



STUDENT HANDBOOK

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Welcome

The staff of ET Australia would like to welcome you and we hope that your time spent with us is productive and enjoyable.

ET Australia will provide you with training to gain the skills and knowledge needed to meet increasing industry demands and improve employment prospects.

ET Australia is a Registered Training Organisation (RTO). Our business operations are backed by quality focussed policies and procedures to provide you with a rewarding and professional training experience. Training services are delivered with the core focus of a student's journey towards achievement of their employment goals.

Our Training Product Specialist would be pleased to discuss training available and your individual requirements.

ET Australia is committed to maintaining high standards, we value our reputation as a quality Registered Training Organisation.

ET Australia's Mission

Our mission is to provide and develop products and services to enable individuals to achieve their full potential.

Enjoy Your Learning Experience

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Student Handbook

Our aim is for your time at our Training College to be enjoyable and for our activities to provide the skills, knowledge and experience that will assist you in achieving your employment pathway goals.

This Handbook provides a very important base of information for you to review, understand and acknowledge as part of your commitment in undertaking a training program with ET Australia. It will help you to understand the process of training and assessment.

As part of the enrolment process you will be required to indicate that you have read and understood the information contained within this Student Handbook. This Handbook will be reviewed during your induction session.

The following policies & processes are designed to promote the smooth and efficient running of all ET Australia's activities, provide for the protection of you, our client, and promote an environment conducive to your success.

ET Australia offers a range of activities; therefore we have included all information that may concern ET Australia's clients.

ET Australia delivers training in a number of different locations including the Gosford Training College campus, The Young Parents Hub at Wyong, and in industry across various workplace facilities. Training is also provided across a number of delivery modes including; classroom, work-based and self-paced.

Some of the information contained within this Student Handbook is of a general nature and some may be more specific to a particular delivery site and / or mode of delivery. If you are attending an ET Australia program that is being delivered at an offsite facility, more specific information will be provided to you during your induction session. An ET Australia representative will highlight any specific information that is more relevant to your attendance location. It is still important that you read through the content of this Handbook in detail.

ACCESS AND EQUITY

ET Australia is committed to ensuring that all individuals are treated fairly and impartially. People from all backgrounds and circumstances are entitled to have the same access to skills & knowledge development in order to achieve training and/or employment goals.

At ET Australia we understand that not everybody learns in the same way so through our structured process from recruitment through to the finalisation of training we focus on working with you as an individual and providing a service based on your requirements.

APPLICATION AND ENROLMENT

ET Australia, in accordance with the Vocational Education and Training (VET) Quality Framework requirements will ensure effective, responsible and equitable recruitment, enrolment and induction of all students.

Considered recruitment and enrolment processes will take place prior to commencement of training and assessment activities.

Recruitment of students will be conducted at all times in an ethical manner. Offers of program placement will be based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered. Information supplied by the applicant will be used to help ET Australia decide who will be offered a place in a program based on suitability.

For various funded programs there may be very specific selection criteria which may include education level, employment status, age, identified industry sector. In these cases the selection criteria will be identified on the program information sheet and individuals will need to complete the applicable 'Eligibility and Declaration' forms and paperwork.

ET Australia provides all students with accurate and sufficient information to assist them to make an informed choice about their enrolment and/or contractual agreement. You should ensure you are satisfied with all of the information provided to you prior to your training commencement. If you have any questions staff are always available to answer any of your questions.

ET Australia will review regularly all information provided to students to check for accuracy and relevance.

Enrolment documentation can be accessed at

 **ET Australia web site: www.etaustralia.com**

Initially, interested individuals will be required to complete a 'Pre - Enrolment Information form' for the relevant training program.

In order to identify support or adjustment requirements we ask students to complete literacy and numeracy activities which are aligned to the training program of interest. This allows ET Australia to begin to work with you to determine program suitability including any potential reasonable adjustments required for specific learning needs and/or any additional support requirements.

When you are applying to ET Australia you are entitled to have the same access and opportunity as everybody else so if you require documentation to be formatted differently, printed on different colour paper or require additional explanation this support can be provided, let ET Australia's Training Product Specialist know.

When an application is successful the next stage in the process will be to complete enrolment documentation. You will be provided with all information you require at pre-enrolment stage to ensure you are well informed of all program information, enrolment requirements, handling and use of personal information and eligibility requirements and documentation. This will allow you to be sure of your understanding prior to enrolment.

It is important to note that all information collected from you on application and enrolment is only requested for the sole purpose of providing you with the best possible training service to help you reach your full potential. This information is treated professionally and confidentially. Whilst at times it may be uncomfortable providing sensitive information you can be assured that ET Australia's professional staff will work through things with you in a supportive manner.

When planning training programs ET Australia considers the potential needs of students and if required the possibility of incorporating adjustments or alternative learning and assessment strategies.

The Unique Student Identifier (USI)

Any student that is undertaking nationally recognised training will need a USI. This means that students will have the ability to access their enrolment and training record information from a single authoritative source or provide other parties with access to their personal training information.

A USI gives you access to your online USI account. This is made up of ten numbers and letters and will look something like this: 3AB88CD9U7.

As a student this means you will be able to obtain a full transcript of all accredited VET training that you have undertaken since 1 January 2015 onwards. The USI will mean that applying for jobs or enrolling in future study will ensure your records can easily be accessed by yourself at any given time. You can access your account online at any time from a computer, tablet or smart phone.

Providing / Applying for a USI

When you commence training with ET Australia you may already have a USI. If you do, it will be important that you provide this information on the enrolment form provided to you.

As part of the enrolment process this will be verified through an online process by an ET Australia representative to confirm validity.

In the event that you do not already have a USI, ET Australia will provide you with a simple documented process in order to allow you to apply for a USI. This is a free and simple process that can be done online. This needs to be done prior to completing your enrolment form as the USI is required to be included.

Important: A valid USI will need to be provided to ET Australia at the time of enrolment.

Accessing your USI

You are able to provide ET Australia with access to view your transcript online if you are applying for credit transfer or recognition of prior learning as part of your enrolment. ET Australia will only be able to view your transcript details if you give the permission to do so. You are able to do this through your USI account and are able to set a strict period of time where access is permitted. If this might apply to you upon enrolment you will be provided with more information on this during the enrolment process.

Website: www.usi.gov.au

Accessing your Transcript

When you have completed your training the following web links will provide you with useful information and enable you to access your course information

1. The student webpage on '[Transcript/Training Records](#)' on the USI website, which includes a link to an example of a USI Transcript and a selection of FAQs
2. The '[Your USI Transcript](#)' Fact Sheet
3. [When will my training appear on my USI Transcript?](#) Fact Sheet
4. The '[How to view and download my USI Transcript](#)' Video

INDUCTION / COMMENCEMENT

Induction will take place on the first day of training to confirm that all information is received and understood by all students and any questions or concerns can be addressed prior to the commencement of training.

The induction process involves having access to this Handbook for reference.

Training Plan

Within the first couple of weeks of commencing training an ET Australia Representative will work with you to develop an individualised Training Plan. This Plan will cover off the units of competency you will be undertaking, the amount of time required to complete these units, expected start and finish dates and will track and monitor your progress against each unit.

It is imperative that you work with the information in your individualised Training Plan in order to keep your training on track and complete the qualification within the required timeframes as well as ensuring you are progressing at an appropriate rate.

Regardless of the mode of training all programs being undertaken have a scheduled start and finish date and training needs to be completed in this timeframe. Training is not an open-ended arrangement. To assist students in completing the training within these required timeframes this Training Plan document is used to monitor progression.

TRAINING PROGRESSION

The Training Plan will incorporate any individual support requirements and how they will be provided. The learning support information recorded on your Training Plan will provide a framework for your Trainer when they are delivering training and assessment services to you. It is in this part of the process where disclosure of any required support within your enrolment documentation becomes important. This will allow for your Trainer to develop strategies that are going to provide you with the best support for you to achieve your training goals. If there is anything further you believe you should discuss with your Trainer you should do so in this stage of the process to start your training off on the right foot.

You will be provided with clear due dates for all of your assessment work. In the 'Assessment Guidelines' section of this Handbook you will be provided with further information on assessment submission expectations.

In summary, the processes to help manage your progression are as follows:

- If you are not able to submit your work by the due date (as per your Assessment Plan) for extenuating circumstances you are required to complete an 'Assessment Extension Request' form and submit to your Assessor for approval – PRIOR to the due date. Assessment Extension Request Forms are available on the ET Australia website <https://etaustralia.com/forms/>

Your Assessor will consider granting one extension per unit where it is to be deemed an extenuating circumstance request. Should you require further extensions your Assessor has the right to not approve the request.

It is important to note that once you begin to fall behind on work it becomes very difficult to then keep up with the remainder of the training in the given timeframes. ET Australia has these measures in place to assist you to stay on track and not become overwhelmed by an unmanageable workload.

