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Welcome Note from the CEO

EIM Training is a Registered Training Organisation (RTO) that is regulated and registered through the Australia Quality Skills Authority (ASQA) for the provision of training and assessment services that comply with all aspects of the National Vocational Education and Training Regulator Act 2011 including training package requirements.

EIM Training welcomes you to the organisation and hopes you enjoy your learning experience with us. Our vision is to provide quality training and assessment services to our stakeholders across all the locations that we deliver. Our Management team, trainers and assessors and administration staff are responsive and quality focused; our products and services support work-based learning, assessment and moderation, and are regarded as high quality and fit for purpose by our stakeholders.

We promote a nurturing learning environment, state of the art training facilities; quality industry endorsed training resources and professional industry-current trainers and assessors.

This organisation is committed to these Standards and embodies a training philosophy and practice to provide learning experiences that are interesting, enjoyable and appropriate to the learning environment and quality outcomes. All EIM Training staff are committed to the principles and values associated with learning, and are experienced in assisting and guiding learners to reach their fullest potential during their commitment to study.

At the successful completion of a qualification or study program, students are awarded with the appropriate nationally recognised qualifications which will assist each learner in embarking on an exciting new career path.

We thank you for choosing EIM Training as your quality training provider. This handbook will familiarise all learners with the information that is required to help understand the learning environment.

While some of this information may seem additional to what you need to get yourself started with your training, we recommend that you keep this handbook with your training material for future reference.

On behalf of the EIM Team I wish you the very best for your studies and I share a motto with you...

"You are your greatest asset. Put your time, effort and money into training, grooming, and encouraging your greatest asset." - Tom Hopkins

Nick Bottrall
CEO
EIM Training Pty Ltd
1.0 INTRODUCTION

EIM Training provides quality training and assessment services to students throughout Australia. EIM Training attracts a variety of students who originate from diverse age groups, cultural backgrounds and participate in a wide range of courses, including on-campus, distance, blended online learning and workplace training. With such a diverse environment it is essential that students understand the rules and regulations governing student code of conduct and code of practice within EIM Training.

EIM Training has a responsibility and obligation to maintain safe and healthy conditions under which the work of all team members, students and clients can proceed freely. This student information handbook includes a code of conduct and a code of practice which has been designed to ensure that students are aware of their rights and responsibilities as students, as well as their responsibilities to EIM Training and to other students. All EIM Training students assume these rights and responsibilities upon admission and enrolment, and cannot claim ignorance of these rules and regulations as justification for violating the code of conduct. All students are encouraged to familiarise themselves with the rules upon admission and enrolment to an EIM Training facility. 

In matters that are not specifically covered by this code of conduct, students must observe the principles outlined in the code to ensure the dignity of each person, respect for others and their property, and mutual cooperation in EIM Training’s community. In addition, all students must comply with local, State, and Australian laws.

Any breaches to the EIM Training Code of Conduct will be subject to EIM Training disciplinary procedures, and may also be subject to legal sanctions, as circumstances dictate.

2.0 QUALITY MANAGEMENT SYSTEM

2.1 Our Commitment to You

EIM training is committed to the provision of quality training and assessment services within the VET Quality Framework. This level of quality is achieved through the adoption of a system of procedures that reflect the competence of the company to existing customers, potential customers, and independent auditing authorities.

Achievement of this policy involves all team members, who are individually responsible for the quality of their work, resulting in a continually improving working environment for all stakeholders.

2.2 Our Quality Objectives Are:

- To achieve and maintain a level of quality which satisfies the expectations and training and assessment outcomes of clients, customers and key stakeholders.
- To ensure compliance with relevant legislative, statutory, regulatory requirements, ASQA Standards, and internal and external audit requirements.
- To deliver client and customer-focused outcomes to satisfy the expectations of clients who purchase our training products and use our education and assessment services.
- We value and promote feedback from students, trainers and assessors, stakeholders, employers and industry representatives.
2.3 Legislative Requirements

EIM Training will ensure that it operates according to the roles, responsibilities and legislative requirements relevant to the Australian Quality Training Framework Standards for Registered Training Organisations, which includes but is not limited to:

- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Vocational Education and Training (Commonwealth Powers) Act 2000
- Vocational Education, Training and Employment Act 2000
- Workplace Health and Safety Act (QLD) 2011
- Anti Discrimination Amendment Act (QLD) 2001
- Anti-Discrimination ACT 1991
- Disability Services Act (QLD) 2006
- Freedom of Information Act and Regulation (QLD) 2001
- Information Privacy Act 2009
- Industrial Relations Act (QLD) 1999
- Weapons Act (QLD) 1990
- Tobacco and Other Smoking Products Act (QLD)1998 and its amendment ACT 2004
- Copyright Act 1968
- Judicial Review Act 1991

The legislation listed above can be accessed in the following locations:

www.comlaw.gov.au

2.4 Quality Indicators and Continuous Improvement

The Australian Skills Quality Authority (ASQA) regulates the VET Quality Framework by which Registered Training Organisations (RTO) are registered and regulated to ensure the quality delivery of training and assessment, and issuance of qualifications and Statements of Attainment, in Australia’s vocational education and training sector.

EIM Training has a commitment to providing a quality service and continuous improvement, and values constructive feedback concerning the training services we offer. Feedback is taken seriously and is encouraged throughout the duration of a student’s training with EIM Training.

EIM Training is also committed to an Internal Quality Review Process and conducts internal quality reviews according to ISO 9001 standards.

To assist these review processes, students are asked to complete feedback questionnaires at varying times depending on the purpose of the survey. These feedback questionnaires could be issued at such times as:

- at the completion of each training/delivery session
- on the completion of assessment tools
- during training plan reviews with the appointed trainer, employer and student.
- through employers while gaining industry feedback, requested by EIM staff, for validation purposes.

All feedback questionnaires are considered anonymous, although provision is made for the author of the form to sign and date if a consultation is considered necessary. When the author has nominated to sign and date the form, a return phone call will be made when the forms are collated.
3.0 CODE OF PRACTICE

3.1 Marketing and Advertising

We strive to ensure that marketing and advertising activities are ethical, accurate and consistent with our scope of registration and compliant with relevant legislation and the National VET Regulator (NVR) standards.

3.2 Enrolment Process

During the pre-engagement stage of the enrolment the potential student will receive the following before enrolling into an EIM Training program:

- Student selection, enrolment and induction processes
- An Apprenticeship induction information booklet (if applicable)
- Course information, including content, assessment procedures and competencies to be achieved
- A student code of practice and code of conduct which includes:
  - Arrangements for the recognition of prior learning (RPL)
  - Facilities and equipment information
  - Student support, including any external support for students, welfare and guidance services
  - Flexible learning and assessment procedures
  - Complaints and appeals procedures
  - Disciplinary procedures
- Fees and charges, including refund policy and exemptions
- Provision for language, literacy and numeracy assessment and assistance
- Employer resource assessment conducted and form completed

3.3 Student Selection and Recruitment

EIM Training is committed to ensuring that student selection and recruitment processes are at all times, responsible, ethical and consistent with any training package and license requirements.

EIM Training provides quality training and assessment services for all people, regardless of their background or circumstances. At all times we comply with equal opportunity and anti-discrimination legislation.

Student selection into a training program may be dependent upon:

- Meeting the requirements and eligibility of a funding contract
- Meeting training package/program prerequisite requirements
- Meeting licensing and regulatory requirements
- Meeting any age, health and safety or language requirements

Any students that do not meet the entry requirements will be advised of any appropriate pre-entry training that may be required to meet the eligibility criteria or a more suitable program.

Participation in training is subject to payment of all fees and charges or as arranged through an agreement with EIM Training.
3.4 Enrolment and Admission

In accordance with the EIM Training Enrolment Procedure:

To enrol in a training program, you will need to contact student services at one of our campuses on 1300 765 064. An program application form, course outline about the program, Student information Handbook, schedule of fees and refund policy will be sent out.

A completed enrolment form is used to collect all details necessary to register a student. EIM Training is committed to the enrolment of students in programs where the organisation has the capacity to deliver and for which the student enrolment has:

- Completed the enrolment form
- Met the criteria required for the relevant program
- Satisfied any pre-requisite requirements
- Supplied accurate and previous qualification
- Agrees to EIM Training privacy provisions and to abide to the organisation’s policies, procedures, code of conduct, code of practice and has paid the prescribed fees
- Acknowledges understanding of the agreement they have entered into
- Acknowledges where they are able to access further information if required

Upon receipt of the completed, signed enrolment form the student information is entered into EIM Training’s student records management system. Once the information is entered the student is admitted into the program and sent a confirmation of enrolment letter. The letter states the commencement date, duration of the program and the expected completion date. When students have completed a program with EIM Training, a register of awards will be maintained for future vocational reference.

3.5 Induction and Orientation

Students will receive an induction appropriate to their course on their first day of attendance. The induction will ensure the student:

- Understands the information contained in this Student Information Handbook
- Understands the policies and procedures outlined in the Student Information Handbook
- Understands they will be required to participate in student feedback to EIM Training
- Is familiar with campus or workplace facilities and resources
- Has identified the key training, administration and support people
- Understands the Employer has identified the key training supervisors and considered ratios (Apprentices or trainees only)
- Has the necessary course materials and understands the timetables and schedules

3.6 Apprenticeships and Traineeships Induction and Orientation

At the commencement of the training program, EIMT will allocate a trainer/assessor who will induct the student into the program. The trainer will also monitor and review a student’s learning and assessment progression and offer support throughout the duration of the training program.

During the induction process the trainer will guide the student through the assessment tools and the students learning support material. Students are also inducted into the correct use of the student record book and the training plan.

