



2018

STUDENT HANDBOOK



Version 4.0

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EDUCARE TRAINING INSTITUTE
AUSTRALASIA PTY LTD
3/21/2018

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INTRODUCTION and WELCOME from the Chief Executive Officer

Welcome to Educare College and thank you for choosing Educare College as your Registered Training Organisation (RTO). By deciding to undertake training with us, you are taking a positive step towards building a strong future for yourself.

Educare College is an Australian owned and operated nationally Registered Training Organisation providing quality training programs Australia wide, delivered by industry experienced trainers who love what they do.

At Educare we are passionate about what we do and dedicated to delivering quality training and assessment services, preparing our students to achieve their personal and professional goals through the pursuit of their chosen career paths.

Educare's consultative and innovative approach to the delivery of training means our students benefit from the best learning experience available, together ensuring the most up-to-date skills and knowledge are gained; while nurturing best practice in the work place can be achieved.

Educare provides individuals and organisations with a comprehensive selection of course offerings and modules that can be undertaken via face-to-face delivery, online e-learning, distance education and blended delivery options.

My staff at Educare all share the Educare Mission:

“TO BUILD OUR REPUTATION IN THE MARKET AS THE PREMIER QUALITY PRIVATE EDUCATION ESTABLISHMENT IN THE AUSTRALASIAN REGION, AND TO MAINTAIN LEADERSHIP AS THE PREFERRED PROVIDER IN AUSTRALIAN VOCATIONAL TRAINING.”

*We welcome you to Educare College
and hope that your time with us leads you to success*

With Best regards

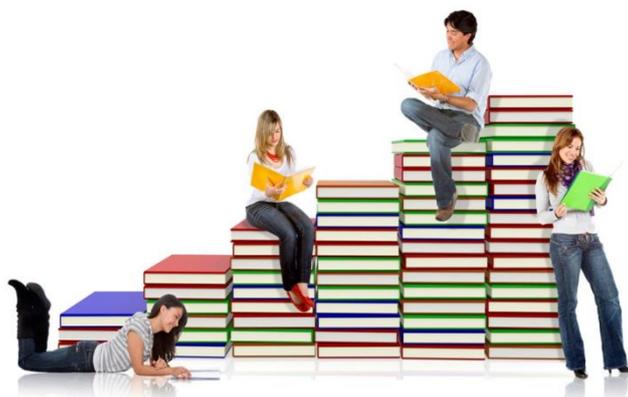
*Steve McGregor
Educare - CEO*

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1.1 ABOUT EDUCARE COLLEGE

Educare College is a nationally registered training organisation, with a campus in Brisbane City and the ability and willingness to bring our quality training and assessment experience to you.

Educare College is required to be compliant with the VET Quality Framework at all times, including the Standards for RTOs 2015. Compliance with the standards is monitored by the national regulator, known as the Australian Skills Quality Authority (ASQA).



We believe the time you invest with us will provide you with strong skills and extensive knowledge which will enable you to achieve your career and life goals.

While we will do everything we can to make your experience productive and enjoyable, there are procedures and responsibilities of which you need to be aware.

This handbook outlines our responsibilities as an RTO and your responsibilities as a student of this RTO.

Please read and retain this handbook for your future reference.

Educare College will only enrol students who

- have made an informed decision about their course of learning through information provided via Educare College staff, this Student Handbook, or the website, and
- agree to abide by Educare College’s policies and procedures, code of conduct and WHS obligations.

Contact Details:

Educare College Administration

Phone: 07 3114 3458 or 1300 338 227

Email: admin@educare.edu.au

Website: www.educare.edu.au

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TRAINING AND ASSESSMENT IS OUR CORE BUSINESS – WHAT’S IT ALL ABOUT?

As a nationally recognised RTO, Educare College’s provision of training and assessment services are developed to fully meet the requirements of the VET Quality Framework.

Nationally recognised training programs such as Certificates and Diplomas are considered **competency based training (CBT)** which means that training and assessment activities or recognition of your skills and knowledge (via a recognition of prior learning process – RPL) focuses on your ability to apply relevant knowledge and skills to actually demonstrate your performance of workplace tasks to a standard specified by that industry.

The specific skills and knowledge required for successfully performing tasks in the workplace are detailed in what we call Units of Competency and these may be delivered on their own, or ‘packaged’ together by Educare College to make up a short course or a nationally recognised qualification, based on Educare College’s consultation with that industry area and the requirements specified in the Training Packages.

To be considered competent in any Unit of Competency you must be able to demonstrate the required skills and knowledge detailed in the unit to complete work tasks in a range of situations and environments. This will include demonstrating your skills in real work situations or in simulated applications, over a period of time and generally under differing circumstances.

Your trainer will collect evidence to be confident that you have the required knowledge and are able to consistently perform the specified competency or task/s to the required standard over a period of time.

Your evidence (assessment) must demonstrate the following:

- That you can do the job or task to the required standard;
- That you understand why the job should be done in a particular way;
- That you can handle unexpected issues or problems;
- That you can work with others ‘in a team’;
- That you can do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements;
- That you know the industry or workplace legislation, rules and procedures.

Competency based training and assessment is all about providing you with every opportunity to develop competencies. If your evidence (assessment) does not satisfy the assessment requirements (criteria, benchmarks) your trainer will provide feedback and possibly additional support (such as allowing you the opportunity to provide additional evidence, do more research or practice skills before you demonstrate them again) and may negotiate additional or alternative assessment for resubmission or re-assessment.