- Your work must be submitted with an Assessment Cover Sheet (by the due date) or the submission will not be accepted. Assessment Cover Sheets are available from the ET Australia website <https://etaustralia.com/forms/>
- You will be entitled to up to two resubmits on work for a particular assessment task. It is important to make sure if you are asked to resubmit work that you read or listen to your Assessors' feedback carefully to ensure you understand the requirement before resubmitting your work. Resubmitted work like all assessment work needs to be a thorough and genuine effort to demonstrate competency of knowledge and skills. If you are asked to resubmit and you feel you are not ready to be reassessed and may need further training or guidance you need to speak with your Assessor so this can be provided to you prior to you resubmitting work. Your work must be resubmitted with an Assessment Resubmission Cover Sheet (by the due date) or the submission will not be accepted. Assessment Resubmission Cover Sheets are accessible from the ET Australia website <https://etaustralia.com/forms/>
- If after two resubmissions you are still unable to achieve a level of satisfactory demonstration of knowledge and skills (and you have indicated on your Assessment Cover Sheet that you feel ready for assessment) you will be deemed not yet competent in that unit of competency and you will be required to commence the next unit of competency in your training schedule. Ultimately this means that you can still complete the program, however, you will only receive a Statement of Attainment for the units you have achieved competency in.

If you ever run into circumstances of a nature that are detrimental to you meeting program requirements we urge you to speak with your Assessor or the ET Australia Training College Manager as soon as possible to explore and discuss possible solutions or alternatives.

These above requirements will all support you in keeping your goals on track in line with your Training Plan.

If your training falls behind your Assessor will be in contact with you to discuss the situation and agree on a plan to get you back on track. This is called a Training Plan Review.

If we are unable to get in contact with you, then the responsibility lies with you to contact your assessor to discuss a plan to get your training back on track.

It is important that you understand that there is a limitation of how many times Your Trainer & Assessor will work with you if you are not progressing in your training. Your Training Plan has provision for two reviews where progression is not being made.

With Training Plan dates having to be reviewed on two occasions and still not being achieved this is a strong indicator that you will be hindered to complete your training in the given

timeframes. It is important to understand that if it is identified that you are at risk of not completing your training within the timeframes your continuation in the training will be jeopardised. In the second review of your Training Plan your Assessor will document clearly the risk of cancelled enrolment should you not meet assessment due dates so you clearly understand the expectation.

ET Australia provides an excellent level of support to students and makes all efforts to enable students to complete their training however as this is adult learning it does mean that the student has to take responsibility for communication, progression, disclosing support needs and making payments as agreed and work cooperatively with us to achieve the desired result.

If attempted contacts are made and are unsuccessful (specifically this means two telephone calls with no return call and two emails with no return contact made), if there is no indication of suitable progression towards the timeframes as outlined in the Training Plan you should understand that ET Australia has the right to cancel enrolment without further notice.

RECOGNITION OVERVIEW

Recognition is an integral component of the vocational education and training (VET) industry.

When any individual applies or enrolls in a training program with ET Australia, they have the right to have all their relevant skills and knowledge, attained through formal and informal training or life experiences, considered for the granting of recognition in a qualification, statement of attainment or unit of competency.

Definition of Recognition

1. Credit Transfer

In the Australian Qualifications Framework (AQF) Credit Transfer is defined as:

“Credit Transfer is a process that provides students with agreed and consistent credit outcomes between **matched** qualifications”.

Credit Transfer is ‘like for like’ and does not involve any assessment. Currency must have been maintained by the individual i.e. within the last 2 years there must be evidence of the individual having maintained their skills and knowledge as relevant to the unit they are seeking Credit for. Currency will be verified by a qualified Assessor.

Note: Competency requires demonstration of current performance, so the evidence collected must be from either the present or the recent past. This will be more relevant for some industry areas than others, and for this reason there will be variation in the length of time before ‘currency’ is considered to have lapsed.

2. Recognition of Prior Learning

In the Australian Qualifications Framework (AQF) Recognition of Prior Learning is defined as:

“Recognition of prior learning is an **assessment process** that involves assessment of an individual’s relevant prior learning (including formal, informal and non-formal learning”

- **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);
- **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
- **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).

Prior to enrolment individuals are made aware of the recognition processes available to them and asked to speak with their ET Australia Representative if they feel they are a suitable applicant.

Recognition of Prior Learning (RPL)

The ET Australia Trainer / Assessor will work with RPL applicants through the following stages:

- Interview with Assessor
- Applying for RPL
- Evidence gathering
- Review of evidence
- Decision making (issuance of certificate or further support/follow up)

More detailed procedural information will be made available to an individual who is considering application for recognition. An ET Australia Representative will ensure that documentation is provided and worked through on an individual basis to ensure there is an understanding of the requirements prior to application.

Students and Trainees are required to discuss any prior learning or qualifications that may provide them with an opportunity to apply for recognition upon enrolment so this can be evaluated prior to the commencement of a training program.

Credit Transfer

The Student is required to complete and submit the Credit Transfer Application form, with the following supporting evidence:

- A certified copy of AQF qualification/s (including the transcript) and/or statement/s of attainment awarded or
- The original AQF qualification/s (including the transcript) and/or statement/s of attainment awarded

AQF qualifications and/or statements of attainment provided by applicants must clearly identify the following:

- Nationally recognised training
- Name of RTO issuing the AQF qualification or statement of attainment
- National provider number of RTO
- Full surname and first name of recipient
- The qualification title
- Record of results identifying the units of competency attained
- The issuing RTO is registered to issue the certification which is acceptable within the guidelines of the relevant Nationally Endorsed Training Package

The Unique Student Identifier Transcript Service can also be used to provide ET Australia with access to your transcript details (for training completed from January 2015). If this is relevant for your enrolment you will be provided with more information on this process.

The Assessor will then verify the evidence prior to granting of Credit Transfer. Verification is essential. The evidence must remain on the student file, and if required a scanned photocopy will be taken for the file.

On confirmation of authenticity and validity the Assessor will communicate the results to the applicant and retain records of verification on the student file.

A Credit Transfer form needs to be completed and can be provided upon request or accessed on the ET Australia website. This should be completed at time of enrolment.

FACILITIES

Parking

Please note that the limited parking areas are heavily patrolled. If you receive a fine ET Australia takes no responsibility. There is a fee free parking station that is currently available at the Marketplace complex in Gosford. There are other various parking stations in the area for a fee. We advise that you use one of these parking stations.

Food and Drink

There is a student kitchen facility available, equipped with a refrigerator, microwave and hot and cold water. It is each individual's responsibility to clean up after themselves and ensure the facility is left clean and tidy. There are food outlets within the Gosford area where you can purchase food. No food and drink permitted in the training rooms.

Student Common Area

A student kitchen and break area is available for students. The area is shared by all ET Australia Training College staff so we ask for your consideration of others when using it. Please ensure that you keep the area tidy at all times and that you are respectful of all parties using this shared space.

Children

ET Australia asks that children are not brought to the Training College whilst you are attending a program or other employment related activity. Please consider childcare needs BEFORE enrolling in an activity. If you have childcare problems, please ask ET Australia's staff for advice.

STUDENT CODE OF CONDUCT

ET Australia is committed to providing a learning environment that promotes mutual respect between all students and staff. Students should adhere to this Code of Conduct in interactions with all other students, staff (including staff in work placement facilities being attended) visitors, and other groups of people sharing the facility space.

The **Student Code of Conduct** sets out a standard of conduct expected of all ET Australia students.

Responsibilities of Students

- Act in accordance with this Student Code of Conduct
- Acquaint yourself and comply with the conditions set out in this Student Handbook
- Read relevant correspondence sent to you by ET Australia
- Follow ET Australia's policies & procedures on health and safety.

Conduct expected of Students

In all interactions with others members of ET Australia's community, students are expected to:

- Treat all other students and staff with respect, dignity, courtesy and sensitivity
- Behave in a manner that does not adversely affect the ability of other individuals to pursue their studies, duties, activities
- Comply with all health and safety requirements and instructions given by ET Australia staff and relevant legislation
- Conduct yourself in a professional manner when undertaking any industry placement activities
- Provide constructive and meaningful feedback to ET Australia staff on your learning experience
- ET Australia presents a professional image to all of its customers in the community. To assist us to maintain our professional level of service, we ask all students to ensure behaviour reflects our high standards
- Agree not to use social media to publicly complain about ET Australia as the appropriate process for resolving complaints are through discussions with your Trainer or the Training College Manager. Refer to the Complaints Policy on pp.22-25 of this Handbook for further detail.

Conduct expected of Students in academic matters

- Take an active role in the training you are undertaking
- Ensure that you understand the instructions issued to you for each assessment task prior to undertaking the assessment activities, if you do not understand or do not feel you are ready for assessment you must speak with your Assessor (you are required to sign off when submitting work to acknowledge that you feel ready for assessment).
- Complete all assessment work as agreed with your Assessor. Your Assessor will notify you in advance of the purpose and date of each assessment. If you are unable to meet the assessment date or are not prepared for your assessment you must notify your Assessor immediately to negotiate an alternate time or request an extension of time.
- Work towards training timelines provided to you and if you experience any problems with progressing through your training seek advice and support from your Assessor or Training

Officer (it is important to note that there may be consequences that affect the continuation of your training if procedures of progression and meeting deadlines are not adhered to).