The trainer/assessor will visit the student in the workplace at confirmed times. These confirmed times are scheduled in agreement with the workplace employer/supervisor. The trainer and the student will note these times on the Training Plan.
Throughout the training program students are required to:

1. Attend agreed training courses or sessions.
2. Communicate with designated trainer/assessor.
3. Communicate with the employer and the designated workplace supervisor
4. Maintain and complete the student record book.
5. Submit assessments on time (presentation to be arranged with the assessor – normal assessment submission period is one unit per month). This is critical to the student’s successful completion of the training program and assessments MUST therefore be submitted in on time.

### 3.7 Training Plans

For students involved in an Apprenticeship/Traineeship program, a Training Plan is prepared. This document, designed in consultation with the student, employer and trainer, records all the information regarding the apprenticeship/traineeship relevant to the student, including the learning methodologies and assessment methods. The training plan will record:

- current skills of the student;
- what training needs to be done, where and how it will be delivered;
- course name and units of competency to be included;
- the length of the training period;
- when and how assessments will be conducted;
- what methods of assessment will be applied;
- methods for monitoring student performance;
- the qualification to be issued on completion;
- special training or support needs/resources for the student.

A copy of the training plan is given to each, i.e., the employer, trainee, and trainer, while the original is stored in the personal file of the student. The training plan is issued within 7 days of signing the traineeship contract. The training plan is a legally binding document and each party must adhere to the conditions noted. Training plans are reviewed regularly (each 3 months). Adjustments can be made to the conditions noted in the document at this time and must be agreed to between the employer, trainee, and trainer.

### 3.8 Student Training Record Book

EIMT must provide the appropriate training record to the apprentice or trainee, to be kept for the duration of the apprenticeship or traineeship, within 14 days after a training plan is signed.

The training record provides evidence that all competencies required for the chosen qualification have been achieved. EIMT will issue the record book during the induction of the student with the training plan.

The training record may be kept in booklet form or in an electronic format. The record book is the responsibility of the student and it must be presented when requested by the trainer. The SRTO and the employer must, at reasonable intervals of not more than three months require the apprentice or trainee to produce the training record to have particulars of completed training entered.

### 3.9 Provision of Education and Training Services

The EIM provision of education and training services outlines the guidelines which drive the conduct and operations of the organisation. The provision is built directly around the ASQA Standards for continuing registration and includes the following:

EIM will:

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1.1 Ensure the maintenance of delivery of training and education services to the required legislative standards and to the levels of best practice in the industry.

1.2 Ensure the welfare of our clients and students using methods and materials relevant and compliant to standards and student needs.

1.3 Monitor and assess student performance and progress.

1.4 Ensure staff are adequately trained and qualified to deliver our high quality and reputable standards and are sensitive to the needs of students.

1.5 Offer Recognition of Prior Learning (RPL) and Credit Transfer (CT) services in accordance with established RTO Standards by qualified and competent facilitators.

1.6 Incorporate an active and responsive Complaints Policy.

1.7 Apply a fair and equitable Refund Policy.

1.8 Apply an active Access and Equity Policy.

1.9 Ensure a student support system where special arrangements can be made for those students requiring literacy and/or numeracy support.

3.10 Marketing of Education and Training Services

EIM will:

2.1 Market and advertise its programs, products and services ethically, and with accuracy to preserve the integrity of the role of the RTO and the professionalism of education and training services.

2.2 Ensure that there will be no false or misleading advertising regarding other service providers or courses.

2.3 Request a student’s consent to use any feedback for marketing purposes.

Consent is recorded on the sign off sheet on the last page of this student handbook. This form is to be photocopied AFTER signature (should the inclusions be acceptable) and submitted along with the Enrolment Form for inclusion in the student’s file.

3.11 Financial Standards

3.1 EIM will protect any fees paid by students.

3.2 EIM will maintain accountable and transparent documentation of any financial or contractual relationships with students, contract trainers and clients. Copies will be provided to contracted parties upon written request.

Recruitment to Education and Training Services

All students will be recruited in an ethical and responsible manner, consistent with the requirements of the training package, the NVR standards and the specific entry requirements for a course of study. Our Access and Equity Policy ensures that student selection processes comply with equal opportunity legislation within the restraints of current resources available.

Enrolment is conditional upon:
• accurate and complete information being supplied by the applicant to EIM,

• the approval of the Director or representatives,

• the completion of the enrolment form,

• the undertaking of the student to abide by the policies, procedures and standards of conduct incorporated at EIM,

• payment of the enrolment fee and/or course fees where applicable.

**EIM will provide:**

• accurate and current information in regard to the training system, certification, assessment, course content, RPL and Credit Transfer;

• detailed information about costs, fees and refunds to students (upon request);

• detailed information regarding complaint procedures;

• access to student support services.

3.12 Learning Styles

EIM Training recognizes that students have individual learning styles, and have varying needs to maximize their learning potential.

EIM Training uses a flexible instructional design model to maximize students' learning potential. This includes a blend of traditional face-to-face delivery, through the provision of modern learning resources. These include;

• print,

• visual equipment, multimedia, audio-visual equipment,

• interactive information and communication technologies such as teleconferencing,

• computer mediated communication, such as email,

• discussion groups,

• bulletin boards,

• video-streaming and internet resources.

Instructional design models comply with Australian state and commonwealth legislation, regulations and codes of practice.

3.13 Student Learning Responsibility

Whether students are undertaking an Apprenticeship or Traineeship, or studying in a classroom environment, they are expected to take responsibility for their learning.

Trainers facilitate the learning process through lectures, tutorials, demonstrations, guided practice, group work, simulation, reflection, research and analysis. Work experience and vocational placement is offered as a significant component of a course whenever and wherever applicable.

Assessment processes include assessing a student’s skills and knowledge through the use of assessment tools such as performance/observation checklists, 3rd party reports, written assessments, questionnaires, projects, portfolios, assignments, task sheets, practical skills and other flexible methods.

3.14 Payment Policy

• In general, the enrolment fee must be paid in full at least seven (7) days in advance of course commencement. This enrolment fee secures a place in the course and the ordering of training materials.
• Minimum enrolment fee for any course enrolment is $250.00, this fee is non-refundable
• If an applicant chooses to pay course fees using the EIM Payment Plan, a pre-arranged enrolment fee must be received at least seven (7) days in advance of course commencement. Please contact EIM student services to make arrangements for entering into a Payment Plan.
• The EIM Payment Plan details the full arrangement regarding the progressive and final payment through the automatic debiting process.
• Payments will continue to be deducted from the applicant’s account by EIM for the duration of the course. Where a cancellation occurs by the bank due to insufficient funds for EIM to procure payments, installments will continue to be claimed until full payment is received. *Please note, most banks charge their customers a fee when insufficient funds are available to cover automatic debits.*
• All payments must be completed and received by EIM before an Award/Certificate or Statement of Attainment will be issued. Please refer to our website at www.eim.edu.au for more details on the schedule of Administration fees and the payment terms and conditions.

### 3.15 Refund Policy

- In general, an enrolment fee must be paid in full at least seven (7) days in advance of course commencement. This enrolment fee secures a place in the course and includes all administrative costs, and the ordering of training materials
- Minimum enrolment fee for any course enrolment is $250.00, this fee is non-refundable
- If a student cancels enrolment in a traineeship funded or FFS course 15 days before it commences, EIM Training Pty Ltd must refund the fees the student paid for the course after deducting the non-refundable enrolment fee for all courses cancelled and the cancellation fee.
- If a student cancels the enrolment in a traineeship funded or FFS course after it commences:
  a) EIM Training Pty Ltd will not refund any fees and charges paid by/for the student for the cancelled course enrolment/s for classes that have commenced.
  b) Where a student cancels from a course after (3) months of the agreement date, you will be liable to pay the course fee to EIMT in full.(This clause excludes traineeships)
  c) Where a student cancels from a course after commencement but within (3) months of the agreement date, and has Units of Competency that have been delivered or made available to the student, a pro rata charge per unit will be applied.
  d) Where a student enrolled into a traineeship program only cancels from a course after commencement of the agreement date, and has Units of Competency that have been delivered or made available to the trainee, a pro rata charge per unit will be applied.
  e) EIM Training Pty Ltd will not cancel any remaining payments or monies due in respect of any cancelled course enrolment/s for classes that have commenced.

*The pro rata charge will be calculated by dividing the total cost of the course by the Units of Competency included in the course, to establish the cost for each unit of Competency. Payment will be charged to the student based on the cost of each unit, by the number of units completed plus the enrolment fee and cancelation fee.*
4.0 RTO RESOURCES and EQUIPMENT

4.1 EIM Training Facilities

EIM Training facilities policy ensures that all campus training rooms and facilities comply with Occupational Health and Safety requirements. Risk management procedures are applied to all off-the-job venues, and additionally, includes training and assessment undertaken on-the-job.

Occupational Health and Safety (OH&S) requirements are issued to students at the commencement of any learning program through instruction, monitoring and this Student Information Handbook. It is the responsibility of each student to follow the OH&S requirements issued by trainers.

The student parking is adequate. Students are prohibited from parking in the EIM Training Reserved spaces as these are for staff vehicles only. Students are able to use all public parking facilities surrounding their learning environment, but must comply with council or private parking controls.

The property of EIM Training as well as that of individuals must be respected. The unauthorized entry into, use of, theft of, damage to, or destruction of EIM Training buildings, study guides and resources, equipment or property is prohibited.

4.2 EIM Campus Environment and Resources

Students are required to assist in maintaining serviceable facilities, resources, and equipment by:

- Reporting any breakages and/or faults with equipment to the trainer, or administration. Should a student be found responsible for breakages they may be required to pay the costs of repair, with the final decision made by the General Manager.
- Leaving classrooms, workshops, and IT laboratories neat and tidy after classes and tutorials, and ensuring equipment and tools are cleaned and correctly stored.
- Ensuring all electrical and gas appliances are switched off.
- Ensuring that no food and beverage is to be taken into any classroom, workshop or IT laboratories.

