Logo means the logo used nationally to signify training packages and VET accredited courses.

Operations of an RTO include training, assessment and administration and support services related to its registration, including those delivered across jurisdictions and offshore.

Record means a written, printed, or electronic document providing evidence that activities have been performed.

Recognition of Prior Learning (RPL) means an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- a) Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- b) Non-formal learning refers to learning that takes place through a structured program of instructions, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in house professional development programs conducted by a business); and
- c) Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Registrar has the meaning given in the Student Identifiers Act 2014:
Registrar means the Student Identifiers Registrar.

Registration means registration as an RTO by the VET Regulator, where that registration is then entered on the National Register.

RTO means a Registered Training Organisation

RTO code means the registration identifier given to the RTO on the National Register.

Scope of registration means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:

- a) both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO or
- b) provide assessment resulting in the issuance of AQF certification documentation by the RTO.

Services means training, assessment, related educational and support services and/or any activities related to the recruitment of prospective students. It does not include services such as student counselling, mediation or ICT support.



Skill set means a single unit of competency or a combination of units of competency from a training package which link to a licensing or regulatory requirement, or a defined industry need.

Statement of attainment means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency specified in the statement.

Student means a person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation.

Student Identifier has the meaning given in the Student Identifiers Act 2014: Student identifier means an identifier assigned to an individual by the Registrar under section 10 or 12.

Third party means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

Trainers are persons who provide training in accordance with Clause 1.13, 1.14 and 1.16.

Training is the process used by an RTO, or a third party delivering services on its behalf, to facilitate learning and the acquisition of competencies in relation to the training product on the RTO's scope of registration.

Training and assessment strategies and practice are the approach of, and method adopted by, an RTO with respect to training and assessment designed to enable students to meet the requirements of the training package or accredited course.

Training Package means the components of a training package endorsed by the Industry and Skills Council or its delegate in accordance with the Standards for Training Packages. The endorsed components of a Training Package are units of competency assessment requirements (associated with each unit of competency) qualifications and credit arrangements. The endorsed components form part of the requirements that an RTO must meet under these Standards. A training package also consists of a non-endorsed, quality assured companion volume/s which contains industry advice to RTOs on different aspects of implementation.

Training product means AQF qualification, skill set, unit of competency, accredited short course and module.

Unit of competency means the specification of the standards of performance required in the workplace as defined in the training package.

Validation is the quality review of the assessment process. Validation involves checking that the assessment tool/s produced valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the training package or VET accredited courses are met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes and acting upon such recommendations.

VET means vocational education and training.



VET accredited course means a course accredited by the VET regulator in accordance with the Standards for VET Accredited Courses.

VET Quality Framework comprises:

- a) the Standards for Registered Training Organisations
- b) the Australian Qualifications Framework
- c) the Fit and Proper Person Requirements
- d) the Financial Viability Risk Assessment Requirements
- e) the Data Provision Requirements

Vocational competencies means broad industry knowledge and experience usually combined with a relevant industry qualification. Vocational competency is determined on an industry-by-industry basis and with reference to the relevant training package or VET accredited course.

VET Regulator means:

- a) the National VET Regulator, and
- b) a body of a non-referring State that is responsible for the kinds of matters dealt with under the VET legislation for that State.