- Ensure that all requirements as outlined in the ASSESSMENT GUIDELINES section of this Handbook are followed.

Smoking

ET Australia adheres to a legal obligation to maintain an environment that is smoke free. Whilst attending training in the College, smokers are prohibited from smoking in the building, at the entrances to the building, or within an approximate range of 10 metres of the building. Management has requested that tenants and their clients do not gather in groups on the landing (tiled area) in front of the building. It is suggested that students go across to Kibble Park should they wish to smoke. These strategies comply with the NSW State Government's Smoke Free Environment Act 2000.

Need assistance to give up smoking? **Quitline** can be contacted on 137 848 or visit www.quit.org.au.

Dress Code

All students are expected to wear suitable attire at all times. Dress should be smart casual i.e. no thongs, shorts or singlets. Refer to a staff member in the Training College for dress code if you are unsure. NB. Special conditions may apply.

Please note, if you are attending work placement your Trainer will advise you as to the appropriate attire to meet industry requirements.

Substance Abuse

ET Australia has a Drug and Alcohol Awareness Policy in place. This is based on duty of care, ensuring the safety and welfare for ET Australia's students and staff in the learning environment. In accordance with this Policy, substance abuse is not permitted when attending ET Australia's Training College. This includes lunchtime and other breaks. ET Australia does not accept student attendance if they are suffering from the effects of substance abuse eg alcohol and illegal non-prescriptive drugs.

Program Participation

For classroom based programs, all components of program activities are compulsory (i.e. classroom based and on the job training). You will be issued a timetable outlining program dates and content. This timetable will act as a guide as to what units will be delivered and when. The timetable will also outline any relevant off-site industry placement or work placement components of the program.

We ask all students to notify ET Australia staff of any absence. This is to be done in a manner that would be acceptable in a workplace environment. You are to call the Training College personally to explain your absence. If you are unable to speak due to the circumstances you should forward a message but are expected to call as soon as possible before close of business that day to discuss with your ET Australia Officer.

An absence is acceptable when ET Australia staff are notified as soon as possible on the day of absence. Acceptable reasons for absences are listed below: -

- due to illness (note - a Doctors Certificate is required for each day missed) or
- due to a valid commitment such as attending a job interview or specialist appointment (note – this will be noted as a partial attendance, any appointment should be made outside of program hours wherever possible, or first thing in the morning or last thing in the afternoon so that a minimum of class time is missed)
- bereavement leave.

Note: the above applies also to any student who is required to attend a work placement facility as part of their training. If you are expected within a workplace and you are unable to attend you are required to notify both ET Australia and the workplace prior to the time you are due to commence. If you fail to attend work placement on two occasions without notifying ET Australia and the workplace prior to your scheduled start time that you will not be in attendance your enrolment will be cancelled. You must have a very valid reason for not being able to attend placement, as not having a valid reason may also put your enrolment in jeopardy. All programs with a work placement component are designed to prepare people for employment, and notifying ET Australia and your work place host of non-attendance is common workplace practice and therefore expected whilst you are on placement.

Regular late arrival to class or leaving early (considered as more than 2 occasions) is considered an unacceptable absence. ET Australia will have the right to cancel your enrolment in the training program (this will be at the Training College Managers discretion). If you have difficulty arriving to class on time, please advise us and we may be able to assist. You are responsible for catching up on any work missed due to absence.

Centrelink requests that Training Organisations submit attendance data to confirm fulltime or part time study activity.

Fellow students and your Trainer / Assessor will be able to advise you of the work you have missed. This work must be carried out in your own time. If for valid reasons you require additional time to complete and submit assessment work, extensions may be granted by the Assessor on a case-by-case basis. There is an 'Assessment Extension Request' form to be completed and returned to the Trainer / Assessor in this instance. This needs to be done prior to the due date.

For work-based and self-paced students your Training Plan will provide you with the structure of activities and timeframes for completion.

Leaving a Program

If you are considering leaving a program please discuss this with one of ET Australia's staff members or your Trainer in the first instance. We like to provide the best support to our students to give them the best chance of success in the chosen training program and subsequently improving employment prospects. We offer a supportive and consultative environment. To withdraw from a program need not be the only option. For programs that are funded there may be a restriction on eligibility to attend another funded training program within a specific timeframe. Centrelink do not approve Youth Allowance or Austudy payments to re-enrol in the same course.

ET Australia has a separate Procedure and Form for students wishing to defer / discontinue training. This can be made available upon request.

Mobile Phone Policy

Whilst participating in training / training related activities at a training facility students should:

- have mobile phones on silent or switched off
- only use mobile phones before or after classes, or during breaks (if expecting an important call advise Trainer and leave the classroom to take the call)
- display courtesy, consideration and respect for others when using a mobile phone
- ensure that phones are always stored in a safe and secure place
- not use mobile phone features (camera, audio recording, text messaging) for academic dishonesty, harassment, bullying, threats, or other inappropriate means, this behaviour is deemed completely unacceptable.

Use of Business and Computer Equipment

Students should not access private email addresses, chat lines and similar programs unless instructed. Computer use should be limited to training / employment related activities. If students wish to print off material from the computer (even if it is program related) clarification should be sought from an ET Australia staff member.

Whilst using the computers within ET Australia students must not; alter any computer desktop, modify the configuration of any computer, or download any software.

In addition any use of telephone, photocopier or other business equipment should also be approved prior to use.

Classroom Etiquette

- It is important that all students are in class and ready to start on time each day and return from breaks at the time requested by the Trainer.
- Disrespectful, offensive or inappropriate language or behaviour will not be tolerated.
- Your Trainer and fellow students must be approached with a respectful attitude at all times.

Plagiarism and Copyright

Plagiarism is using the words or ideas of others and presenting them as your own. Plagiarism is a type of intellectual theft. It can take many forms, from deliberate cheating to accidentally copying from a source without acknowledgement.

Some common forms of plagiarism are: -

- downloading an assignment from an online source and submitting it as your own work
- buying, stealing or borrowing an assignment and submitting it as your own work
- copying a section of a book or an article and submitting it as your own work
- copying, cutting and pasting text from an electronic source and submitting it as your own work
- using the words of someone else and presenting them as your own
- using significant ideas from someone else and presenting them as your own
- copying the written expressions of someone else without proper acknowledgement

Whenever you use the words or ideas of another person in your work, you must acknowledge where they came from. You must write down the exact references for all the material that you use.

An example of how to reference is: <https://student.unsw.edu.au/referencing>

Generally ET Australia students will use In-text citations. This is where you should include three pieces of information about a source within the text of your work: -

- the name of the author or authors
- the year of publication
- the page number (when the information/idea can be located on a particular page, or when directly quoted)

Copyright laws also apply when photocopying or duplicating material for assignments. If you are unsure how this applies to you then please speak with your Trainer / Assessor.

Students who do not act in accordance with the Student Code of Conduct may face cancellation of enrolment in the training program.

STUDENT SUPPORT SERVICES

ET Australia focusses on determining the support needs of students and providing access to educational and support services as necessary, so that students can meet the requirements of the training that they have enrolled in.

Some examples of educational and support services that can be offered are:

- information on study skills
- study support
- referral to language, literacy and numeracy (LLN) programs
- provision of specific equipment / resources to increase access for students
- flexible scheduling and delivery of training and assessment
- the provision of learning materials in alternative formats.

ET Australia maintains a comprehensive knowledge of welfare services available to students.

The Parkside premises in Gosford have a range of support services including Regional Youth Support Services (RYSS) and Options Disability Support.

Students can be referred to welfare and guidance services through relevant agencies and organisations such as Centrelink, the Salvation Army, the Smith Family, the Department of Family and Community Services and Central Coast Area Health.

In addition to a professional Trainer & Assessor a Training Officer is assigned to each program to work alongside the Trainer and provide additional student support where required.

In order to access any of the abovementioned support services or assistance to determine other more relevant services the Trainer/Assessor or Training Officer is the first point of contact. They will offer initial guidance and provide contact details, or assist in the contact process where required.

CONSUMER PROTECTION

Fair Treatment and Equal Opportunity

ET Australia supports the concept of equal opportunity and is committed to providing all staff, students and potential students with a working and learning environment which values diversity, respects differences and provides an environment that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination.

It is important that as a student you have the information required to be able to stand up for your rights and information about your responsibility to respect the rights of others that you come across during your time with the Training College.

Australia has anti-discrimination laws that are about you being treated fairly in certain circumstances regardless of individual characteristics.

Anti-Discrimination Legislation

The following are some of the legislative Acts that make it illegal to discriminate against people and provide individuals with information about access to equal opportunity:

- Anti-Discrimination Act 1977 (NSW)
- Age Discrimination Act 2004 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth) – formulated under the Disability Discrimination Act 1992 and the Disability Discrimination Act Education Standards
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Human Rights and Equal Opportunity Commission Act 1986 (Commonwealth)

① *More detailed information on these Anti-Discrimination Acts and the rights of individuals that they protect can be found at the Australasian Legal Information Institute (AustLII), accessed through the following link www.austlii.edu.au.*

Australian Child Protection Legislation

The principal child protection Act in NSW is the ***Children and Young Persons (Care and Protection) Act 1998 (NSW)***. Other relevant Acts/Legislation includes the ***Child Protection (Working with Children) Act 2012*** and the ***Commission for Children and Young People Act 1998***.