As part of our enrolment process, you should discuss your training and assessment program with Educare College staff to ensure you understand the course or qualification and the training and assessment requirements prior to enrolling.

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The staff member will give you the opportunity to discuss things such as:

- any questions you may have about the course in detail including;
 - the course duration
 - are you able to complete it earlier than the suggested duration?
 - are you able to take more time than the suggested duration?
 - timetabling – how many hours per week will you be studying both formally and self-paced
 - participation or progress requirements including what might happen if you can't attend class
 - assessment requirements – exactly what you have to do to gain the qualification
 - industry or workplace requirements, if applicable
 - if work placement is required, does Educare College assist with finding placements?
 - learning resources
 - delivery methods for the course – can you complete some on line and some in class?
 - how does your training work if you are already an existing worker in your chosen industry?
 - any other questions you may have.

- whether you have any existing qualifications or training, or skills that could be recognised in this program.

1. QUALITY TRAINING AND ASSESSMENT

Educare adopts a professional, targeted approach in the development of training and assessment strategies ensuring the learning and assessment resources are valid, current, accurate, comprehensive, industry relevant, flexible and are in line with appropriate training packages and standards for registered training organisations.

Educare, regularly gains feedback from clients, accredited trainers, employers, industry stakeholders, and part-takes in on-going audit and review processes within the organisation, to maintain continuous quality improvement in training and assessment.

1.2 COURSE PROGRESSION AND MILESTONES

All Educare courses are designed *with Unit Completion Dates*, established to provide students with a guideline that will assist planning their study schedule throughout the duration of their nominated course enrolment.

These *Unit Completion Dates* ensure that each student can establish a feasible, progressive momentum in which to achieve their study goals in the time frame provided by Educare, for the completion of the course in which they have enrolled.

Unit Completion Dates are scheduled and provided to prospective students in your course specific *Training Plan*.

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These **Dates** are defined as follows:

1. **Commencement Date** - *this may be:*
 - a) when a student attends their first training session/class;
 - b) when a student first uses their password to access Educare's E-learning delivery platform session
 - c) the Recognition of Prior Learning (RPL), or Credit Transfer (CT) process has commenced, **whichever comes first.**
2. **First Submitted Assessment Due Date** – the first assessment is due **within 4 weeks** from the date of commencement.
3. **Assessment Due Dates** - the scheduled unit completion/assessment dates are recorded on the student's training plan and include all components of the unit, ie: Theory and Practical components. This is also available through the E-Learning platform during the training period for on-line students.
4. **Completion of Training Date** - the last scheduled training session day/course date for the student or student cohort.
5. **Final Assessment Due Date** – Final assessment submission for students is 5 working days from the **Completion of Training Date**; this is the last date at which *any assessment that has not been submitted must be submitted* to be considered for assessment to complete the qualification.
6. **Closure Date** - No further trainer support is available to students after this date. If students have remaining uncompleted units that are past this time frame, they will be required to re-enrol and pay fees for the relevant units.
7. **Certification Date** - Closure Date *plus 28 days*; by this date Educare will have issued students with a qualification Certificate and Academic Transcript or a Statement of Attainment (only for incomplete qualifications.)

Please note: Certificates cannot be issued if all fees are not paid in full including any outstanding government funding.

The **Unit Completion Dates** outlined above also allow Educare to manage and monitor the progression of each student throughout the course, to ensure that they complete training and gain the qualification at the Certification Date. Students are also required to monitor their own performance and consider the makeup of the course when scheduling study and assessment completions. For example; A Diploma that requires 28 units for completion and has a time frame of 24 months, will require more than 1 unit to be completed per month.

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1.3 STUDENT ATTENDANCE

Educare monitors the attendance of enrolled students throughout the training process to ensure students' progress is in line with their cohort and meets statutory requirements.

ONLINE ATTENDANCE

Attendance of scheduled online tutorial sessions and participation in the training process is essential for successful course progression and completion.

FACE-TO-FACE ATTENDANCE

Students enrolled in a course being delivered by class attendance, **are advised to attend for no less than 80%** of the scheduled class. Any student that does not meet this quota risks being unable to continue as part of their current cohort and may not be able to complete the full course requirements in the scheduled time. Students may then be required to re-enrol in line with the **Tuition Fee Policy** outlined in this **Student Handbook**.

REASSESSMENT AND APPEALS

Educare provides a fair and flexible re-assessment and/or appeals process.

Applicable forms are available at Educare for clients to complete, to initiate re-assessment and/or appeal processes.

A fee will apply to the client requesting re-assessment, which involves lengthy interaction and time frames with the client in order to complete the re-assessment process. Educare's fee schedule (subject to change periodically) will be available at the time of re-assessment application, and the client will be informed of the stated fee prior to the re-assessment process.

1.4 ADDITIONAL TRAINING SERVICE FEES AND CHARGES

RE-ASSESSMENT FEES (*prior to course closure date*)

The Educare Quality Training Policy and Procedure provides information about the process of re-submission of assessment.

The process provides for students to submit each assessment task on two occasions only. If the second submission results in the Unit of Competency being assessed as 'Not Yet Competent', the student is permitted to make a third submission, subject to payment of a **Re-Assessment Fee**.