4.3 Study Materials

All study materials such as learner guides are on loan to students from the EIM Training Library and must be returned at the end of the course in good condition (exception: traineeships where the study guides are provided to the student). Signing the Library Resource Form at the commencement of the course signifies the student’s agreement to abide by the EIM Training policy and procedure on resources (located in the front of each resource). Study materials are available for purchase if students wish to have their own copy. Contact the EIM Training student services for details of costs and order procedures.

4.4 RTO Computing and Electronic Resources

EIM Training recognises that computing and electronic resources are a valuable source of learning and information relevant to educational training courses. These resources could include videoconferencing, Internet, and Intranet services provided by EIM Training such as the MyDesk login and web browsing. You are encouraged to make use of these resources for purposes relating to study that is being undertaken through EIM Training. However, EIM TRAINING computing and electronic resources are not to be used for purposes other than course requirements. EIM Training reserves the right to:

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• Provide computer access for assignment development and preparation for students on EIMT campuses. This provision is specifically for research and development of assignment work, or work relating to EIM studies.
• Restrict computers used for accessing any websites or printing of any materials that is considered pornographic. These websites are prohibited and severe penalties will apply to those found in noncompliance.
• Moderate access to Internet and Intranet services, including the filtering of websites.
• Monitor and record all usage of its computer networks, including its Internet and Intranet services.
• Take disciplinary action when breaches of this clause occur.

Note 1: Unlawful use of computing and/or electronic resources may lead to legal action being taken.

Note 2: Any misuse of computing or electronic resources will considered to be an act of behavioural misconduct and will be addressed as such. This may mean the withdrawal of access to the resources, suspension, or cancellation.

“Misuse” refers to wrongful, improper, inappropriate, unauthorised, or unlawful use of computing or electronic resources.

Examples of misuse of computing and electronic resources include:

a) Excessive personal use.
b) Accessing or downloading website materials or files or transmitting material that is defamatory (including posting defamatory statements on the Internet).
c) Accessing, displaying, disseminating, or storing obscene or offensive material including abusive, pornographic, profane, or sexually oriented material.
d) Using computing and/or electronic resources to access or to assist in concocting or distributing illegal drugs or dangerous materials.
e) Use of computing and/or electronic resources to access or distribute material that promotes hatred or discrimination based on age, gender, sexuality, race, ethnicity, cultural background, disability status, or socio-economic status.
f) Using computing and/or electronic resources to stalk, harass, threaten, bully, or intimidate anyone.
g) Downloading, uploading, copying, storing or distributing software applications or other material with content that is illegal including movies, music, documents.
h) Breaching copyright, such as unlicensed copying of a computer program.
i) Intercepting, attempting to steal or alter data (hacking), unlawfully accessing, altering, or falsifying electronic documents or programs.

4.5 Mobile Phones, Sound and Photographic Equipment, and Other Electronic Devices

• Use of mobile phones, sound and photographic equipment (including ipods, mp3 players, and cameras) and other electronic devices are not permitted in classrooms unless part of the training requirements.
• In addition, mobile phones, sound and photographic equipment, and other electronic devices must not be used in a manner that contravene the misconduct and appropriate use of computing and electronic provisions outlined in this document.

4.6 Food and Beverages In Campus Areas

The presence and/or consumption of any variety of food in classrooms are strictly prohibited. Students are responsible for ensuring that food is not taken into classrooms.
Hot beverages are not permitted in classrooms. Other beverages must be carried in a secure container/bottle to minimise spills and leakages. Students are responsible for ensuring the sensible storage and consumption of beverages in classrooms and for the removal and correct disposal of drink containers from classrooms. No beverages are permitted in computer laboratories.

It is acceptable for students to carry food and beverages (securely) inside bags carried into classrooms.

5.0 CODE OF CONDUCT

EIM Training requires students, facilitators, trainers and administration staff to understand and operate under the following Code of Conduct. This Code of Conduct is intended to ensure that each member of EIM Training community enjoys satisfactory conditions in which to study and work, resulting in benefits for all.

Students are expected to conduct themselves in a manner that will not discredit themselves or EIM Training. Acts which seriously interfere with the basic purposes, necessities and processes of the community, or which deny the essential rights, health and safety of other members of the community, are prohibited.

5.1 Privacy Information

EIM Training recognizes the rights of privacy of information and incorporates the methods for collecting and storing information outlined in the organization’s Privacy Policy.

Students enrolling in a course are required to complete an Enrolment Form that provides information to EIM Training that is used for statistical purposes. The information supplied is protected under the Privacy Act 1988.

EIM takes the following measures to protect and ensure the confidentiality of personal information:

- data entry and file retrieval is “password” protected.
- all files are treated as confidential and accessed only by nominated persons.
- hard copies of student files including student records are returned to students. No hard copies of student records are kept on EIM premises.
- electronic records are backed up regularly and stored offsite in secure storage.
- students can access their personal records and must provide proof of identity eg, name, address and date of birth before access will be granted. Access will be granted upon completion of a written request submitted to the Training Manager.
- EIMT honors its responsibility as an RTO to provide student information to federal government AVETMISS reporting systems.
5.2 Student Rights

EIM Training management ensures that staff and students have;

a) the right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.

b) the right to be free from all forms of intimidation or personal harassment.

c) the right to have personal property (including computer files and student work) and EIM property protected from damage or other misuse.

d) the right to have any disputes, in which they are involved, settled in a fair and rational manner using the EIMT Complaints and Appeals procedure.

e) the right to work and learn in a supportive environment without interference from others.

f) the right to express and share ideas and to ask questions.

g) the right to be treated politely and courteously at all times.

And that students specifically have:

a) their learning needs recognized and addressed by the training facilitator, and to have a competent training facilitator who will assist them to achieve the expected course outcomes.

b) an opportunity to be re-assessed if the competency is not achieved the first time.

c) the right to have privacy and confidentiality respected.

d) In circumstances where non compliance occurs regarding the EIM Code of Conduct, disciplinary or counseling procedures will apply. Concerned parties have the right to request a third party witness during these processes. Written records of these sessions will be kept.

5.3 Disruptive Behaviour

EIM Training is committed to creating and maintaining a community in which students and staff can work together in an environment that is free of violence, harassment, intimidation, and exploitation. When communicating and interacting with EIM Training students and staff, either in-person or on-line, you have a responsibility to:

The appropriate authority will be called to deal with students who:

- obstruct or disrupt any official meeting, ceremony, training environment or other activity;
- refuse to vacate EIM Training learning/training venue after being reasonably requested to do so;
- assault or attempt to assault any person whilst training with EIM Training;
- are suspected of any alcohol or drug use where that use effects a student’s behavior towards other students in a learning environment, or may incur a safety issue relating to safe work practices in a workshop or practical learning environment.
• The use of mobile phones, either transmitting or receiving messages is not permitted in a classroom or workplace learning environment. In special circumstances, where family health is of significant importance, and only after special arrangements have been made with the trainer, students may keep their mobile phones on, otherwise all mobiles must be turned off.

• Treat people with respect and fairness, regardless of their age, gender, sexuality, race, ethnicity, cultural background, disability status, or socio-economic status;

• Show respect for others by not swearing, using obscenities, or making offensive remarks;

• Avoid behaviour that could offend, embarrass, or threaten others;

• Refrain from harassing or disrupting others in the performance of their studies or duties;

• Avoid bullying, aggressive, threatening, and abusive behaviour, including using social networking websites (such as Facebook, Twitter, or MySpace) to make threatening or derogatory statements about other students or staff;

• Desist from behaviour that subjects another person to an unsolicited act of physical intimacy; makes an unsolicited demand or request of a sexual nature to another person; makes a remark with sexual connotations relating to the other person; or engages in any other unwelcome conduct of a sexual nature towards the other person; and

• Make only truthful statements in regard to your student status, representation as a student, or entitlement as a student.

A particular action or behaviour may be deemed inappropriate by the effect on the recipient, independent of the intentions of the perpetrator. It is not sufficient for students to assume that their behaviour is acceptable and EIMT will not constitute inappropriate behaviour.

A formal discipline/warning system exists (below) and continued disruptive behavior may result in students being removed from training.

5.4 Drugs, Alcohol, Weapons and Smoking

5.4.1 Alcohol on EIMT Premises

Students are not allowed on RTO premises or to use the RTO facilities when in possession of or under the influence of alcohol or illegal drugs. Consumption of alcohol or taking of illegal drugs on RTO premises, including sites used for excursions, field trips, and live work, is strictly prohibited. Students may be required to undertake alcohol testing by their employer whilst attending the workplace as part of the normal working environment.

• Students will be refused entry to any learning environment, work experience or any other associated course learning environment where alcohol consumption disrupts the learning environment for other students, trainers and administrative staff.

• Alcohol must not be administered to any person, either self or others, or carried by any person, on any EIM learning environment premises or work experience placement.

• Trading, dealing or transferring alcohol on any EIM learning environment premises is absolutely prohibited.
5.4.2 Drugs

- Students will be refused entry to a learning environment, work experience or any other associated course learning environment where drug consumption disrupts the learning for other students, teachers and administrative staff.

- The possession, use and sale of illegal drugs or controlled substances (including stimulants, depressants, narcotics, hallucinogens, or marijuana) on RTO premises is against the law and will be reported to the police.

- If you are taking prescription medication it is your responsibility to ensure that it does not affect your safety, or the safety of others, for example in operating machinery or equipment.

- In addition, prescription medication should be kept secure at all times and never given to another person to whom it is not prescribed.

- Students may be required to undertake drug testing by their employer whilst attending EIM TRAINING or the workplace as part of the normal working environment.