The ***Commission for Children and Young People Act 1998*** is the legislation that sets out the responsibilities of ensuring that:

- children's safety, welfare and wellbeing is a priority
- that children and young people's views are taken seriously
- understanding that healthy relationships between children, families and communities are important in terms of the wellbeing of children

COMPLAINTS MANAGEMENT

ET Australia has a Complaints Management policy in place to provide students and clients with an understanding of their rights and ET Australia's responsibilities.

ET Australia has processes in place that promotes the timely and fair resolution of concerns, complaints (including grievances) and appeals.

The following procedures are intended as a constructive exercise which, through the processes of conciliation and mediation, invites professional compatibility.

Procedural Guidance for Complaints Management

Informal Complaints

Where possible, complaints should be resolved through an informal process of discussion and cooperation. It is important that all complaints should be handled promptly to promote a fast resolution. Where a grievance is raised regarding a workplace situation, if possible it should be raised directly by the complainant to the offender indicating that his/her behaviour is offensive and unacceptable.

Any matter which cannot be resolved informally must be referred to the Consumer Protection Officer or the Chief Executive Officer, or if the complaint or grievance concerns the action of the Consumer Protection Officer or the Chief Executive Officer (CEO) then:

- Member of the Board of Management
- Trade Union or Associate
- The Anti-Discrimination Board

This initial contact will offer support and maintain confidentiality. These people can then assist in determining which course of action to take.

Formal Complaints

All formal complaints should be reported in writing and submitted to ET Australia's Consumer Protection Officer.

The **written statement** should detail:

- description of the complaint, appeal or grievance
- whether the complainant is wishing to formally present their case
- steps that have been taken to deal with the issue
- what the complainant would like to happen in order to feel that the issue has been resolved and to prevent it from happening again, and
- accurate records of dates, times, places, witnesses, previous complaints made and to whom etc.

There is an optional 'Complaints Form' for completion which can be provided upon request.

This can be accessed at:

📄 **ET Australia web site:** www.etaustralia.com

- After receipt of a written formal statement of complaint the Consumer Protection Officer will mediate to attempt to resolve the situation within a seven (7) working day timeframe. If the complaint or grievance cannot be dealt with to the complainant's satisfaction within a seven (7) day period the complainant should be referred to the CEO.
- An initial interview will be conducted by the CEO or if inappropriate, another independent party as identified above.
- At this interview the complainant will not be *pre-judged*. The complaint will be taken seriously and dealt with sympathetically. The complainant may wish to invite another person to the interview.

At this interview the CEO or other nominated party will:

- Take notes in the complainant's words
- Check all the details with the complainant
- Advise of all the choices available to the complainant
- Obtain the complainants agreement before taking any further action
- Mediate between both parties
- The CEO will advise the complainant of ET Australia's complaints process.
- The CEO will advise the complainant of their rights and responsibilities and explain how ET Australia will attempt to resolve the complaint. The timeframe for this process may vary but should take no longer than fourteen (14) days.
- All parties involved will receive a written statement of the outcomes, including reasons for the decision within the fourteen (14) day period.

The complainant will be informed of their right to submit their complaint to the relevant Government Department.

If the complaint remains unresolved an independent mediator will be engaged. The CEO will ask the complainant if they would like to pursue the matter further. In this case the other party will be notified in writing and the Board of Management informed. This process will commence within 48 hours from the time the CEO receives notification about the complainant's dissatisfaction to the response received.

Process to Assist Complainant

- To raise a formal complaint a written statement should be prepared, as detailed on previous page. The complainant should ensure they retain a copy of all documented records.
- The complainant will continue to be enrolled through the entire process and should attempt to continue his/her activities as well as possible.

- Complainants have the right to have a nominated person involved at all times during the process.

All complaints, (including grievances), and their resolution will be recorded in the ET Australia Complaints Register and in complainants file. Complaints and grievances are monitored and reviewed by ET Australia to prevent their recurrence and to improve operations and services.

Definitions

Grievance

A grievance is a complaint about any type of work related problem that is causing distress including but not limited to, harassment, bullying and discrimination. The grievance may arise from a decision or act by any person within the College which is considered by the Complainant to be wrong or discriminatory.

Complainant

The student(s) or member(s) of staff or the public notifying of a complaint.

Complaint

A complaint is any type of grievance, problem or concern about the ET Australia Training College, or any services offered by the Training College or its staff.

ET Australia maintains a Complaints and Assessment Appeals Management Register and manages and maintains records of any issues raised in a confidential and secure manner. All complaints and assessment appeals are seen as opportunities for continuous improvement and aim to eliminate or mitigate chances of any similar reoccurrence.

Contact details for ET Australia's Consumer Protection Officer:-

Cath Roden
Training College Manager
Email: Cath.Roden@etaustralia.com
Phone: (02) 4323 1233

ASSESSMENT APPEALS

ET Australia has processes in place that provide an avenue for review of decisions made, including assessment decisions, by ET Australia or any Third Party that may be delivering services on behalf of ET Australia. All students have the opportunity to challenge the assessment decision made by an Assessor on a unit of competence or an assessment process. An appeal can be lodged for a period of up to 2 weeks post the assessment outcome. ET Australia addresses appeals lodged efficiently and effectively.

Procedural Guidance for Assessment Appeals Management

The assessment appeal system incorporates a two-stage process involving the Assessor initially and then an independent person. If a training participant disagrees with the Assessor on the outcome of an assessment this should be discussed with the Assessor and only when the disagreement cannot be resolved should the student consider an appeal.

The grounds for appeal fall into two possible areas:

- The judgement has been made incorrectly; or
- The judgement was not made in accordance with the Assessment Plan and Instructions provided.

The following steps are to be followed if a student wishes to exercise the right of appeal.

- The student should first discuss concerns with the Assessor.
- If still not satisfied with the decision then the student may appeal to ET Australia's Consumer Protection Officer who will notify the Assessor of the intention to appeal and request formal feedback from the Assessor.
- All assessment appeals must be made in writing to the Consumer Protection Officer by way of 'Appeal Application' form. Appeals can be made up to 2 weeks post the assessment judgement being made.
- All relevant assessment documents must be submitted to the Training College Manager to arrange for re-assessment by a second qualified Assessor together with the original Assessor's feedback.
- If the assessment was in the form of an observation or practical demonstration, arrangements will be made for re-assessment by a second qualified Assessor.
- The Consumer Protection Officer will notify Chief Executive Officer of the assessment appeal.
- The Training College Manager will collect information from Assessor within 15 days of the original appeal and the participant will be notified in writing with details of the re-assessment result.
- A comprehensive assessment appeals report will be maintained and kept in participant's file of any assessment appeal and subsequent actions and feedback.

In the case of both complaints and assessment appeals whereby the consumer is not satisfied with the resolution they have the right to a further review to be undertaken by an appropriate party independent of ET Australia and the complainant and appellant.

The student will continue to be enrolled throughout the entire assessment appeal process and should attempt to continue his/her activities as well as possible.

In cases of a more complex nature whereby more than 60 days may be needed to process and finalise the complaint or appeal ET Australia will notify the complainant or appellant in writing of this and keep the student updated regarding progress over the period of time.

ET Australia maintains a Complaints and Assessment Appeals Management Register and manages and maintains records of any issues raised in a confidential and secure manner. All complaints and assessment appeals are seen as opportunities for continuous improvement and aims to eliminate or mitigate chances of any similar reoccurrence.

 ET Australia web site: www.etaustralia.com

Contact details for ET Australia's Consumer Protection Officer:-

Cath Roden
Training College Manager
Email: Cath.Roden@etaustralia.com
Phone: (02) 4323 1233

FEES AND REFUNDS

ET Australia has a Fees and Refund policy in place that is applicable for students undertaking training under government funded contractual arrangements and for students paying commercial fees. This includes employers who may pay on behalf of students and includes students undertaking both classroom based training programs and workplace or self-paced based training programs.

ET Australia provides all fee, payment arrangements and refund information to potential clients prior to enrolment. Students are required to accept the terms and conditions set out in the Enrolment form and supporting information prior to or concurrently with payment of their fee.

Fees

Students are advised of fees in accordance to the relevant fee structure of each training program prior to enrolment. Payment costs are aligned to training programs and will vary dependent on factors such as program duration, government contractual guidelines, concession eligibility etc. Program fees are detailed in the information sheet that is provided on application or expression of interest in a training program.

ET Australia is required to protect any fees paid in advance. In order to meet this requirement ET Australia will not collect pre-paid fees of more than \$1500 from a student / prospective student. This excludes fees that are paid by an employer on behalf of their staff member. Offers of program placement are only confirmed upon receipt of the applicable enrolment fee.

Should fees exceed \$1500 or should a student not be able to pay fees a payment plan will be developed during the enrolment process.