When a student is required to submit a third assessment to maintain course progression, a **Re-Assessment Fee of \$150** is applicable for each Unit of Competency to which the re-assessment applies.

Educare will issue the student with an Invoice for the Re-Assessment Fee for payment before the submission will be considered for assessment.

UNIT OF COMPETENCY (UOC) ASSESSMENT FEES

A student may enrol for assessment of a single Unit of Competency (UOC). A single UOC enrolment is subject to the Educare Pre-Admission and Course Enrolment Policy.

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A student who is assessed as Competent in a single UOC assessment will be issued a 'Statement of Attainment' within 28 days of the assessment outcome advice to the student.

If a student requests that the assessed single UOC be added to other UOC's previously assessed, and are subject to a Credit Transfer application, in order to have a full qualification certified by Educare, the full Course Fee may be applicable to the qualification certified.

Educare will advise the student of the costs applicable upon a Student's request for qualification certification.

Single Unit of Competency Assessment Fee: is \$365.00 (*subject to change*)

REISSUANCE OF DOCUMENTATION AND CERTIFICATION FEES

- a) When a Student applies to Educare for a Statement of Attainment or a qualification testamur to be reissued due to the original documents having been lost or misplaced by the student, a **Re-issuance Fee of \$100.00** is payable by the client before the replacement documents can be issued.
- b) Students, who **fail to update their address details** on Educare's Student Information System, or alternately fail to advise Educare in writing prior to completion of the training relevant to the documents originally posted, may be required to pay a re-mailing fee to have the documents re-sent to the correct address.

Educare will advise the student of the costs upon a Student's application to have their documentation re-sent to an alternate address.

Assessment at Educare College

It is your responsibility to retain a copy of any assessment submitted.

Educare College is obligated to retain your completed assessments for a minimum of 6 months, and sometimes up to 6 years.

Re-assessment

If you are assessed as "Not Satisfactory" in any assessment activity (whether it is a practical demonstration, written activity/project, assignment, etc) you will be able to undertake a re-assessment generally within a maximum of one (1) month of the date of notification of the outcome. If you believe you will need more time to gain the level of skills or knowledge required to re-sit the assessment, you may negotiate a different time frame with your educator. If the assessment item is not re-attempted or at least arranged to be re-attempted during a reasonable timeframe that suits all parties involved, you may be required to attend classes for that unit again and pay a re-enrolment fee.

Missed Assessments

You are required to undertake all assessments as scheduled. If you miss an assessment due to illness, you will be required to present a doctor's certificate and will be required to reschedule the assessment within one (1) month of the original assessment. If you missed the assessment for other reasons, you will need to negotiate directly with your educator. (See special consideration and deferred assessment below)

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Special Consideration and Deferred Assessment

On occasion, circumstances may prevent you from participating in or undertaking an assessment or handing in an assignment as scheduled. In these cases, you are asked to put your circumstances in writing and submit them for consideration. Applications to defer assessments must be received at least three working days prior to the examination or assessment date. All considerations will be assessed on a case-by-case basis.

2 FEES, CHARGES and REFUNDS

Students/participants undertaking training are required to pay course fees.

Educare College course fees are available on enquiry from the administration team.

Course fees include all tuition fees and resource costs associated with the training as well as student services.

Course fees are invoiced at time of enrolment and a number of payment options are available and will be negotiated to suit your circumstances.

Educare College will never charge more than \$1500 fees in advance of training.

Student fees may be paid by cash, cheque, credit card or EFTPOS.

Invoice payment must be made within seven (7) days from the invoice date.

Students who do not achieve competence are able to re-sit the assessment within one (1) month at no further cost. Additional re-sits may incur a cost depending on the qualification.

2.1 COURSE RESCHEDULE/CANCELLATION/REFUNDS

If a course is rescheduled or cancelled by Educare College prior to program or course commencement, then you will be offered an opportunity to reschedule to the next mutually agreeable available course date, or a full refund will be provided.

In the highly unlikely event that Educare College is no longer able to provide the training and assessment services as initially agreed, then every effort will be made to arrange for agreed training and assessment to be completed through another RTO at no additional cost to the student. Prior to the transfer students will be formally notified of the arrangements including any refund of fees that may be applicable.

Fees will **not** be refunded if:

- you withdraw from the course **after the commencement** of the first scheduled day/date of training or induction (if RPL program);
- you do not start on the agreed date;
- you withdraw from the course before completion.

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*The term “commencement” refers to the first scheduled day of the program to be attended (whether you attend or not).

If arrangements have been made for the course to be invoiced and you do not commence the course or withdraw after commencement an invoice will still be issued for the course.

If you withdraw or cancel prior to commencement, Educare College will also cancel any remaining payments that have been scheduled in respect of the enrolment if any payment or invoice plans have been negotiated.

If you do withdraw from a program of study, or Educare College is unable to complete your program of study, a Statement of Attainment will be issued for any units completed prior to your withdrawal.

2.2 SPECIAL CONSIDERATION

If you withdraw after commencement of the course or program, due to unforeseen difficulty or circumstances you may apply for special consideration of a refund which will be considered on a case by case basis. Your application must be in writing and you will need to provide supporting evidence and documentation.