5.4.3 Weapons on the RTO Premises

You are not to bring knives or other weapons on to EIMT premises. It is an offence under the QLD Weapons Act 1990 to be in possession of a weapon in a public place or an educational facility unless the weapon is to be used for educational purposes, for example, possession of a knife for butchery or cookery training. It is not a reasonable excuse to possess a weapon for self-defence purposes. Any threats to staff, students, animals, or property will be reported to police immediately.

5.4.4 Smoking

The Tobacco and Other Smoking Products Act 1998 and its amendment ACT 2004 prohibits you from smoking in or around buildings. It is an offence to smoke within 4 meters of any part of the entrance to a building. Any breaches to the Act can result in fines being issued. Students are only permitted to smoke in marked designated smoking areas, and must remain in these areas whilst smoking. The designated smoking area at the Robina campus is the bike rakes through the back entrance of the building.

- Smoking is prohibited in classrooms, or any practical learning environment, work placement or work experience and field excursions.

- Smoking is prohibited in any vehicles used for transporting students or staff to any learning environment, work experience and field excursions.

- Smoking is only permissible in open areas where receptacles are provided for smoking hygiene and cleanliness. Students will be advised where smoking is permissible. Students may be requested to cease smoking in certain areas where public safety is in jeopardy. Students are obligated to comply with any requests to cease smoking immediately.

5.5 Dress Code and Personal Hygiene

EIM Training is predominantly an adult learning environment that prepares you for employment in the vocational industry, as well as for further career-related training. As such students are expected to dress in a manner that is neat, clean, and safe at all times, and in a manner that would be expected in the...
workplace. There is no desire on the part of EIM Training to make dress standards too rigid. However, whilst attending the RTO or any off-campus training, all students should wear appropriate clothing. In particular they should:

- Be adequately clothed in accordance with occupational health and safety requirements and appropriate to the industry training being undertaken.

- Where protective clothing and equipment (PPE) is required, students must wear the appropriate protective clothing at all times during practical training sessions, practical assessment sessions, excursions and work experience. This clothing may include work boots, hat, sunscreen, overalls or covering apparel for sun protection or safety.

- Wear appropriate footwear at all times. It is not permitted for anyone to enter EIM Training campuses with bare feet or thongs. Enclosed footwear is recommended at all times.

- Not wear clothing that is likely to offend others in terms of its lack of decency, modesty, or cleanliness or because of slogans, or any symbol or graphic worn to provoke, intimidate, condemn, or ridicule others.

- Not wear motorcycle helmets in EIM Training buildings.

- Be responsible to maintain a level of personal hygiene that is sensitive to the needs of other students in order to minimize disruptions in the learning environment. This encompasses all areas of hygiene such as physical appearance, body odour and dental hygiene.

- Any student deemed to be wearing inappropriate clothing will be asked by an EIM training officer to leave the campus and return when they are suitably dressed and presented.

### 5.6 Sexual and Personal Harassment Policy

It is the policy of EIM to provide a workplace that is free of personal and sexual harassment, and to uphold the State and Federal laws pertaining to sexual harassment.

For the purpose of implementing this policy, the following definitions of sexual harassment apply.

- Making unwelcome sexual advances.
- Making a request for sexual favours.
- Making remarks or aspersions of a sexual nature relating to another person.
- Subjecting another person to unwelcome conduct, which includes through conversation and/or the action or display of material that another person finds offensive.

As with any area of human interaction, the boundaries of what constitutes harassment may vary from individual to individual. The definition of harassment is determined by the person being offended, not by the individual causing the offense. It is the responsibility of all students and staff to recognize and respect the boundaries of others.

### 5.7 Equal Opportunity and Anti-Discrimination Policy

The EiM student recruitment policy and diversity provides for students to be enrolled in any program regardless of sex, race, colour, national origin, age, religion, physical or mental impairment and shall not show favouritism or grant special favours to any student.
5.8 Discrimination

Discrimination occurs when a person is treated less favourably than another person because of perceived attributes such as age, gender, sexuality, race, ethnicity, cultural background, disability status, or socio-economic status. Discrimination whether direct or indirect is unlawful under the Anti-Discrimination ACT 1991 and Disability Services Act 2006. Acts of discrimination will be considered as acts of behavioural misconduct and will result in disciplinary action, and may be reported to the appropriate authorities.

Note: Police and criminal history checks may be required of students in order to undertake vocational placement.

5.9 Confidentiality

As an enrolled student of EIM Training, you may be required to attend practical work placements as part of your studies. During these placements, you may become familiar with information that is confidential to that workplace (for example, financial or business affairs, personal affairs and family background of staff and clients, technical information, trade secrets, know-how, formulae, processes, ideas, and inventions). You must not divulge any confidential information that you may become aware of during a placement. Breaches of confidentiality will be considered to be acts of behavioural misconduct and may result in disciplinary action.

5.10 Occupational health and Safety

EIMT is committed to providing a safe and health working environment for all its community including clients, students, employees, contractors and visitors.

Conditions and behaviour at EIM Training are governed by the Workplace Health and Safety Act (QLD) 2011 and the provisions of this Act will be strictly applied.

In compliance with the Act, the following applies:

a) All students and employees are responsible for applying occupational health and safety processes and procedures to their learning and/or workplace environment.
b) To comply with the instructions given for workplace health and safety at the EIM Training or workplace.
c) To use personal protective equipment if you are required to wear the equipment and you are properly instructed in its use.
d) To use machinery in accordance with safety procedures and follow lawful directions, both written and spoken, given by EIM TRAINING staff or employer during work experience or vocational placement.
e) To not will fully or recklessly interfere with or misuse anything provided for workplace health and safety at EIM Training or workplace.
f) To not will fully place at risk the workplace health and safety of any person at the EIM Training or workplace.
g) To not will fully injure yourself.
h) You are entitled to challenge, in a respectful manner, directions or decisions of EIM TRAINING staff or the employer, if you consider them to be unlawful, unreasonable, or to endanger a person’s health or safety.
i) Students are responsible for their own health and safety in the learning and/or workplace environment and the health and safety of others. Employees must report immediately to the manager any unsafe working conditions, faulty equipment and accidents/incidents in the learning and/or workplace environment. Specific forms are available for recording accidents or incidents, or...
reporting unsafe work areas within 24 hours of the occurrence – forms are available through your trainer, or EIMT student services and are as follows:

**Accident/Incident/Hazard Report Form** – Any workplace accident involving yourself must be reported to your trainer who will record the accident/injury in the general Administration Accident Register.

**Critical Incident Report Form** – Any critical incident that occurs in the workplace must be recorded on an official form. Should any critical incident occur in your training environment, report it to your trainer and complete the appropriate form.

**Activity Risk Assessment Form** – this form is for recording any observed potential hazards or risk areas observed in the training or assessment environment. Report any areas where you consider hazards or risks of harm are evident.

### 5.11 Access and Equity

EIM Training is committed to the goals of equal opportunity and affirmative action that fosters fairness, equity and respect for social and cultural diversity; an environment that is free from unlawful discrimination, harassment and vilification as determined by legislation.

In fulfilling this commitment, EIM will:

- advise prospective students of its scope of registration, application processes and selection criteria, fees and costs involved with training, qualifications to be issued on completion or partial completion of courses; competencies to be achieved during training; assessment procedures including Recognition of Prior Learning; complaint and appeal procedures; facilities and equipment; and student support services.

- recruit students at all times in an ethical and responsible manner consistent with the requirements of the courses.

- ensure that application and selection processes are explicit and defensible and that equity and access principles are observed.

### 5.12 Counseling

Any student showing signs of distress or discomfort may be approached by a staff member to offer support.

Support may take the form of advice, referral to:

a) A Counselor who may provide advocacy, career guidance counseling, personal counseling, stress management and study skills.

b) An educator or program coordinator who monitors the student’s academic progress and tuition or support as appropriate.

c) Other qualified persons may be recommended by program coordinators and may include external professional assistance.

All students are treated with courtesy and empathy at all times; if you are experiencing problems in any area, please make an appointment to see the program coordinator.

### 5.13 Non compliance to Code of Conduct
In circumstances where non compliance occurs regarding the EIM Code of Conduct, disciplinary or counseling procedures will apply. Concerned parties have the right to request a third party witness during these processes. Written records of these sessions will be kept.

5.14 Students under 18 years of age

Where a student is under the age of 18, parents or guardians of the student will be notified of any problem areas.

5.15 Blue Card for Child-Related Employment

Some courses require you to apply for and receive a Blue Card for Child-Related employment before commencing work placement. For more information refer to the Commission for Children and Young People and Child Guardian Act 2000.

6.0 ENROLMENT, ATTENDANCE, PROGRESS OF STUDY and CANCELLATION

6.1 Enrolment

EIM TRAINING includes full enrolment information and advice to all its potential students through this Student Handbook, Course Outlines, Website, and Student Services. The following provides a broad overview of your responsibilities when enrolling in EIM Training.

When enrolling at EIM Training, you will need to:

- Select the course you want to study;
- Check that you meet the recommended entry requirements specified in the Course Outline;
- Ensure that you have read and understood this Student Handbook; and
- Check the entry method for your chosen course.

Students must ensure that they have read all of the terms and conditions for enrolment prior to enrolling. For more information regarding this option, visit the RTO’s website or pick up a course outline (brochure) from a Campus.

In most cases you must be enrolled prior to the commencement Start date for the relevant program. EIM Training cannot guarantee a position in a course unless you are enrolled prior to its start date. You are not permitted to attend classes until you are fully enrolled in the relevant unit/s of competency.

Note 1: If EIM Training has exceeded its course capacity, it may place you on a waiting list before accepting your enrolment.

Note 2: There are special conditions for enrolments for students who are under the age of 15 years. For further information, refer to the EIM Training Admission Policy for Young Persons under the Age of 15.

Enrolment Fees and Charges

EIM Training offers courses in both government-funded and full fee for service paying courses. Fees are dependent upon the program of study. Once you have chosen a program of study, the student...
services enrolment staff will be able to provide you with accurate information about the fees and charges. Payment for EIM Training courses must be made at the time of enrolment.