Where concession fees or exemption of fees may be applicable (in the case of government funded programs) evidence will need to be provided to support the reduced fee amount.

Where an eligible student may be granted with a Credit Transfer for one or more units of competency, the full fee will be adjusted and a new fee determined. ET Australia must sight appropriate evidence to grant a Credit Transfer outcome.

Fee amounts provided to students prior to enrolment cover the total costs to deliver and assess the training, including assessment resubmissions. This includes all text book and other required resources, essential equipment, industry visits and work placement training blocks that are a timetabled part of the training program.

Any condition relating to payment of fees and charges will be notified by a Payment Plan and/or a Tax Invoice.

Payment Plans

Payment Plan Agreements must be established with students who do not pay fees in full at time of enrolment.

Payment Plan Agreements may be established because the student is unable to pay the fees in full and / or because of ASQA requirements whereby we can never collect more than \$1,500 in prepaid fees for any student.

Payment plans can be established for weekly / fortnightly / monthly repayments with the last payment falling within the training term. The first repayment must fall due prior to or upon commencement of training. A student cannot participate in training if the first instalment hasn't been paid prior to or upon training commencement.

The payment plan will be signed by both parties and a copy given to the student, the original should be retained on file.

If the student has someone paying fees on their behalf, the person paying on their behalf must complete the relevant section on the Payment Plan Agreement.

Refer to 'Failure to pay' conditions as detailed further in this document.

Fees for Recognition

The cost of Recognition varies between individuals because each applicant will possess a unique set of experience, skills and knowledge and some may be seeking recognition for unit/s or an entire qualification.

If an individual is interested in Recognition, an ET Australia Representative will have an initial discussion to determine suitability, provide essential information and provide estimations of what the process will entail and cost – allowing the interested candidate to make an informed decision.

If a candidate is deemed suitable for the Recognition process a non-refundable application fee is payable, this application fee will be used to offset the cost of the Recognition. A Recognition Assessment Application form needs to be completed and submitted with the associated fee prior to commencement of the process.

An individual Recognition Plan will be developed. Based on the Recognition Plan ET Australia will calculate the actual enrolment fees that are payable and discuss payment options with you.

If a student cancels the process at any time before the process of assessment has commenced, a full refund, less the application fee will be applicable.

If a student cancels the process at any time after the process of assessment has commenced, no refund will be applicable.

Additional Fees

Additional fees may apply in the case of dishonoured cheques.

ET Australia has a process in place to replace certification documentation if the original has been lost / misplaced / damaged. There is an application form that needs to be completed. A fee of \$30 applies which must be paid prior to the application being processed.

Payment of Fees

Methods of payment available are as follows:

- Electronic Funds Transfer
- Credit Card (with the exception of American Express)
- Cash payments

All fees must be paid by the time of training completion. It is important to note that if there are any fees outstanding on program completion the issuance of a Statement of Attainment / Certificate will be withheld until payment is made in full.

Failure to Pay

Resources and materials are issued to students as they progress through the units of competency they have been enrolled in. ET Australia reserves the right to suspend or cancel training if a student fails to pay any part of the training program at the time when payment is due.

If a student is paying via a Payment Plan arrangement it is essential that all instalments are paid on or before the due date.

If a student fails to pay by a due date without any explanation, the total outstanding balance of payment will become immediately due and payable regardless of the progress stage of the student.

Fee Recovery

The process in place for the recovery of outstanding fees is as follows:

- Two follow-up reminders will be conducted when fees become overdue, one after 7 days overdue and a second after a following 5 days. This contact will be made via phone and/or email and/or face to face.
- When a payment is overdue 30 days from the due date, services / resources will be withheld until such time as payment is received. A **final reminder notice** is sent either by phone or email.
- When there is no response to the final reminder ET Australia will request to see the student (when a classroom based student) or phone the student (when a work-based student) in order to secure a date for payment. If payment is not forwarded within 5 days training services / resources will be withheld until payment is received.

Refunds

Consumer Protection Refunds

Fees may be refunded under the following circumstances:

- ET Australia agrees to refund, within 30 days, all fees paid less a \$100.00 administration charge, where, by reason or reasons beyond the student's control, including Acts of God, Acts of Government authorities, civil strike and riots, the student is prevented from attending the program.
- ET Australia agrees to refund, within 30 days, without deduction, all fees where ET Australia cancels the program or where the commencement of the program is postponed for more than four weeks.
- ET Australia adheres to the relevant State and Federal Government laws governing the Trade Practices Act.

Standard Refunds

If a student wishes to withdraw from the training program or units of competency in which they have enrolled in, within 7 days **prior** to training commencement they will be eligible for a refund of all fees paid less an administration fee of \$100.

In this case students are required to formally advise ET Australia **before classes commence and with no attendance**, that you are withdrawing from the training.

If a student wishes to withdraw from a training program / units of competency for which they have enrolled there is a requirement to notify ET Australia in writing by filling out the Withdrawal Notification form. **If a Withdrawal form is not completed a student will still be considered an active student with the expectations of payments being made.**

Extenuating Circumstances Refund

If a student wishes to withdraw from the training program at any time, **after** commencement, a pro-rata refund may apply in the case of extenuating circumstances. In this case the refund will be calculated based on the units of study the student has enrolled in and the number of those units of study paid for and not yet commenced*.

* For classroom based training programs, units of competency not yet commenced is determined by the program timetable and program attendance.

* For online / self-paced learners units of competency not yet commenced is determined by the issuance of resources and participation.

Students are not eligible for a refund for any units of competency that have already been commenced at the time of withdrawing from the training under any circumstances other than those referred to under Consumer Protection Refunds.

The following examples are indicative of appropriate and inappropriate circumstances for granting a refund based on extenuating circumstances for training already commenced: -

Indicative appropriate extenuating circumstances

- Extended hospitalisation or illness (two week period minimum) supported by a medical certificate and resulting in extended absence from classes
- Pregnancy/childbirth
- ET Australia is of the opinion that the student would be unreasonably disadvantaged if not granted a refund, for example, if the student met with a **serious** misadventure or financial hardship and were unable to continue the enrolment

Indicative inappropriate extenuating circumstances

- Job change
- Change in work hours
- Inconvenience of travel to College
- Moving interstate
- Retrenchment / Redundancy
- Deciding the program is not suitable and not something you wish to pursue

A student must have withdrawn or be withdrawing from training for an extenuating circumstances refund to be applicable. All refunds will be returned to the individual or organisation that payment was received from.

Applying for a Standard or Extenuating Circumstances Refund

The following needs to be completed in order to apply for a refund. Relevant supporting documentation may be requested to support extenuating circumstances.

Complete and submit the ET Australia Withdrawal form
Complete and submit the ET Australia Refund Application form

 **ET Australia web site:** www.etaustralia.com

Exiting Students

Discontinuing students will receive a statement of fees that includes all fees applied and any fees refunded (if applicable).

Students transitioning from superseded qualifications

Where a student is enrolled in a qualification that is superseded and the student is required to transition to the new qualification to continue training and complete, and the price of the new qualification is different to that of the superseded qualification the student fee will remain the same.

For students enrolled in a government funded Smart & Skilled program policies and procedures are aligned to the Smart & Skilled Fee Administration Policy and can be accessed on the Smart & Skilled website. This includes information specific to Smart & Skilled students transferring between Smart & Skilled providers <https://smartandskilled.nsw.gov.au/for-training-providers/prices-fees-and-loadings>

Quick Guide to Refunds

Circumstance	Policy	Actions
ET Australia cancels the training program prior to commencement due to unforeseeable circumstances.	A full refund of the fee applies without any penalty fees.	Refunds will be paid within 30 days.
By reason or reasons beyond the student's control, including Acts of God, Acts of Government authorities, civil strike and riots, the student is prevented from attending the program.	A refund is provided with the deduction of a \$100 administration fee.	This will be processed within 30 days. To be approved by Training College Manager / CEO.
A student cancels enrolment within 7 days prior to training commencement without any attendance .	A refund is provided with a deduction of a \$100 administration fee.	The student is responsible for completing a Refund Application form. This will be processed within 30 days.
A student cancels enrolment after commencement due to extenuating circumstances. ET Australia cancels a student's enrolment due to non-conformance with the requirements outlined in this Student Handbook.	A pro-rata refund will be granted for units of competency not commenced at the time of withdrawal. The refund amount will be determined by recorded attendance / participation and units not commenced at time of withdrawal. The date of withdrawal will be as per the Withdrawal form submitted. An administration fee of \$100 will be withheld.	The student is responsible for completing a Withdrawal and Refund Application form. Evidence of hardship will be required. To be approved by Training College Manager / CEO. Refunds will only be made where the payment amounts to date are in excess of the units of competency commenced. Payments that are in arrears will still be due and payable.
A student cancels an online / self-paced / traineeship enrolment part way through the training. ET Australia cancels a student's enrolment due to non-conformance with the requirements outlined in this Student Handbook.	A pro-rata refund may be granted for units of competency where resources had not been issued to the student at the time of withdrawal. Traineeships will be determined on a case-by-case basis dependent on individual circumstances. The date of withdrawal will be as per the Withdrawal form submitted. An administration fee of \$100 will be withheld.	The student is responsible for completing a Withdrawal and a Refund Application form. To be approved by Training College Manager / CEO. Refunds will only be made where the payment amounts to date are in excess of the units of competency commenced. Payments that are in arrears will still be due and payable.
ET Australia refuses to continue the student in training due to misbehaviour or misconduct.	No refund will apply in these circumstances.	
Student cancels Recognition Assessment after the Assessor has engaged in reviewing / assessing evidence.	No refund will apply.	
Student cancels Recognition Assessment process before the Assessor has received and commenced assessing evidence.	A refund will apply with a deduction of the non-refundable application fee.	The student is responsible for completing a Withdrawal form and a Refund Application form.