2.3 ACTIVATED WITHDRAWAL

If you fail to attend classes, and/or fail to submit course work for any period of time that is sufficient to impact your progression, Educare College will attempt to contact you to determine your intentions to continue in the course.

If you are unable to be contacted after three attempts Educare College may initiate an Activated Withdrawal process from which you are considered to be withdrawn and all fees paid to date are non-refundable. To recommence after a withdrawal has been activated you are required to submit a new application and may be treated as a new student.

The acceptance of the refund policy and procedures and the availability of a complaints and appeals process, does not remove the right of the student to take action under Australia’s consumer protection laws.

3 PRIVACY AND YOUR PERSONAL INFORMATION

Educare College complies with the Privacy Act 1988 (Commonwealth) and with the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which specifies the way organisations must collect, manage, use, secure, disclose and dispose of personal and sensitive information. All Educare College employees are required to comply with the Act.

As a nationally registered training organisation, Educare College is required to collect personal information for collecting statistical data as prescribed by government regulators and the Australian Government.

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As part of the enrolment process, Educare College will collect personal information that is required for the purposes of delivering the program to you, or in meeting government reporting requirements and it will only be used for the specific purposes for which it is collected. Personal information will include:

- Contact information such as name, organisation, position, address, telephone, and email, emergency contact, employment and educational histories, referees reports (if applicable), and your date of birth.

Sometimes information collected may be regarded as sensitive such as

- Disability' and 'long-term impairment status' (health); and 'indigenous status', 'language spoken at home', 'proficiency in spoken English', 'country of birth' (implies ethnic/racial origin).

This information is specified in NCVET statistical data elements and is collected for national data reporting requirements.

Educare College strongly encourages you to identify in your enrolment form or advise Educare College staff or trainers directly if you do have any issues (such as literacy, language or numeracy, physical or learning issues) that may impact on your training or assessment. By knowing this information, Educare College will be able to support you with appropriate resources or make reasonable adjustments to the program to assist you. They will not disclose this information except for the purpose of assisting your learning.

If you choose not to provide this information during enrolment, Educare College may not be able to provide the necessary services to you.

Disclosure of personal information

Educare College will not disclose personal information about you to a person, body or agency (other than the individual concerned) unless:

- You are reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency;
- You have consented to the disclosure;
- Educare College believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person;
- the disclosure is required or authorised by or under law; or
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

3.1 UNIQUE STUDENT IDENTIFIER

Educare College requires all students to provide a Unique Student Identifier (USI), upon enrolment, a USI is a requirement for the issuance of a qualification or a statement of attainment.

A USI is effectively an individual's account or reference number that allows you to access all of your training records, entered in the national vocational education and training (VET) data collection.

The USI will make it easier for you to find, collate and authenticate all of your VET achievements (completed since 1 January 2015) into a single transcript and:

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- link information about your VET achievements, regardless of where you studied
- enable you to easily access secure digital transcripts of your achievements
- give you access to, and more control over, your educational information
- ensure that your VET records are not lost

You will be able to conveniently obtain a complete record of your VET enrolments and achievements from a single online source.

Educare College and other training organisations will be able to verify your identity via your USI and confirm your achievements to determine pre-requisites, credit transfer, Recognition of Prior Learning (RPL) and applicable funding opportunities.

If you already have a USI you will need to provide Educare College (and other RTOs you may study with) with your USI on enrolment (or prior to results being finalised).

If you do not yet have a USI, to obtain a USI visit

<http://usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx>

The USI is available online and at no cost to you.

As long as you have provided Educare College with your USI, you will receive your qualification or statement of attainment directly.

3.2 MANAGING YOUR INFORMATION

Educare College commits to taking all reasonable care to ensure that information we hold, use and where appropriate disclose to others about you is correct and current.

The accuracy of this information depends largely upon you providing us with details (within 7 days of any changes) such as:

- Your current address;
Your qualification will be sent to this address, so it is important to ensure it is correct.
- Current telephone numbers;
- A current email address.

You may access your information, including records of your learning progress at any time. If you find any errors in the records, please advise us immediately so that the corrections can be made.

4 LEGISLATIVE INFORMATION

As a nationally registered Training Organisation, and an Australian business, Educare College has a legal obligation to:

- Maintain adequate, current and appropriate insurance;
- Comply with, and ensure that both staff and students comply with, all legislation and regulations, both state and federal, relevant to operation of its business.

During your day-to-day work practices and when participating in training with Educare College, you need to be aware of the relevant legislation (Acts of Parliament) that may impact on you, both about your industry and the training outcomes. While Educare College (and where applicable your

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workplace, or work placement host) have to meet certain requirements of these Acts, the onus is on you, the student, to make yourself familiar with this legislation.

Copies of State and Federal legislation can be found at your local library or on the Internet at

<http://www.legislation.qld.gov.au/Legislation.htm> (State) and
http://www.austlii.edu.au/au/legis/cth/consol_act (Federal).

Other legislation that may be relevant to you includes:

The VET Quality Framework including:

- National VET Regulator Act 2011 (Cwlth);
- the Standards for Registered Training Organisations 2015;
- Work Health and Safety Act 2011;
- Work Health and Safety Regulations 2011;
- Privacy Act 1988 & Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cwlth);
- Anti-Discrimination Act 1991;
- Disability Services Act 2006;
- Fair Work Act 2009;
- Child Protection Act 1999.