All fees and charges are levied according to the Vocational Education, Training and Employment Regulation 2000 and to EIMT own fee policy. These documents are available at the EIMT website.

If you are experiencing financial difficulty the RTO may be able to give you time to pay your fees, via a Payment Plan.

EIMT accepts several methods of Payment:

- Direct Deposit
- Credit Card
- Payment Plans
- Phone: To enrol by telephone (credit card payments only) you can call 1300765064
- In Person: Students can enrol by visiting an EIMT campus during opening hours.
- Post/Fax: Post enrolment documentation along with a money order or bank cheque only (and concession details/evidence if applicable) made to EIMT, or provide credit card details (including the name on the card, card number, expiry date, and authorised signature).

For government funded programs, fee concessions may be available to you depending on your status and circumstances. Evidence of concession eligibility must be provided at the time of enrolment, and concessions cannot be applied after enrolment has occurred. Fee concessions may be available to you in the following instances:

- You are an Aboriginal or Torres Strait Islander.
- You have a Pensioner Concession Card or Health Care Card.
- You hold a Department of Veterans’ Affairs Pensioner Concession Card.

If you have outstanding/overdue payments to the RTO, you may not be eligible to:

- Undertake/submit assessment;
- Continue to study;
- Enrol into further study with the RTO;
- Receive your results of assessment and qualification;
  Borrow items from the library;
- Attend the RTO graduation ceremony;
- Apply for payment plans; and
- Access the RTO’s educational computer network.
- Have trainer support or access

Actions that may be taken against persons responsible for an outstanding student account include legal action or involvement of a collection agency, and the debt will remain payable.

Please refer to the website on the payment terms and conditions for traineeships and fee for service programs: [www.eim.edu.au](http://www.eim.edu.au)

### 6.2 Attendance

You should attend classes, industry placement, and any other study related activity as part of your course as required and on time.

Student attendance will be monitored and recorded by EIM Training:
6.5 Transferring a course to another RTO

If a student wishes to transfer their enrolment in a course to another RTO they must complete the EIMT Program cancelation form. The student must cancel the enrolment with EIMT before transferring. EIMT will issue a statement of attainment for any units that have been completed successfully.

- If the student is enrolled in a traineeship and wishes to transfer to another RTO they must complete and submit the EIMT Program cancelation form. Once this has been submitted the student is to complete the Department form ATF-10 Change of training organisation. This form is to be submitted to the Department of Education by the student or employer.
• Please refer to the Fees, Charges and Refunds Policy for any refunds and transfer fees.

6.6 Course Progress

Every student at EIM Training is notified at the pre-engagement stage about the duration of the course. Once a student has been enrolled a confirmation of enrollment letter is sent to the student which details the commencement date, course duration and expected completion dates.

When the student receives the induction training into the program the trainer will present the training plan and work out with the student and the employer the units of competency to be completed for the course and the dates in which each individual unit is required to be submitted. This training plan is agreed upon by all parties and signed. The trainer then submits the training plan to student services where it is entered into the student records system.

Generally each student enrolled into an EIM training program is given one (1) month to complete a unit of competency. This is reflected on the training plan. Classroom delivery courses can vary in accordance to the schedule of the program. If a student has not completed a unit within 6 weeks they will receive a progress notification letter. It is the responsibility of the student to respond to this letter immediately to clarify any issues that might be preventing them from completing the unit. If EIM receives no communication after 14 days from the student their enrolment may be cancelled by EIMT.

At times during a students study, they may have difficulty in attending classes, completing assignments, and passing exams. There can be very good reasons for this which are sometimes beyond their control. EIM Training has learning support frameworks to ensure each student receives adequate study support and assistance in completing their studies in the unit of competency and assessment tools.

Every student is expected to make satisfactory progress in their course studies. If students are experiencing difficulties in the progress of their study, they are expected to take all possible steps to improve the performance and follow the guidelines below:

• Any student experiencing difficulties in maintaining acceptable progress, must discuss the situation with a trainer and/or student services as soon as possible.
• In the first instance, if the student does not achieve the minimum competency for a unit, they will be able to re-submit twice. If unit is deemed Not Yet Competent (NYC) a third time, the student is required to re-enrol, and pay the relevant fees. However, the RTO may not be able to guarantee a place in the next course, and they may be required to re-enrol in courses when places are available.
• In certain circumstances, for example if you are a disability carer or have a disability, you may need to negotiate a reduced study load with EIM Training.

EIMT may require students to show cause in writing why one or more of the following actions should not be taken:

a) Subsequent enrolment may be restricted to a limited series of workplace visits or classes in which any failure at the next attempt may lead to a refusal of further enrolment in those classes; and
b) Further and continuing enrolment in any course offered by the EIMT may be refused outright and this will be recorded on your student enrolment.

6.7 Course Expiry

During the pre-engagement stage each student is notified about the duration of the course. Once a
student has been enrolled a confirmation of enrolment letter is sent to the student which details the commencement date, course duration and expected completion dates.

Generally most EIMT programs are for 12 month duration; this will depend upon the amount of units and the qualification. Traineeships enrolments are also subject to the EIMT program duration and not the term on the training contract with the employer and the department. This can cause confusion as the training contract term can be up to 4 years. This is to safe guard against a range of different variables.

Students will be notified up to (3) months before a program is due to expire. Students have the option to apply for a course extension for maximum period of (3) months. Once a course reaches the expected completion date and an extension has not been applied for or approved, the course and the student enrolment will expire. The student has the option to re-apply for enrolment and pay the full tuition fee for the course.

6.8 Course Extensions

Requests for extension/s for assessments or work place assessments are at the discretion of the trainer and will not extend past the completion date of the program, unless approval is granted by the training manager.

Course Extensions are subject to availability and EIM Training reserves the right to refuse a Program/Course Extension Request at its absolute discretion. For a request to be approved all program fees must be paid in full and if your request is successful you will be required to pay the Extension Fee as outlined in the Schedule of Administrative Fees. Requests for program extension will not be accepted if it is submitted after the 30 days before the completion of the program or the expected completion date. A maximum extension of three months will be granted

6.9 Deferment

If a student requests to defer a program they are required to complete the approved form: FO 09A Program Deferral Request. EIM Training reserves the right to refuse a Program Deferral Request. Your program can only be deferred for a maximum period of three months, thereby extending the maximum duration of your program. No refund of Program Fees will apply and you will still be liable for all payments due under your enrolment agreement as stated on your Program Application Form. Requests will be responded to within 14 days of submitting this form.

6.10 Workplace Visits (Traineeships Only)

EIMT is required under the VETE act 2000 to provide and schedule one (1) workplace visit every (3) months for any trainee or apprentice. EIMT will negotiate the frequency of workplace visits with the employer and student during the induction of the training plan. EIMT reserves the right to change or amend the frequency of the workplace visits if the trainee is not progressing in accordance to the training plan (completing 1 x unit per month).

6.11 Course Cancellations

EIM Training reserves the right to cancel any course at any time where student enrolments/participation or trainer emergencies beyond the control of EIM effect the successful continuance of the course.

Should EIM Training find it necessary to cancel a course for any reason, every effort will be made to provide alternative dates.

In accordance to the EIMT refund policy section 4.1.1:
7.0 ASSESSMENT, APPEALS AND MISCONDUCT APPEALS

7.1 Competency Based Training and Assessment

A Competency is a statement about the skills, knowledge and abilities that a person should possess to be deemed competent in a particular industry or vocation. These Competencies include the preset standards and benchmarks for the course of study. Competencies are determined in conjunction with industry and national education authorities. Competency Based Training therefore, is created by breaking down the required areas of skill and knowledge to perform a job or task and the training is designed to cover all of these competencies in a logical and practical way.

The particular competencies for a course are outlined in the Units of study or delivery for each course. Each Unit will be broken down into Elements. These Elements contain the details of the Performance Criteria that a student must action to be deemed competent in that Element.

**CHOSEN COURSE**

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**UNITS OF STUDY**

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**ELEMENTS IN EACH UNIT**

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**PERFORMANCE CRITERIA OF EACH ELEMENT**

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To be assessed as COMPETENT in Competency Based Training means that the person has learnt and retained the content knowledge relevant to the course of study; that they can perform associated tasks and skills to a certain level; that they understand how the learning and skills acquisition fits into the workplace and industry environment AND that they are confident and resourceful enough to apply this knowledge and skills in a practical manner to the standard required, and reapply those same skills and knowledge to unique circumstances when the occasion arises.

7.2 Flexible Delivery

EIM Training follows the principles of flexible delivery. This ensures programs are designed to maximise opportunity for access and participation. EIM Training flexible delivery methods may include self paced learning, flexible timetables, face to face tutorials, individualised and contextualized workplace learning.
7.3 Competency Based Assessment

Competency Based Assessment means that students will be assessed against the elements and performance criteria of the course being undertaken. Over the period of the course there will be sections that will require assessment. These assessments will be discussed to ensure that they fit in with the needs of the student both in and out of the workplace. Competency based assessments do not generally require students to sit exams; rather opportunities are made for the student to demonstrate the skills and knowledge they have acquired to the standard of the course and the relevant industry. This may be combined with oral or written tests and the gathering of workplace evidence.

The assessment may consist of a variety of methods including:

- observations at work
- questions and answers
- role-plays and simulations
- practical demonstration tasks
- supervisor reports and written reports.

Competency based assessments may occur during various stages of training. These may include:

- Self-assessment – where the student identifies any skills already possessed at the beginning of the training.
- Ongoing assessment – which provides ongoing feedback on the student’s progress and will identify any areas of special needs or focus for additional support or training.
- Final assessment – which completes the assessment process and will determine the generation of the final certificate or statement of attainment.