Record Keeping

ET Australia will keep records of all assessment evidence, progress and any complaints made, as well as financial records that reflect any payments and charges and the balance due.

If training is subsidised / funded and delivered under contractual arrangements ET Australia will maintain student records for the required period as specified in the contract.

Upon completion of training, student certification records are archived and retained for a period of 30 years. Records are held securely and securely disposed of when no longer required.

Handling of Student Personal Information

ET Australia complies with the requirements of the Australian Privacy Principles (APP) set out in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* in relation to the collection and disclosure of information relating to students.

ET Australia maintains a detailed Privacy Policy regarding how the training organisation manages the collection, disclosure and retention of a student's personal information. This policy is in place so that this activity is only carried out by lawful and fair means.

The full Privacy Policy details can be made available to any student upon request and are also available in the Consumer Protection section of the ET Australia website.

In summary the ET Australia Australian Privacy Principles Policy and Procedure states:

- personal information is collected only for a purpose directly related to students and is necessary for, or directly related to, that purpose
- personal information is collected only with prior consent of the student
- personal information is disclosed to relevant third parties only with prior consent of the student where practicable
- a documented process is in place for students to access personal information being held and seek correction to that information if necessary (provided upon request), and
- a documented process for complaints is in place and available should a student become concerned about a breach of the Australian Privacy Principles (available upon request)

It is important to note as a student of ET Australia, at times it may be necessary for information to be disclosed to a third party in the interests of your progress and completion of the training program you are enrolled in. For example, if you have been referred to ET Australia by a Job Service Provider, and any issues should arise that may have an impact on the successful completion of your training or your opportunity to be successful in achieving an employment outcome, representatives of ET Australia may disclose and discuss information about your personal self as required in direct relation to these matters.

A detailed Australian Privacy Principles Policy and Procedure can be accessed:

 ET Australia web site: www.etaustralia.com

Freedom of Information

The Freedom of Information Act 1982 (FOI) is in place to provide the Australian community access to information held by the Australian Government. The Act does this by:

- requiring that agencies publish certain information on their websites
- providing for a right of access to documents.

The FOI Act gives any individual the right to:

- access copies of documents (except exempt documents) being held which is about them
- ask for information that is held about them to be changed if it is incomplete, out of date, incorrect or misleading, and
- seek a review of decisions not to allow that individual to have access to a document or not to amend their personal record.

Individuals can ask to see any document that is held, however, can be refused access to some documents, or parts of documents that are exempt. Exempt documents may include those containing material obtained in confidence or other matters set out in the FOI Act.

Protection of Students' Privacy

The USI system has a number of features built into the design to ensure both privacy protection and that students have control over their USI, for example:

- Personal information (such as name, date of birth etc.) will be stored separately from education and training records
- The USI will be stored with a student's personal information and be held by the Student Identifiers Agency
- The USI will also be attached to a student's training records which will be held by the National Centre for Vocational Education and Research (NCVER).

Your personal information would only be linked to the education information when you ask to see your own records or when you provide authorisation for someone else to do so (such as a training organisation) or as otherwise authorised by Commonwealth legislation.

ET Australia will be able to access your electronic VET record to assist in assessing pre-requisites and credit transfers; however will ask for your permission to be able to do this. ET Australia will provide guidance on how this can be managed online.

ET Australia has policies in place so that student USI's are not collected, used or disclosed by anyone other than the student or for the purpose other than those set out in legislative guidelines.

④ *More detailed information on the USI can be found through one of the following:*

Website: usi.gov.au

Email: usi@industry.gov.au

Phone: *Skilling Australia information line 13 38 73*

Qualifications

Students who complete a training program that leads to an issuance of an AQF (Australian Qualifications Framework) qualification are entitled to receive a Qualification Certificate and a Record of Results.

For students who may not study or complete a full AQF qualification, however, complete a unit or units of competence from an accredited qualification are entitled to receive a Statement of Attainment.

ET Australia has policies and procedures in place for the authentication of all certification documentation.

Certification will be issued within 30 days of completion, cancellation or withdrawal, if all fees have been paid. This is in line with the 'Standards for RTO's 2015'.

Quality Assurance

ET Australia adopts and maintains a quality assurance system that includes clearly documented procedures for managing and monitoring all training operations and for reviewing student satisfaction.

Evaluation of Training

All students are requested to complete a written evaluation at the mid-point and on completion of training. ET Australia will provide the forms necessary to complete the evaluation. These evaluations are used by ET Australia to gauge satisfaction with the training and to identify opportunities for improvement.

In addition to the ET Australia evaluations, data is also collected via a 'Learner Questionnaire' which is distributed on completion of training. The data collected is an indicator which focusses on learner perceptions of the quality of their competency development and the level of support they have received from ET Australia. This 'Learner Questionnaire' data forms part of an annual summary report which is required to be sent to the National VET Regulator on an annual basis.

Your participation in these activities is very important and highly valued by ET Australia.

Assessment Guidelines Section

Competency-Based Training & Assessment

All accredited qualifications are built from units of competency (UOC). Each training package contains very specific assessment guidelines which ET Australia translates into a Training Program for you to achieve an accredited qualification or statement of attainment in your field of choice. These assessment guidelines assist in ensuring training and assessment is fair, equitable, reliable and consistent. Assessment of all training delivered by ET Australia is competency-based.

When you were working through the decision making and enrolment process to undertake training with ET Australia you will have been provided with information about the 'Units of Competency' (UOC) that are required for you to complete your program successfully.

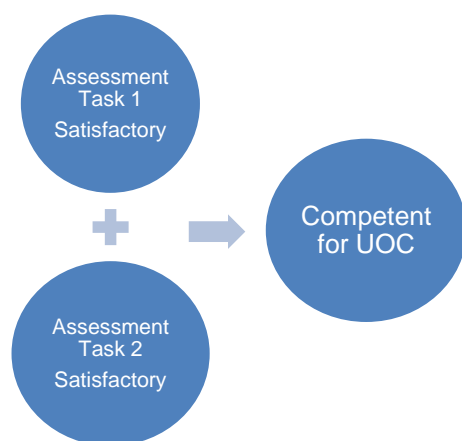
The units you have enrolled in will be identified for you in a training timetable/training plan. If you would like to learn more about each UOC you can access www.training.gov.au and follow the prompts on the website.

For every UOC within an accredited training package qualification there are specific skills and knowledge that need to be learned and subsequently demonstrated within a range of circumstances in order for you to be deemed competent in that UOC. The aim of competency-based training is to assess your ability to demonstrate your competency in carrying out specific activities in each unit instead of sitting an examination that has a specific "pass mark".

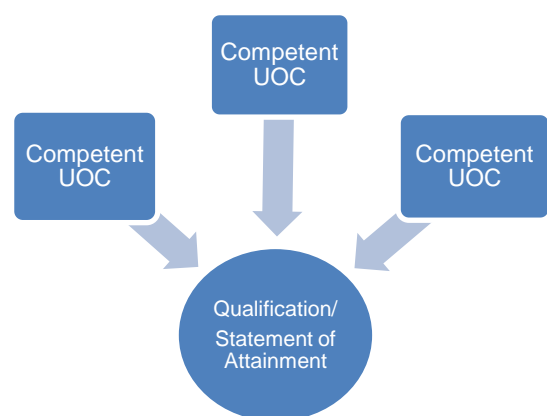
Competencies are made up of the skills and tasks that are required in the workplace to perform duties, of a specific job role, to industry standards.

For each UOC you undertake training for you will receive a final result of either Competent (C) or Not Yet Competent (NYC). You need to be deemed Competent for all units of competency to be issued with a full qualification. If this isn't achieved for all units of competency you will be awarded with a Statement of Attainment Certificate for those units that you have demonstrated competency in.

Example of UOC result:



Example of Training Program



Student Evidence Folders

Student Evidence Folders are used to collate the evidence of work that you submit and provide a record of evidence of how you have achieved competency in order to be issued with a Certificate.

On completion of your training with ET Australia in your Student Evidence Folder for each Unit of Competence (UOC) there will be a record of:

1. Assessment Plan & Instructions
2. Assessment Cover Sheet/s
3. Record of Assessment Results
4. Assessment Task Evidence (as per the requirements outlined in the Assessment Instructions)

These folders are not to leave ET Australia's premises.