You will be advised of legislative and regulatory requirements specific to individual units of competency.

5 LEARNER ENGAGEMENT

5.1 ACCESS AND EQUITY

Educare College is committed to providing and promoting non-discriminatory and inclusive practices and processes to provide equal opportunities for everyone to achieve their learning outcomes.

All staff and contractors employed or engaged by Educare College are obliged to comply with this policy.

To ensure that the learning environment is free from harassment, discrimination and victimisation, Educare College will ensure that it:

- uses the same recruitment and admission process for all applicants;
- bases admission to courses and programs solely on availability of places and the applicant satisfying course/qualification and payment requirements (if applicable);
- provides all applicants with adequate information and support to enable them to select the most suitable program for their needs;
- considers issues relating to access and equity when specifying course entry requirements and prerequisites;
- offers flexible course design including recognition or qualifications and statements of attainment from other RTOs and recognition of prior learning;
- takes into account the requirements of students with a disability when designing courses;
- provides inclusive and non-discriminatory learning materials;

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- ensures language, literacy and numeracy requirements are consistent with the vocational level of the qualification;
- adapts assessment where necessary and possible to meet student needs;
- provides students with the right to appeal an assessment or recognition decision;
- gives all students an equal opportunity to demonstrate competence including through making reasonable adjustments for learners with a disability or special need according to individual circumstances. This may mean providing the appropriate services and/or facilities for student learning and assessment including:
 - the use of adaptive/assistive technology
 - educational support
 - alternative assessment methods
 - extra time to complete a course or assessment
 - learning support for basic literacy or numeracy difficulties

Educare College is committed to ensuring that all students have a reasonable chance of achieving an outcome, whether a unit of competency or a qualification. For this reason, they may advise applicants to consider alternative career or course choices if there is reasonable doubt about an applicant's aptitude to manage the course work (with reasonable additional support), attitude to meet industry requirements or a genuine interest in pursuing a career in this field.

All students will be required to complete an enrolment form once the pre-course information has been received and the course selection has been made.

6 CODE OF PRACTICE & STUDENT SERVICE CHARTER

Educare College's Code of Practice outlines our commitment to you in the provision of high quality education and support services and your rights and responsibilities as a student at Educare College including standards of acceptable behaviour required by all students.

6.1 OUR COMMITMENT TO YOU

Educare College is focused on meeting your needs. We promise to:

- a. Understand the needs of our students, staff and the industries in which we operate or with whom we do business;
- b. Understand your specific needs and be flexible in our approach to serving you;
- c. Operate professionally and always conduct business in a sound, ethical and fair manner;
- d. Employ staff who are knowledgeable, qualified, and objective, experienced and always act with integrity;
- e. Treat your information confidentially, protect your rights to privacy and ensure the accuracy and integrity of the information we hold about you;
- f. Respond to student and industry needs and remain competitive within our market.

6.2 EDUCATIONAL GUARANTEE

Educare College is committed to providing excellence in training and education and commits to:

- a. Providing quality training and education services in the Vocational Education and Training sector in Australia;
- b. Meeting and striving to exceed the requirements of the Standards for Registered Training Organisations;

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- c. Delivering training, assessment and support services that are flexible to the needs of our students;
- d. Producing professional graduates who are appropriately trained, job-ready and have the employability skills expected by industry;
- e. Developing courses and assessment processes that meet industry demands, catering for a range of learning styles, and which are flexible for a diverse range of student needs;
- f. Engaging with industry by participating in and/or facilitating relevant professional associations, networks, focus groups and steering committees;
- g. Maintaining a supportive learning environment that is conducive to the success of our students, clients and staff.

6.3 YOUR RESPONSIBILITIES

As members of a learning environment you are expected to:

- Treat all others (staff and other students) with respect and courtesy;
- Treat others equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction;
- Respect the opinions and views of others;
- Avoid any conduct that might reasonably be perceived as sexual, racial, or gender-based harassment or otherwise intimidating;
- Participate in learning, maintain consistent levels of study, and submit assessments on time;
- Take personal responsibility for your own learning, and maintain reasonable study progress, including proactively seeking additional assistance if required or notifying us of any difficulties;
- Familiarise yourself with, and abide by Educare College policies and procedures as detailed in this Student Handbook;
- Ensure that all work submitted is your own;
- Prepare appropriately for all assessment tasks;
- Adhere to Work Health and Safety Legislation and report any perceived safety risks as they become known;
- Notify Educare College if your personal information or contact details change.

6.4 STUDENT RIGHTS AND EXPECTATIONS

As individuals, students enrolled with Educare College can expect:

- To be treated with courtesy and respect;
- To be treated equitably irrespective of gender, sexual orientation, race, disability, medical condition, cultural background, religion, marital status, age, or political conviction;
- To be able to freely communicate and voice alternative points of view in rational debate;
- To participate in a learning environment free from sexual, racial, gender-based, or other forms of harassment;
- To rely on the protection of personal information;
- To be able to access your personal records;
- To be provided with timely and accurate information about your course(s), enrolment, and all administrative matters;
- That assessment within course(s) will be equitably and appropriately implemented;

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- That the facilities and equipment you use are safe, and comply with workplace health and safety guidelines;
- To provide honest and constructive feedback to us on the quality of our training and assessment, support and other services.