7.4 Assessment

EIM Training will:

Provide assessment information to all students on courses and programs by:

- Identifying the outcomes and benchmarks for assessment to the student; and to the supervisor;
- Preparing the student for assessment;
- Conducting assessments according to relevant industry standards, the qualification, EIM Training policies and procedures;
- Offering support and guidance to students regarding assessment;
- Providing opportunities for input into the assessment process;
- Offering flexibility to meet the needs of the student;
- Keeping compliant records of assessment results (i.e. in compliance with the Privacy Act and NVR, assessment results are forwarded only to relevant personnel concerned with the student’s training).

7.5 Self Assessment

Students are encouraged to self assess against the stated Performance Criteria documented in the Unit of Competency which can be located at Training.gov.au. Self assessment may lead to competencies achieved from other academic sources, life experience and/or work experience. These competencies may be recognized through the Recognition of Prior Learning or Credit Transfer process.

7.6 Assessment Submission

There is a focus on valid assessment, which includes assessing students in both on-the-job and off-the-job environments. Assessment is continually reviewed and validated by industry experts and relevant trainers to ensure the maintenance of standards and benchmarks appropriate to the workplace.

Warning – Uncontrolled when printed! The current version of this document is kept on EIM Intranet.
Assessments must be submitted by the date advised by the trainer. This date is to be noted on the Assessment Cover Sheet (FO 20A-ETQA). Failure to submit work on the due date/s may affect the achievement of competencies. Students may formally apply for an extension, by completing a course extension request (FORM 10A - SLC Program/Course Extension Request) in sufficient time for the application to be processed and approved.

Students are provided with assistance to prepare for assessment. If any difficulties are experienced, it is important to contact the trainer or Program Coordinator. Experienced trainers are available to guide students experiencing difficulties, in the assessment process.

Students are required to make personal copies of their work to safeguard against loss during postage or other submission methods.

7.8 Decision making rules

All work submitted will be assessed in accordance with the requirements of the unit of competency (per training.gov.au) and ensure that the submitted work meets all the critical aspects of evidence, required skills and knowledge and elements of the unit of competency. EIM Training ensures that all decision making rules use a flexible and holistic approach.

7.9 Assessment competency rating system

EIM Training provides the following assessment marking codes to all submitted assessment work:

Assessments:  C = Competent    NYC = Not Yet Competent

RPL Assessments:  C = Competent    NYC = Not Yet Competent

If you have submitted your assessment item by the due date, and you do not satisfy the assessment criteria on your first attempt, your trainer/assessor will provide feedback and negotiate additional assessment or resubmission requirements. Two resubmission attempts will be granted for each assessment item. If you do not resubmit your assessment item by the due date, you will be given an unsatisfactory result for the assessment item. If you do resubmit the assessment item and it is again assessed as not competent, you will be given an unsatisfactory result for the assessment item. No resubmissions are permitted after the final result for the competency has been issued, unless agreed by the RTO.

In order for students to resubmit an assessment they are required to make arrangements with the trainer/assessor, who will set a suitable date and time for the assessment to be redone. In planning the resubmit, consideration will be given to the needs of the student, the trainer, room availability and industry standards and course requirements.

7.10 EIM Training Assessment Policy and Procedure

This policy applies to all assessable courses/units within EIM Training's learning and teaching activities.

The purpose of this policy is to:

- identify and describe the approach to assessment;
- articulate EIM Training’s commitment to creating effective and meaningful assessment opportunities and experiences that enhance learning and teaching;
- encourage reflection on contemporary assessment practices to better meet the diverse needs of the broad range of learners now and in the future;
- Assessment should support student engagement in learning and it should also provide students with recognition of their achievements against specified criteria.

EIM Training is committed to assessment that incorporates a feedback process and is based on explicit, pre-specified, and/or negotiated criteria (criterion-referenced assessment). It does not support
assessment decisions made solely on the basis of student performance relative to that of the rest of the cohort (norm-referenced assessment).

In addition to the above and as appropriate to units or courses, assessment procedures and practices, should:

- be valid, fair, flexible, reliable, feasible, incorporate clearly defined assessment criteria and acknowledge cultural diversity;
- respect, recognise and develop students' current knowledge and experiences and provide appropriate opportunities for the formal recognition of prior learning;
- encourage the use of a range of assessment practices or modes designed to accommodate the diversity of learners and allows them to develop learning styles and demonstrate their achievement as learners;
- promote integrity in assessment to ensure, as far as possible, that students receive proper credit for assessable work which is their own;
- incorporate feedback that supports student learning and is prompt, informative and where appropriate provided throughout, not just at the end of, the learning process;
- be systematically moderated or validated to ensure appropriateness to the unit/module and level of difficulty.

In order for assessments to be deemed competent under the VET Assessment Framework, all assessments including Recognition of Prior Learning must:

- meet the requirements of the training package or accredited course;
- be consistent with the training and assessment strategy;
- focus on the application of knowledge and skills to the standard of performance required in the workplace;
- involve the collection of sufficient, valid, authentic and current evidence to enable a judgment to be made about whether competency has been attained;
- confirm that workplace and regulatory requirements are met;

Assessors must hold the following (3) competencies from the TAE10 Training and Education Package

- TAEASS401A Plan assessment activities and processes
- TAEASS402A Assess competence
- TAEASS403A Participate in assessment validation

All assessments will ensure that the rules of evidence are closely related to the principles of assessment. The provision of a comprehensive assessment tool will ensure that the following rules are met.

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

**Current**: Currency of assessment relates to the age of the evidence presented by students to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence must be from either the present or the very recent past.

**Sufficient**: Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly.

**Valid**: In general, validity is concerned with the appropriateness of the inferences, use and consequences that result from the assessment. In simple terms, it is concerned with the extent to which an assessment decision about a candidate (e.g. competent/not yet competent, a grade and/or a mark), based on the evidence of performance by the candidate, is justified. It requires determining conditions that weaken the truthfulness of the decision, exploring alternative explanations for good or poor performance.
performance, and feeding them back into the assessment process to reduce errors when making
inferences about competence.

7.11 Management Role in the Assessment Process

Management are to ensure that the following processes are carried out in accordance with all legislative
and regulatory requirements

- Establish a training and assessment strategy (PDAP) Program Development Assessment Plan
- Ensure appropriately qualified assessors are allocated to units
- Provide information on assessments to assessors
- Develop a strategy for review and retain master copies of assessment tools
- Develop a strategy to undertake industry consultation
- Develop a validation and moderation strategy and schedule
- Develop an RPL and credit transfer strategy
- Allocate RPL applications to appropriately qualified assessors

7.12 Trainer/Assessor Role in the Assessment Process

Trainers/assessors are to ensure that the following processes are carried out in accordance with all
legislative and regulatory requirements

- Determine the assessment process
- Develop assessment tools
- Participate in moderation and validation processes
- Deliver and assess assessment tasks
- Assess RPL applications (as required)
- Mark and grade assessments
- Record results
- Provide feedback to students

Students enrolled in courses at EIM Training are required to submit all assessments by the last day of course
delivery. Throughout the course delivery, students will be issued with assessments, and informed of the
expected due date for each assignment to be submitted.

7.13 Assessment Guidelines

It is the student’s responsibility to abide by the following:

a) You should submit assessment items by the due date, unless an extension has been granted. Breach
of the above will result in an unsuccessful result being recorded for that assessment item.

b) Extensions will only be granted due to personal illness, or for other extenuating circumstances.

c) Students must comply with the procedures for assessment item submission and collection.

All assessment activities for written assignments at EIMT should follow the styles as detailed in the following
guidelines:

All submitted pages must have the following information in the header:

- Unit Number
- Unit Name
- Student Name
• All pages must have a page number in the footer of the document. This will ensure that there are no missing documents from you submitted unit.

• All assessments must be on A4 paper and have a two centimetre margin.

• All assessments must be formatted in Century Gothic 10 point font.

• All the assessments within this Student Assessment Guide must be completed in accordance with the requirements as stipulated in each individual assessment.

Refer to Evidence required in each assessment and ensure you have all required documents and evidence completed and compiled in sequential order.

It is a requirement that all students submit the Third Party Report in the Student Assessment Guide. This means both RPL and actual completion of assessments. The Third Party Report is critical for determining your competency within your workplace and forms part of the holistic approach to assessment of your competency in this unit. It also verifies the workplace assessment with the supervisor.

**It is the student's responsibility to retain either a soft or hard copy of all their completed assessment materials. This is a preventive measure that assists in avoiding lost copies of assessments. EIM Training will not be accountable for any lost assessment material. Assessment material which is lost or misplaced will need to be re-submitted by the student upon request.**

If you have submitted your assessment item by the due date, and you do not satisfy the assessment criteria on your first attempt, your trainer/assessor will provide feedback and negotiate additional assessment or resubmission requirements. Two resubmission attempts will be granted for each assessment item. If you do not resubmit your assessment item by the due date, you will be given an unsatisfactory result for the assessment item. If you do resubmit the assessment item and it is again assessed as not competent, you will be given an unsatisfactory result for the assessment item. No resubmissions are permitted after the final result for the competency has been issued, unless agreed by the RTO.

All assessment tasks must be done honestly, without any form of cheating. To avoid plagiarism you must properly acknowledge all information sources.

To meet the Technology component, in the Employability Skills attached to each course, students are required to submit all assessments typewritten. Students must save their work to the hard drive, a CD or USB. To assist students who do not have access to a computer, computer facilities are available at EIM Training.

### 7.14 Recognition of Prior Learning and Credit Transfer (RPL and CT)

A qualified RPL/CT assessor measures specifically identified learning experiences gained through the different modes, against the specific skills/competencies outlined in the course Units of Competency.

Credit transfer is based on a decision to recognize the result of the same subject/unit acquired from study undertaken in another course or institution. Proof of original documentation must be provided.

A student may be exempt from undertaking time based formal study for all or part of a training program.