Following is the process of assessment that is used to collect all the necessary documentation over the course of your training. Please ensure you read and refer to these prompts throughout your training activities.

Assessment Plan & Instructions

To communicate assessment requirements and manage the assessment process ET Australia uses a central document called an **'Assessment Plan & Instructions'**.

When you are working through a Unit of Competency (UOC) your Assessor will provide you with an **'Assessment Plan & Instructions'** document. This includes the following information:

- Contact details of your Assessor
- Details of the UOC you are working on
- Any specific requirements of the UOC that needs to be considered to meet the assessment guidelines
- Detailed instructions for each assessment task that you will be required to complete to demonstrate your competency
- Due dates for each assessment task

Assessment Instructions – understanding what is required

Competency-based assessment is designed to be flexible. This means you can be assessed in a variety of ways to achieve a competent outcome. ET Australia obtains and records evidence of competency levels through a variety of ways. These may include but not be limited to:

Case Studies / Scenarios	Journal/Diary/Portfolio work
Questions & Answers	Simulated Work Activities
Workplace Demonstration	Project
In-Class Activities	Evidence of Prior Learning

- Clear instructions will be provided so that you understand what is expected of you in order for you to be able to demonstrate competency during and by completion of your learning.
- You will receive a set of documented instructions for each UOC. You should read these carefully and seek further information/advice from your Trainer if further clarification is required prior to you commencing your assessment tasks.
- You will be provided with due dates so you are aware of when work is due and/or when activities will be undertaken. Some scheduled activities are critical to your demonstration of competence and may be arranged outside of the classroom. Your attendance will be necessary in these cases. Having dates provided to you in advance will help you to make arrangements to ensure you are present at these key times. The work placement section of this Handbook should be read in full so you understand your responsibilities in workplace facilities if relevant to your program.
- All assessment tasks won't necessarily have the same submission date. It is important to note that you cannot be deemed competent in the UOC until you have achieved a satisfactory result for every assessment task that is listed. You will be able to see your progression across each of the tasks on your 'Record of Results' for each UOC (either on your student evidence file or copies being emailed to you).
- In many cases skills and knowledge of a UOC need to be demonstrated over a period of time which means there may be some delay before you receive your **Final Result**.

Assessment Cover Sheet – ready to submit your work for assessment?

- You are responsible for completing an **'Assessment Cover Sheet'** and attaching it to the front of all assessment work you are submitting. It is important that this is filled out with the correct detail. One assessment task per Assessment Cover Sheet
- You may submit one of the tasks from your Assessment Instructions or more than one of the tasks at the same time. When you complete the **'Assessment Cover Sheet'** it should reflect the specific task you are attaching one task per sheet. (Please refer to your Assessment Plan and Instructions for the Task Number).
- You are required to sign off on the 'Student Declaration' at the end of the Assessment Cover Sheet to indicate your understanding of expectations, rights and responsibilities of submitting work for marking and assessment purposes and declaring that you feel ready to be assessed.
- Your Assessor will aim to have work marked with results and feedback presented to you within 14 days from submission.
- An outcome of **Not Yet Satisfactory (NYS) or Satisfactory (S)** will be recorded separately against each of the assessment tasks.
- Comments will be made on the Assessment Cover Sheet and the Assessor will indicate if tasks are satisfactorily completed or if you are required to re-submit some or part of the work. The original copies of these and your submitted work must remain with ET Australia at all times. You will be able to take a photocopy of the results for your records.
- You are entitled to up to two resubmissions per assessment submission, if assessment work is deemed 'Not Yet Satisfactory'. If you find yourself in this situation your Assessor will provide you with feedback to allow you to address any gaps in your assessment work. The opportunity to resubmit work will only be given if a genuine attempt was made with the work submitted for assessment. If you feel that you need further learning prior to a resubmission speak with your Assessor prior to making another attempt.
- **If you need to re-submit work you will need to complete a new Assessment Cover Sheet and tick the 'resubmit' box.**
- Your submitted documents will be retained on your Student Evidence Folder and held at ET Australia for demonstration of your ongoing progress and training outcomes.
- If you have some tasks that aren't required for assessment until further along in your studies you may not know the **Final Result**, but you will know how you are progressing with all other tasks. (A good example of this is when there are practical / on the job assessment tasks involved).

IMPORTANT: when you are preparing your assessment work you are required to indicate clearly what parts of the assessment task from the Assessment Plan you are submitting. There are a few key points you need to know when preparing your work for submission in order for the Assessor to know it's your work and to allow them to cross check the activities you have completed against the Assessment Plan.

Please see the following table, as a general guide to what is required. Please speak with your Assessor prior to submitting your first assessment task if you are unsure.

	Example
<ul style="list-style-type: none"> Your first and last name should be included in the header or footer on each page of your work. <p>If typing your work, you may consider adding this information as a 'header or footer' in your document. If handwriting your assessments you must still ensure that each page contains this identification information in some format.</p>	Jane Doe
<ul style="list-style-type: none"> The unit code should be included in the header or footer on each page of your work. If the assessment is being completed on ET Australia documentation the unit code may already be included in the header or footer. <p>If this is not the case you are required to insert it on each page of your assessment</p>	CHCLEG001
<ul style="list-style-type: none"> At the beginning of each of your responses you should indicate the Assessment Task number that you are responding to (you will find this in the left hand column of your Assessment Plan instructions) 	Assessment Task 1

YOU SHOULD **ALWAYS** KEEP A COPY OF THE WORK YOU SUBMIT FOR YOUR OWN RECORDS

Authenticity

All evidence that you submit as part of your studies must demonstrate your level of skills and knowledge against unit requirements and all assessment submissions are your own work.

Should work be submitted that appears to have been completed by another party, the following action will be taken:

- The student will be contacted and will be asked to verify the submission. This may occur through verbal questioning.
- The student may be asked to re-submit any sections of work that remain in question or the full unit if deemed necessary.

The Assessment Cover Sheet will help support the authenticity of your assessment work and therefore is an important requirement. On the Cover Sheet there is a space for you to sign and date to acknowledge that the work you are submitting is authentically your own and contains no work of another individual.

By signing below I the student, declare that:

- I have understood the instructions provided and have received any relevant documentation for me to be able to complete the assessment/s
- I have been advised of the assessment requirements, have been made aware of my rights and responsibilities as a Student, and choose to be assessed at this time
- I have been made aware of the 'Assessment Appeals Procedure' that provides an avenue for reassessment if necessary
- The work I am submitting is my own work and contains no material written by another person except where due reference is made
- I am aware that a false declaration may lead to withdrawal of a qualification or statement of attainment
- I have included my full name and unit code on each **individual page** of my submitted assessment work
- I have retained a copy of all of my submitted assessment work

Student Signature:

Date:

Note: assessment work will not be accepted without an Assessment Cover Sheet filled out correctly.

See also: Student Code of Conduct - Plagiarism

Record of Assessment Results – understanding how you are progressing

- Once you have received a result against each individual assessment task your Assessor will provide you with a **Final Result**, an outcome of **Competent or Not Yet Competent** will be recorded against the Unit of Competency. This will be recorded on a '**Record of Assessment Results**' document.
- On receipt of your Final Result you are required to sign and date as acknowledgement that you have received and understood the feedback and result provided by your Assessor. If you don't agree with an assessment decision you have the right to appeal the decision - for further information refer to the Assessment Appeals section of this Handbook.
- Certificates are then issued in accordance with the overall Final Results you have achieved.

OTHER IMPORTANT NOTES WHEN MANAGING YOUR ASSESSMENT SUBMISSIONS



- ✓ All units of work must be submitted by the due dates provided in the Assessment Plan and Instructions. If you have a valid reason for not being able to meet the deadlines you need to speak to your Trainer & Assessor in advance of the due date. You will be asked to complete an Assessment Extension Request form. **Please refer to the 'Training Progression' section of this Handbook to further understand full requirements of submitting work on time and consequences of not staying on track with your Training Plan.**
- ✓ Your full name and unit code must be recorded on each individual page of your submitted assessment work.
- ✓ You must retain a copy of all of your work. If assessment work is misplaced, for whatever reason you may be asked to re-submit the missing work so it is important you have a copy readily available.
- ✓ All work submitted must be your own work, with acceptable referencing. Assessors must believe that all evidence submitted is reliable and authentically your own.
- ✓ You should make a concerted effort to submit work of high quality with all requirements included. You should take pride in your work as the Assessor is determining your level of competency across many areas that are required within a workplace environment.
- ✓ You have access to your records at all times through the Training College.
- ✓ You must proofread all work prior to submission. It is not the Assessors responsibility to proofread your work. The Assessor has the right to return your work if they believe it was not proofed prior to submission.

Christmas Office Closure – Assessment Results and Feedback

Over the Christmas / New Year season, ET Australia closes its offices for a period of between 3 – 4 weeks. You will have been advised of this if you are engaging in a training program that may fall over this break. This office closure can affect the timeframe for you in receiving assessment results or certification.