If you are unsure about what is the right thing to do in any circumstance, you are encouraged to ask advice from staff. They are here to help and assist where possible.

Behaviour contrary to the code of conduct, including academic misconduct such as cheating and plagiarism (see below re copyright) will not be tolerated and sanctions (penalties) may be imposed on people who breach this code of conduct including:

- Suspension or exclusion from Educare College programs or withholding of results.

Disciplinary actions, other than those requiring recommendations for suspension or expulsion, are intended to be remedial rather than punitive and will be implemented only after all other good teaching techniques and strategies have been exhausted (such as supporting students towards positive behaviour, following up concerns with students etc).

As much as possible and wherever appropriate, informal resolution and or mediation will be used to resolve issues of individual behaviour before recourse to formal disciplinary procedures.

You should be aware that serious offences such as sexual harassment, racism, assault (including verbal), attending a course under the influence of alcohol or drugs, or unlawful activities are highly likely to attract a suspension or exclusion. Such suspensions may be applied immediately, obviously impacting on your ability to continue or complete your course. Please be aware that external authorities, such as the police, will be alerted where a student's conduct breaks the law.

For minor breaches of the code of conduct you will receive a warning asking you to rectify your behaviour. This may be a verbal reminder of the expected behaviour or an official written warning. Sanctions may be applied however, including suspension, for consistent minor breaches of the code of conduct.

6.5 BEHAVIOUR MANAGEMENT

In accordance with the Student Code of Practice and as part of a student's personal commitment to student rights and responsibilities, Educare College endorses and expects high standards of behaviour and decorum from all students.

A display of any of the following behaviours is regarded as conflicting with Educare College code of practice and may lead to disciplinary action:

- Disobeying a reasonable trainer or staff member request;
- Rude or derogatory behaviour or action;
- Disruptive behaviour;
- Non-attendance or non-participation.

Failure to heed verbal and written warnings, in ongoing situations of non-compliance and misconduct, will result in further disciplinary action at the discretion of the CEO.

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6.6 COPYRIGHT AND ACADEMIC INTEGRITY

In accordance with the Copyright Act 1968 (Cth), for study and research purposes, you are allowed to copy:

- One chapter or 10% of a book; or
- One chapter, or 10% of the number of words of text materials in electronic form; or
- One article per issue of a journal, magazine or newspaper – or more than one article if each article relates to the same subject matter.

Internet material, artist, dramatic, film, and musical works are also covered by copyright legislation.

You should remember to reference carefully the copyright works you use in order to avoid plagiarism, which is considered to be 'academic misconduct'.

When producing an assessment item, such as an assignment or report, you are required to acknowledge the sources of information that you have used:

- a. to prove that your work has a substantial, factual basis;
- b. to show the research you've done to reach your conclusions;
- c. to allow readers to identify and retrieve the references for their own use;
- d. If you do not acknowledge these sources, then you are plagiarising their work.

You must also comply with licences for the use of intellectual property, including software. All software on Educare College computers or provided to you as part of your learning resources is licensed and there is no permission to copy software unless permitted by licence.

Educare College is absolutely committed to upholding high standards of training and assessment and therefore implements the following academic integrity policy.

You must at all times in the course of your studies:

- Participate in learning and conduct research with honesty and integrity;
- Where necessary, acknowledge and seek permission to use the work of another;
- Understand that all work submitted for assessment must be your own work and in no way falsified or completed by another person;
- Always protect your work to ensure other students are not able to copy or misuse your work.

6.7 CHEATING

Cheating is student behaviour that is unethical and is not acceptable. Any student who cheats, attempts to cheat, or incites or assists another student to cheat in any assessment activity will face academic penalties.

6.8 EQUIPMENT

Appropriate equipment is provided for the effective delivery of all units of competency in all Educare College courses. Individual student users are responsible for ensuring that the equipment that they use is used and maintained in accordance with health and safety standards and returned to the appropriate location as indicated by the class trainer.

Students are responsible for testing equipment at the start of an activity and for reporting any malfunctioning equipment immediately. Any student found removing Educare College property or that of any visitor or staff member, from the premises may be subject to instant dismissal and may be reported to law enforcement.

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6.9 WORK HEALTH AND SAFETY

Educare College is committed to promoting a safe and healthy work and study environment and recognises its obligation under the Work Health and Safety Act 2011 (WHS Act) to, so far as practicable, provide and maintain a working environment where its employees and participants are not exposed to hazards.

The WHS Act requires individuals, including Educare College students and campus visitors to take responsibility for contributing to their own safety in all circumstances.

Training venue specific information about evacuation procedures, first aid, hazards and critical incidences and other necessary WHS requirements will be discussed at the induction session.

6.10 INJURY AND INCIDENT REPORTING

All students, and visitors must report all incidences which have the potential to cause an injury or illness and/or damage to equipment, buildings, or the natural environment as soon as possible to the supervising staff member. Incidences may range from near-miss to serious accidents and emergencies.

6.11 MEDICAL ATTENTION

A student with any medical condition/s is required to make Educare College aware of the situation at time of enrolment. If the condition requires continuing medical attention or treatment, this must also be declared at the time of enrolment. Educare College must be informed of the required treatment, including any medication.

7 LEARNING ENGAGEMENT and PROGRESS

Educare College wants you to achieve the best outcomes in your training.