Advantages of the RPL/CT process are:

- Students can complete the study program sooner, or may have more time to spend on units of competency that have not been awarded recognition.
- Students do not need to repeat learning already gained.
- Students can be given formal recognition of knowledge gained through other experiences.
Applications for RPL/CT are made AFTER enrolment and after the appropriate RPL application form is completed. RPL assessment is undertaken AFTER the enrolment and application forms are completed and fees are paid. After the assessment is completed, students may be granted an exemption from undertaking particular Units of Competency included in a course of study.

Any enquiries regarding Recognition of Prior Learning or Credit Transfer should be directed to EIM Training Student Services where arrangements will be made for an initial RPL/CT interview. At this interview, the RPL/CT process will be explained and the potential applicant presented with an RPL/CT Application Form, and an RPL/CT Guide.

### 7.15 Language, Literacy and Numeracy

Some courses have a pre-requisite for a required level of language, literacy and numeracy skills. These skills will be assessed, free of charge, before students are accepted into the course during the pre-engagement phase.

Courses provided by EIM Training are delivered in English. It is essential that students have adequate literacy and numeracy skills to undertake a course of study.

The level of language, literacy and numeracy will relate to on-the-job requirements and course requirements. At enrolment, students are required to undertake a confidential Language, Literacy and Numeracy Assessment. Students identified as “at risk” will be interviewed and offered assistance where appropriate, or advice for alternative study that may more suitably match the skills of the student.

Please notify EIMT of any special assistance required in relation to literacy and numeracy. If additional charges apply, an applicant will be notified prior to the delivery of any special services required.

Each language, literacy and numeracy assessment is conducted with great care and sensitivity and the results will be kept strictly confidential.

### 7.16 Special Needs

Where students have a special training or assessment need that may relate to their culture, race or creed, gender or age, language, or any disability (ie learning, medical, neurological, physical, psychological, sensory or social), the student must indicate the “special need requirement” on the Enrolment Form in the space provided. Such information is communicated to the relevant personnel to assist in the design, development and implementation of the training and/or assessment program. In certain circumstances where program re-design may disadvantage others, the student who has identified the special need, may be referred to external services.

### 7.17 EIM Student Support Policy

The experienced staffs at EIM Training ensure students are provided with all relevant information to assist with students achieving their training outcomes. Practical support during courses is guaranteed with an emphasis on one-to-one training.

EIM Training staff can also provide advice about other courses and training pathways through various organisations. In the case of training for students with English as a second language, or with a disability EIM Training will source available support and specialised trainers to assist students.

### 7.18 Reasonable adjustment

In the event that students have difficulty understanding any of the assessment tasks due to language or other difficulties, your EIM trainer will negotiate with you to make reasonable adjustments in order to afford...
you every opportunity to achieve competency in the unit. Please let your trainer know if you have a personal concern regarding any of the following:

- English language, literacy and numeracy ability
- A physical impairment or disability
- An intellectual impairment or disability
- A medical condition that may impact on assessment, such as arthritis, epilepsy, diabetes and Asthma
- Learning difficulties
- A mental or psychological disability
- Cultural images and perceptions

7.19 Copyright

Students are encouraged to critically appraise information and show independent original thought and application. It is important that plagiarism and cheating is avoided as penalties apply to any person found to be cheating or copying another persons’ work without giving appropriate recognition.

You may only copy material in accordance with the Copyright Act 1968. For study and research purposes, students are allowed to copy:

a) One chapter or 10% of a book; or
b) One chapter, or 10% of the number of words of text materials in electronic form; or
c) One article per issue of a journal, magazine or newspaper – or more than one article if each article relates to the same subject matter.
d) Internet material, artist, dramatic, film, and musical works are also covered by copyright legislation.

When you are quoting another author in your work, a citation is used to ensure that that author is acknowledged appropriately. For example; if you are quoting from the text book “Management Strategies and Skills” by Judith Dwyer and Nicole Hopewood (published by McGraw Hill in 2010) the citation you include in your work might read: Dwyer and Hopewood (2010) “Management Strategies and Skills” – McGraw Hill

Bibliographies, and list-like compilations of references, are generally not considered citations because they do not fulfill the true spirit of the term: deliberate acknowledgement by other authors of the priority of one’s ideas.

A bibliographic citation is a reference to an article, web page, or other published item. Citations should supply sufficient detail to identify the item uniquely. For example when quoting a source from a magazine article or a website you would end the quote with a line showing where the information came from ie; (source: www.website name and page reference.com.au) or (source: Financial Review article “better times ahead” 12 June 2010 page 14).

Remember to reference carefully the copyright works you use in order to avoid plagiarism, which is considered academic misconduct.

You must comply with licenses for the use of intellectual property, including software. All software loaded on RTO computers or provided by the RTO is licensed and there is no permission to copy software unless permitted by licence.

7.20 Plagiarism and Cheating

Plagiarism is the act of copying or borrowing the work or ideas of another author without acknowledgement or to use the words written or ideas expressed by someone else as your own.
Plagiarism is part of the Copyright Act 1968 and may have punishable consequences by Law if an offence occurs.

Plagiarism, or copying and using another’s work without proper recognition, is not permitted, nor is it permissible for anyone to allow another person to copy their work for the purposes of assessment.

All work submitted by students for assessment purposes must be the independent work of the student. Where group work is required, the assessments must be the original work of the group.

Students who are writing essays or reports, must list their sources, such as books and journal articles, in a list of references appended to their work.

Plagiarism may take several forms. Any of the following, without full acknowledgement of the original source, constitutes plagiarism, ie.

- direct duplication, by copying (or allowing to be copied) another’s work, whether from a book, article, web site, another student’s assignment, or any other material or art form;
- paraphrasing of another’s work, with minor changes but with the essential meaning, form and/or progression of ideas is maintained;
- piecing together sections of the work of others into a new whole;
- producing assessments in conjunction with other people (eg. another student or friend) which should be your own independent work.

Where a student’s work is found by an assessor to be plagiarised, the following outcomes may apply:

- Require the student to undertake additional assessment in that subject;
- Plagiarised assessment work will be reported to the employer
- Reported to the Department of Education and Training
- Return a mark of Not Yet Satisfactory for the piece of assessment;
- Return a “Not Yet Competent” for the unit of competency;
- More than one of the above.

Students are required to sign a statement noted on the Assessment Cover Sheet for each assessment piece (prior to presentation) that indicates that the student named on the cover sheet, is the student enrolled in the course, and the authentic assessment applicant.

The signature also declares that he/she has read the Student Instructions pertaining to the assessment which includes acknowledging (by signature) that the assessment is authentic, and the student’s own original work. Furthermore, the signature indicates that the student is aware of the penalties that apply to students who have been found to be cheating.

Where a student is found to be cheating, the following outcomes may apply:

- The student may be required to undertake additional assessment in that Unit of Competency;
- Require the student to undertake additional assessment in that subject;
- Plagiarised assessment work will be reported to the employer
- Reported to the Department of Education and Training
- Return a mark of Not Yet Satisfactory for the piece of assessment;
- Return a “Not Yet Competent” for the unit of competency;
- More than one of the above.
7.21 Complaints and Appeals Procedure

EIM Training encourages feedback, which may be both positive and/or negative. EIM observes the principles of negotiation and mediation in dealing with any complaints or appeals. Complaints may relate to the curriculum, trainers, treatment of students by other students, assessment or other matters relating to the delivery and assessment services offered by EIM.

Complaints are treated seriously and sensitively, having due regard to procedural fairness, confidentiality and privacy. Requirements relating to confidentiality and privacy extend to the use and storage of any information and records related to a complaint.

Complaints are handled quickly and as close as possible to their source. This may be modified by the nature of the complaint and the student’s wishes. Students are to raise concerns as early as possible after the incident/s occurred.

Wherever possible, complaints are to be resolved by a process of discussion, cooperation and conciliation. The aim is to reach an acceptable outcome that minimizes potential detriment to ongoing relationships.

Both the person raising the complaint (the complainant) and the person against whom the complaint is being made (the respondent) will receive appropriate information, support and assistance in resolving the complaint. Parties may bring a support person to any interview.

To register a complaint or lodge an appeal, it is recommended to note the following process:

a) In the first instance, an attempt should be made to raise the issue with the trainer where possible.
b) If a meeting with the trainer is inappropriate, make an appointment with the General Manager or Training Manager.
c) The complaint or appeal is registered in writing on the relevant form supplied by EIM Administration.
d) Upon receipt of the Complaint or Appeal Form, the Managing Director or Training Manager will arrange for an independent mediator to be involved in any communication transactions relating to the matter.
e) EIM aims to execute a complaint or appeal procedure fairly and equitable, and within 10 working days of receipt of the complaint.
f) If the final outcome is still disputed the complainant or appellant is encouraged to discuss the issue with the Training Manager or senior management. For outcomes that are further disputed, it may be necessary to contact the relevant government department relating to the type of program being undertaken.
   • Fee for Service – Australia Skills Quality Authority (ASQA)
   • Australian Apprenticeships Training Service - 1800 338 022

7.22 Assessment Appeals

Students have the right to appeal an assessment decision made by an EIM trainer under the following circumstances:

• If the student believes that the assessment outcome was invalid or unfair, and/or
• If the student believes that the assessment process was invalid, inappropriate or unfair.

All students are encouraged to discuss their concerns with their trainer before engaging the official appeals process. Where a student is dissatisfied with an assessment decision they must first request a
re-evaluation of the assessment. If the student remains dissatisfied with the outcome of the re-evaluation process, they have a right to appeal to EIMT General Manager. EIM Training must provide students with the information and steps required for an official assessment appeal.

**EIM Training will:**

a) provide a fair and equitable process for dealing with appeals regarding assessment.

b) exercise a mediation procedure and/or conflict mediator wherever necessary.

c) ensure that students are informed of the appropriate legal body to seek further assistance if unsatisfied with the outcome, or should the issue be unresolved.