- All assessment work that has been submitted prior to December 1 will be assessed with feedback provided and where relevant certificates issued prior to office closure.
- Any work that is submitted after December 1 may not have assessment finalised until after ET Australia's offices have been re-opened. On office re-opening these files will be finalised with feedback communicated and certificates where relevant issued as a priority.
- ET Australia staff will make students aware of this in November so that assessment submissions can be managed. Students are welcome to submit work, however, should have the expectation that the standard 14 day policy to receive feedback and results may extend out during this period.

Work Placement

Practical Blocks and Work Placement Blocks

Work placement is embedded into many of ET Australia's training programs. Depending on the training program being undertaken work placement may occur in one of two ways.

For some training programs practical blocks of time are embedded in the timetable and / or work placement hours are attained outside of classroom allocated time, in some cases there may be a combination of both.

The process for work placement will be explained to students if work placement is applicable to the program being undertaken. Students will be guided through work placement processes with clear explanation of what will be required of them during this time. Requirements may include: mandated hours, tasks to be involved in, demonstration of tasks for Assessor observation, assessment documentation to be completed (Work placement Journals and Hour Log Books).

It is important to note that if work placement is a component of the training program that you are undertaking with ET Australia you are required to meet all expectations of attendance, managing punctuality / absenteeism, and workplace etiquette to the same degree as would be required of an employee of any workplace. If at any time you fail to meet workplace requirements this will be addressed with you by your Assessor. If you have to be spoken with on two occasions your continuation in the training program may be at risk. If you fail to attend work placement on two occasions without notifying ET Australia and the workplace prior to your scheduled start time that you will not be in attendance your enrolment will be cancelled. You must have a very valid reason for not being able to attend placement, as not having a valid reason may also put your enrolment in jeopardy. All programs with a work placement component are designed to prepare people for employment, and notifying ET Australia and your workplace host of non-attendance is common workplace practice and therefore expected whilst you are on placement.'

No student should organise work placement without first seeking approval from ET Australia. A Work Placement form must be completed the by the Student. All work placements must be approved and confirmed by ET Australia. Students undertaking approved work placements will be insured under ET Australia's special insurance cover.

Insurance

ET Australia maintains adequate and appropriate insurance. ET Australia will provide cover for program students should it be a requirement that they be involved in unpaid practical training or work placement blocks.

Health & Safety

ET Australia considers the workplace health, safety and welfare of all its employees, trainers, clients and visitors to be important. In achieving workplace health and safety, ET Australia will make necessary resources available to comply with relevant legislation and provide a workplace that is safe and without risks to health.

ET Australia also acknowledges its responsibility for other people who may be affected by its activities and shall take care to ensure that it does not adversely affect the workplace health and safety of others.

A WHS assessment will be undertaken daily to ensure that the learning environment is free from hazards and risks to ensure the safety health and welfare of the students.

Upon arrival and departure ALL students attending training must sign the WHS Register which is located at the reception desk.

All students are required to take reasonable care for the health and safety of others at ET Australia and in the workplace.

- Training and drills are conducted for employees on emergencies and accident procedures.
- ET Australia has a designated WHS Officer and a designated First Aid Officer.
- Facilities are always to be maintained with appropriate signage and equipment.
- WHS policies and procedures for training rooms are adhered to prior to each program starting (WHS check sheet must be completed by Trainer prior to each program delivery) and throughout the duration of program.
- The WHS Officer conducts risk assessments and conducts regular meetings to audit policies, procedures and investigate incidents.
- At the Young Parents Hub premises at Wyong, Trainers are responsible for their class and are responsible to assume the role of warden in the event of an evacuation. Students/clients should follow the Trainers instructions for collecting children from the crèche.

Arrival and Departure

All students of ET Australia are required to sign in and out of the building via the Sign in Register. For both the Gosford office and Wyong, Young Parents Hub facility this is located on the front reception desk. For delivery of training programs located in an offsite facility a WHS Register is provided for signing in and out.

Fire Evacuation Procedures

Fire evacuation procedures are regularly tested and are documented for prominent display. For offsite training an induction is held so that Trainers are aware of the procedures within the building and can direct students where necessary.

The procedure to be followed on being instructed to evacuate (through voice notification), or hearing the evacuation alarm are as follows: -

- Immediately stop what you are doing
- Do not stop to collect any belongings
- Walk at a brisk pace, do not run
- All doors are unlocked during the day when service areas are in use.

a. exiting the building:-

- **Gosford:** use the exit closest in proximity which is not in the path of the fire.
- **Wyong Upstairs:** use the exit via level 1 fire stairs located at the far side of room 7 (listed as staff meeting room on the evacuation plan)
- **Wyong Downstairs:** Use the front door

b. once outside:-

- **Gosford** exit to Donnison St and assemble for head count in front of the 'Kensman Building' 131 – 133 Donnison Street (the building after the Church, to the right of the front doors when exiting).
- **Wyong Upstairs:** if upstairs, exit adjacent to KidzHQ then past the front of Young Parents Hub to the muster area
- **Wyong Downstairs:** if downstairs, turn left when coming out of front door and assemble in the muster area of the car park, adjacent to the Pre-school Playground (as marked on the evacuation plan)
- Wait in the designated area to be accounted for by the Fire Warden (there is a nominated Fire Warden and Deputy Fire Warden at each site)
- If you know someone is left inside advise the Fire Warden
- Do not re-enter the building until it is deemed safe by the authorities

There are several points within the facilities where maps, indicating nearest exit and meeting points, are displayed on the walls. These are pointed out to employees and students during induction sessions.

ET Australia premises are easily exited in case of emergency. Exits are clearly marked with illuminated signs. In the event of an emergency, the Chief Warden will advise employees which assembly area is to be used.

If it has been determined that the primary assembly area is unsafe, e.g. bomb threat, the Chief Warden will instruct and direct employees to the secondary assembly area - across Donnison Street near the pond in Kibble Park (for Gosford).

Accident / Incident Reporting Procedures

In the event a student requiring medical attention from illness or injury while at work, the First Aid Officer on site and management will be notified for assessment.

Following the assessment appropriate action will be taken. In the event of a serious incident the student's emergency contact will be phoned and appropriate action taken.

An ET Australia Incident form is completed for all accidents / injuries and the WHS Officer notified with ET Australia actioning according to the circumstances.

Lockdown & Lockout

ET Australia has procedures in place for the safety of students and staff in the event of a hazard created by a critical incident. A critical incident are dangerous occurrences which seriously endanger the lives or the health and safety of people in the immediate vicinity.

Lockdown Procedures

A LOCKDOWN is implemented when a situation is occurring within the ET Australia training college. On hearing voice notification:

- Anyone inside the building should go to the nearest room, close the door and lock or barricade it if there is no lock.
- Staff to close windows, blinds, and turn off lights
- Lie down on the floor away from the windows
- Remain silent
- Maintain a calm environment
- Remain in lockdown condition until the all clear is given by a known staff member that it is safe to leave
- Cooperate with rescuers and emergency services

Lockout Procedures

A LOCKOUT happens when there is a situation occurring outside the Training College building that suggests it may not be safe for participants or staff to exit.

- Voice notification will alert designated staff to implement the lockout.
- When a Lockout is implemented participants are unable to leave or enter the building – **please cooperate with staff at all times.**
- If you are outside the building when a lockout occurs, you will see a sign advising that the Training College building is closed on the door.
- Go immediately to safety until you are advised the situation is resolved and the doors are re-opened.

USEFUL LINKS AND INFORMATION

<https://www.training.nsw.gov.au/>

Training Services NSW in the NSW Department of Industry is responsible for government-funded vocational education and training (VET) in NSW.

<http://www.asqa.gov.au>

Australian Skills Quality Authority (ASQA)
Detailed information regarding ASQA the National VET Regulator and the VET Quality Framework.

<http://www.fairtrading.nsw.gov.au>

The NSW Office of Fair Trading.

<http://www.training.gov.au>

National Register of Accredited Training Programs
This website is where ET Australia's Scope of Registration is made public, includes details of the training qualifications we are registered to deliver and provides detail on training package updates.

<http://www.workcover.nsw.gov.au>

Work Health and Safety legal obligations.

<http://www.austlii.edu.au>

Australian Legal Information Institute databases of Commonwealth, State and Territory legislation and related legislative information.

A good point of reference for the information contained within the 'Rights and Responsibilities' section of this handbook.

<http://education.gov.au>

The Department of Education and Training is responsible for national policies and programs that help Australians access quality and affordable early child care and childhood education, school education, higher education, vocational education and training, international education and research.

<http://employment.gov.au>

The Australian Government Department of Employment is responsible for national policies and programmes that help Australians find and keep employment and work in safe, fair and productive workplaces

<https://www.fairwork.gov.au/>

Information and advice about workplace rights and obligation

<https://www.myskills.gov.au/>

My Skills website is the national directory of vocational education and training (VET) organisations and courses. It is a federal government initiative to enable consumers to search for, and compare, VET courses and training providers.

<https://jobjumpstart.employment.gov.au/>

Tips and ideas about careers and jobs in the one spot

<https://training.qld.gov.au/site/training/Documents/career/be-work-smart-booklet.pdf>

"Getting the right job and keeping it" a guidance tool for potential employment

NOTES