At times you may have difficulty in keeping up with your learning activities, completing assignments, or demonstrating competence in assessment activities.

There can be very good reasons for this which are sometimes beyond your control. Educare College continuously monitors your engagement and will provide regular contact and support to ensure you have every opportunity to complete your studies.

However, you are also expected to ensure you make satisfactory progress in your studies. If you are having difficulties in the progress of your study, you are expected to take all possible steps to improve your performance and follow the guidelines below:

If you are having difficulty maintaining acceptable progress, you must discuss the situation with your trainer as soon as possible. (In certain circumstances, for example if you are a carer, fall ill or have a disability, you may need to negotiate a reduced study load over a more extended period of time or make application to defer your studies for period of time).

Approval for requests for extensions for any assessment is at the discretion of Educare College and should be made in writing. Requests for extensions will only be considered if they are received prior to the scheduled end date of the enrolled unit, and if all fees have been paid.

Students accessing Government Funding are required to ensure they are meeting the unit completion timeframes as failure to do so, may result in the cancellation of their enrolment and funding availability.

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7.1 LACK OF ACADEMIC PROGRESSION

Educare College takes the academic progression of its students seriously and offers support and assistance to those in need. Should a student fail to progress within an adequate timeframe and have not discussed their issues with their Trainer a letter for their lack of Academic Progression will be issued. A response to this letter is required within 7 days of it being issued by email/mail to the student. Failure to respond may result in the cancellation of your enrolment.

Students who fail to progress and receive 3 x Lack of Progression notices may have their enrolment cancelled without notice.

If you are not intending or not able to continue your study, please advise us as soon as possible.

8 SUPPORT SERVICES

Educare College is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached. Therefore, we ensure that:

- a) The learning and support needs of all students is assessed upon entry into a program. You may be required to undertake a 'core skills' assessment on enrolment to assist Educare College determine your support requirements;
- b) All students are aware of how to access the services they require to successfully complete their training and assessment program;
- c) Feedback is collected about Educare College provision of support services and the feedback is systematically collated, analysed and used to improve training services.

9 STUDENT SELECTION, NEEDS IDENTIFICATION AND ENROLMENT

9.1 SELECTION AND ENROLMENT

Students' needs are identified upon entry into their course of study. Information to make this assessment is gathered through:

- a. Information provided by the student on the enrolment forms and in discussion with trainers at induction. For example, in this Handbook, we mentioned that Educare College collects what you might consider to be sensitive information from you, such as information about any disabilities or impairments that might affect your learning;

We do strongly encourage you to identify if you do have any issues (such as literacy, language or numeracy, physical or learning issues) that may impact on your training or assessment. By knowing this information, we will be able to support you with appropriate resources or make reasonable adjustments to the program to assist you.

- b. Gathering information about each student's prior formal and informal learning and encouraging them to seek recognition for this through the RPL process;

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- c. Developing an individual training and assessment record and plan for each student during the initial stages of a qualification.

Learning Support

All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- a. Mentoring from appropriately qualified trainers including provision of phone and email contact details;
- b. Notification of tutorials and trainer availability sessions times if applicable;
- c. Referral to external support services as necessary.

Other Support Services

Educare College recognises that all people learn differently and acknowledges that some students may require additional support. Additional support will be provided for any students experiencing:

- a. disability and access issues;
- b. language barriers;
- c. language, literacy and numeracy issues;
- d. any other issues that may affect their ability to achieve their training goals.

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with you. You will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a support network. The information provided will vary depending on the individual needs of the student.

Should you feel that you are not coping with your training either because of difficulties at work or as a result of personal issues, you should seek advice and/or assistance from your trainer or Educare College. Educare College will make every effort to assist you to manage issues that could have an impact on the successful completion of training.

Additional agencies that may provide further support include:

Centrelink

Phone: 131 021

Email: www.centrelink.gov.au

Language Literacy and Numeracy Providers

TAFE Queensland

Phone: 1300 308 223

Email: www.tafe.net

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Interlock (Division of Alcohol & Drug Foundation Queensland)

For closest branch call or check website

Free Call: 1800 172 069

Email: www.interlock.org

Lifeline

<http://lifeline.org.au>

131114

Beyond Blue

<https://www.beyondblue.org.au/>

1300 122 3646

9.2 USEFUL INTERNET SITES

You are able to access a wide range of information through the internet. The following sites will prove to be valuable reference tools:

Information about vocational education and training and the national register of training providers and qualifications can be accessed at: www.training.gov.au .

Information related to regulation of registered training providers and the VET Quality Framework is available via: www.asqa.gov.au .

The Australian Qualifications Framework (AQF) website can assist you with information on national qualifications in schools, vocational education and training (TAFE's, and private providers) and the higher education sector (mainly universities). Valuable information is also provided on learning and employment pathways: <http://www.aqf.edu.au/>

10 QUALIFICATIONS

Educare College will issue an AQF (Australian Qualifications Framework) Qualification or Statement of Attainment (for units of competency achieved) within 30 days of a student completing or withdrawing from the course provided all agreed fees have been paid.

If a student requires more than the one copy of their certification and transcript the cost is \$50.00. This cost applies also to past students who have graduated and request a re-print of their certification.

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11 RECOGNITION

11.1 RECOGNITION OF PRIOR LEARNING (RPL)

All students enrolled with Educare College who consider that they have, and can demonstrate current skills and knowledge in the qualifications or individual units of competency in the program, whether achieved through prior training (formal or informal) or through relevant work history and [work or life] experience may apply to have their knowledge and skills 'assessed' via an RPL process.

The RPL process at Educare College may vary depending on individuals' specific circumstances but will generally include:

- The provision of preliminary information about the RPL process to consider your suitability;
- A conversation between assessor and you to discuss evidence requirements for individual units, make a preliminary assessment, advise you accordingly and review the RPL assessment tool(s);
- You will supply evidence of your capability (prior learning, work history, personal skills etc) specifically related to the units of competency;

Examples of evidence might include (but not limited to):

- *licences or tickets*
- *resume/ CV or detailed work history*
- *certificates (accredited, non accredited, higher education degrees or training programs. Refer Recognition re 'credit')*
- *performance appraisals*
- *indentures or trade papers*
- *statements of attendance/certificates – vendor training courses, in-house courses, workshops, seminars, symposiums, club courses e.g. first aid, officials, surf lifesaving etc.*
- *photographic evidence of work*
- *diaries/task sheets/job sheets/log books*
- *memberships of relevant professional associations*
- *hobbies/interests/special skills outside work*
- *references/letters from previous employers/supervisors*
- *industry awards*
- *letters from employers, records of professional development.*

An assessor may conduct a review/verification of the evidence supplied against the units of competency

The assessor may facilitate a one – on - one professional conversation(s) (depending on your experience and/or evidence, the assessor may need more than 1 occasion and/or to assess your skills in your workplace or a simulated environment)

If you consider you may have prior knowledge and skills that could demonstrate your current competence in accredited training, you are encouraged to discuss with Educare College at enrolment.

11.2 CREDIT TRANSFERS

Educare College recognises qualifications and /or Statements of Attainment issued by other Registered Training Organisations (RTO).

Educare College defines the recognition of skills achieved through formal learning and assessment as credit transfer.

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Credit transfer allows a student to be awarded a unit of competency towards completion of a qualification, based on successful completion of the unit previously completed under another RTO.

To apply for credit transfer, you should obtain an application form from Educare College administration, which you will need to provide along with the original statement(s) of attainment or qualification(s). Educare College will verify these qualifications and determine credit eligibility. Prior qualifications in another name must be accompanied by evidence of a name change (marriage certificate, deed poll etc).

Whilst you may apply for credit transfer at any time, you are encouraged to apply before commencing a training program or within three (3) weeks of the program commencement. This will reduce unnecessary training and guide you towards a more efficient path to competence.

You will not incur any fees for credit transfer.

Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and the applicant will be advised to seek assistance from their Educator for potential recognition of previous work towards unit assessment.

You will be notified in writing of the outcome of your credit transfer application.

12 OPINIONS, ISSUES AND IMPROVEMENTS

12.1 COMPLAINTS AND APPEALS

Educare College is fully committed to constantly improving how its business is conducted and maintaining its continuous compliance with the VET Quality Framework. Your feedback about your experiences with Educare College is very important in enabling us to do this effectively.

Students, prospective students and other clients are invited to provide their feedback on any aspect of our services at any time. Feedback can be provided in person, over the phone or in writing. All feedback received will be used in Educare College feedback and continuous improvement cycle.

Educare College considers all experiences an opportunity to learn, reflect and improve. Self-reflection and evaluation plays a key role in the organisations continuous improvement and all staff are actively encouraged to participate in continuous improvement processes.

We will regularly ask for your opinion in the form of formal (surveys) and informal (conversations) feedback.

As an RTO, Educare College is also required to collect Learner Engagement feedback (via a survey) about your experience with us, and report the outcomes to the national regulator annually. We would request your participation in this process, as it is a valuable source of information for us to identify areas for improvement.

It is also important that if you have an issue or a problem (with the training or with our services), including if you are dissatisfied with the outcomes of assessment and other decisions, that we know about it and have an opportunity to work with you to resolve it.

Educare College's full Complaint and Appeal Policy and Procedure is available on request, on our website, and will be discussed at induction.

In brief, if you have a complaint, please discuss it first with the relevant person (the person your complaint is related to), or another Educare College staff member. If this discussion is unable to resolve the issue, or you are unable to discuss it directly, you may submit a 'formal' complaint (an appointment, email, letter or via the website) to Educare College who will commit to investigating the issue and working with you to have it resolved.

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If you are lodging an appeal about a decision, whether the decision is about the result of an assessment or a decision about an issue, it must be done within 14 days of notification of the result or decision. Each student has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes including reasons for the decision.

Whilst Educare College would prefer the opportunity to work with you to satisfactorily resolve issues, the commonwealth government also provides students with access to a National Training Complaints Hotline (13 38 73 or skilling@education.gov.au) which is open from 8am to 6pm Monday to Friday.

The Queensland government also enable students to raise issues and concerns with the Training Ombudsman. www.trainingombudsman@qld.gov.au

13 YOU'RE GOOD TO GO!

Educare College encourages you to maintain this Student Handbook for the duration of your study with us and refer to it as needed. Remember, if you have any questions at all, please ask any of Educare College staff (email or phone us). We want your learning experience with us to be rewarding.

From the team at Educare...

Enjoy your studies and learning experiences

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