**The student’s notice of appeal should address the following:**

a) It should be in writing addressed to the EIM Training Manger for referral to the General Manager

b) It must be submitted within seven days (7) of notification of the outcome of the re-evaluation process.

c) If the appeal is not lodged in the specified time, the result will stand.

d) Before the end of the period allotted for submitting your notice of appeal you may apply in writing to the Training Manager for an extension of time due to difficult circumstances (i.e. because of serious illness or injury).

e) The student will be required to supply evidence supporting the request (i.e. a medical certificate).

**The General Manager will:**

Consider the student's notice of appeal, the decision in question and all other relevant material or information including information supplied by relevant EIMT staff.

**7.23 Misconduct**

Student misconduct includes both academic misconduct and behavioural misconduct.

**7.24 Behavioural Misconduct**

Behavioural misconduct is broadly defined as actions that breach the Code of conductor or EIM Training policies. This includes but is not limited to:

a) Breaches of commonwealth or state law which impinge on EIM Training operations.

b) Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the RTO.

c) Refusing or failing to identify yourself truthfully.

d) Any act or failure to act that endangers the safety or health of any other person.

e) Actions that impair any person’s participation in a legitimate RTO activity or, by act or omission disrupts the peace or good order of the RTO, vocational placement site, or any organisation associated with the business of the RTO.

f) Acting in a way that causes students or staff or other persons within the RTO to fear for
their personal safety.
g) Acting in a way that causes damage to EIM TRAINING property.
h) Acting in a way that is detrimental to the conduct of an educational activity.

7.25 Immediate Consequences of Misconduct

Where State or Commonwealth laws appear to have been breached the matter may be referred to the police or other appropriate authority.

If a trainer or program coordinator believes a student is involved in academic misconduct during assessment:

a) The student will be instantly informed of such but if the student is in the process of an assessment item they will be allowed to finish;
b) The trainer or program coordinator will prepare a written report on the alleged academic misconduct and attach the report to the assessment item; and
c) The matter will be referred to the Training Manager for appropriate action, as outlined in the Formal Disciplinary Process (refer 17.5).

Any member of the EIM Training staff or any senior manager member may, in respect to any misconduct committed by a student in a class, laboratory, library, facility, workshop or premises under their management or control, can immediately suspend the student from attendance at such class or from use of such laboratory, library, facility or premises for a period not exceeding 24 hours in the first instance.

If a suspension action is taken, that staff member shall advise the Training Manager or General Manager immediately.

Serious misconduct or repeated instances of misconduct, may incur a longer period of suspension.

If a student is an apprentice or trainee, any disciplinary action or recommendations will be made with due regard to the provisions of the Vocational Education, Training and Employment Act 2000.

If a student is under 18 years of age, the parent/guardian may be notified, unless they’re an independent person, or estranged from your parent/guardian.

7.26 Attendance of Parent/Guardian at Interviews of Students Under 18 Years of Age

In the event of serious or repeated misconduct which may lead to suspension or exclusion, the parent/guardian may be notified and invited to attend any subsequent interviews in the disciplinary and appeal process.

Any student of EIM Training may invite their parents or guardian to interviews during a disciplinary and appeal process. The disciplinary and appeal process will continue whether or not a parent/guardian chooses to attend the interview/s.

7.27 Formal Disciplinary Process

Following receipt of advice of an act of misconduct, the EIMT Training Manager or General Manager will, if possible, speak to the student directly about the matter seeking all version and accounts of the events.

The Training Manager may decide to suspend the students enrolment until the issue of the
alleged misconduct is resolved. The student will be advised orally of such a decision and the Training Manager will provide a notice of suspension within 7 days. While suspended students are not permitted to enter any part of EIM Training campus without the written consent of the Training Manager.

If the Training Manager is of the view that on the balance of probabilities the student has engaged in misconduct the training Manager will provide you with a written notification, detailing:

- Nature of the allegation;
- Decision as to whether there has been misconduct;
- Date of the decision;
- Materials considered;
- Findings of fact;
- Reasons for decision; and
- Appeal rights.

The student’s responsibilities upon receiving written notification are:

a) They have five (5) working days to make a written submission regarding the preliminary view notice.
b) Within five (5) days after receiving their submission, but no later than 10 days after they have been afforded the opportunity to make a submission, the Training Manager must make a decision and notify the student of their decision.
c) The decision must be based on the material set out in the written notification and upon the student’s submission.
d) Immediately after reaching their decision, communicate the decision to the student in writing.
e) A written notification must comply with the requirements for a statement of reasons in the Judicial Review Act 1991 (i.e. set out the decision and date, authority for the decision, name of decision makers, evidence considered, findings of fact, reasons for decision).

The following penalties may be applied if a student is found to have engaged in misconduct:

a) In the case of misconduct related to assessment, the student may fail the assessment or be marked as Not Yet Competent for the competency (a supplementary assessment may be provided at the discretion of EIM Training).
b) Attach a reprimand to the student’s file and warn them against repetition of the misconduct.
c) Suspend the student from the RTO and from attending classes or receiving workplace visits for a period not exceeding 30 days which shall include any period of suspension already served.
d) Suspend the student’s access to all or some facilities and/or services, including library borrowing and computer access rights.
e) Exclude you from the RTO for a period or permanently cancel the enrolment

Note 1: If a student requires assistance in undertaking any part of the formal disciplinary process because of language or literacy barriers, disability, or any other issue the student may request that EIMT provides appropriate support.

Note 2: Where a student has been found guilty of misconduct, information relevant to the case may be shared with other EIM Training Campuses.

7.28 Misconduct Appeals

If a student has been found guilty of misconduct, they may appeal the decision or the decision process in writing to the C.E.O (or delegate) of the Department responsible for administering the VETE...
An appeal must be in writing and fully set out the grounds of appeal. In determining the appeal the C.E.O must:

a) Make a decision within 20 days of receiving the application to appeal.

b) Consider the appellant’s submission, all material before the Training Manager, and any further material considered relevant.

c) The CEO must decide to confirm, vary or set aside the misconduct decision.

d) Upon making a decision the CEO must advise the appellant of the decision as soon as is practicable and must send a decision notice within 7 days of making the decision.

e) A decision notice must comply with the requirements for a statement of reasons in the Judicial Review Act 1991 (i.e. set out the decision and date, authority for the decision, name of decision makers, evidence considered, findings of fact, reasons for decision).

f) The decision of the CEO is final.

8.0 QUALIFICATION AWARDS

8.1 Qualifications and Statements of Attainment

Students will be able to receive a qualification award if they have met all academic requirements for the qualification and have been confirmed as eligible to receive a qualification award by EIM Training. If you are not sure if you are eligible to receive a qualification award, please contact student services.

EIM Training will issue Certificates or Statements of Attainment dependent upon the student’s status and progress in their qualification. The following will be presented to the student:

a) A Statement of Attainment – will be presented on those who have successfully completed Units of Competency within a full course. This recognition may be issued if a student, for example, decides not to continue to complete the training program. A statement of attainment will be sent out within (21) days of the notification.

b) A Qualification (Award) – will be issued to all students who successfully complete ALL Units of Competency contained within a nationally accredited qualification with EIM Training. Certificates will be issued (21) days after completing all the units of the course.

c) All qualifications issued by EIM Training will contain the nationally recognised training logo. This represents nationally recognised qualifications, meaning that any other RTO will be required to recognise the qualification anywhere in Australia.

d) All qualifications issued will state the Australian Qualifications Framework (AQF) level of the qualification along with the date of successful completion.

All qualifications will be issued only when full payment for the course of study has been made. If a student fails to pay any debt owed to EIM Training the qualification award will be stamped for outstanding fees, and you will not be able to attend a graduation ceremony.

8.2 Cancellation of an Award or Statement of Attainment

EIM Training may cancel your award if it was issued in error or it was found that the award was based on false or misleading representations.

If the RTO cancels your award, you will be advised in writing.

You must return the cancelled award to the RTO within 21 days of receiving written notice from the...
RTO or it will be reported to the appropriate government authority.

EIM Training has a complaints and appeals process in place for the cancellation of an award or Statement of Attainment. You have the right to appeal this decision via EIM Training.

**Note:** Information concerning cancellation of a qualification or Statement of Attainment may be disclosed to other government departments including ASQA and Department of Education and Training.

### 8.3 Replacement of an Award or Statement Of Attainment

If an award is damaged or lost a student may apply to EIM Training for a replacement. Other circumstances that might necessitate the re-issuing of an award are the award not being received in the mail, change of name, or the award being stamped for outstanding fees.

- Where a student is applying for a replacement award due to a name change, a certified photocopy of the relevant supporting documentation must be supplied. A $35 fee will be applied.
- It is the student’s responsibility to inform EIM Training administration of any change of address. Should an Award be issued to an outstanding address, because there has been no notification of a change of address, then the student will pay $35.00 administration charge for the issue of a second Certificate.

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**Please complete the following page below and submit a copy to EIM Student Services!**
**Student Sign Off Sheet**

**Disclaimer:** I acknowledge and understand that by enrolling into a course at EIM Training, I am provided with current industry information which includes the standards of competency applicable to the course of study and the Australian Qualifications Framework. I recognise that it is my responsibility to continue with my own professional development once I have completed the course, and take responsibility for personal continuous improvement in my chosen profession.

I understand that I do not hold EIM Training responsible for any actions of mine that may cause harm, injury or death to any persons or property either through neglect, misdemeanor or misinformation after completion of the training program.

I certify that I have understood the following statements and accept the conditions noted.

<table>
<thead>
<tr>
<th>Statement</th>
<th>(√) Tick the box adjacent to the statement if approval is acknowledged</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. A representative of EIM has explained the contents of this handbook to me, clarified any questions/queries I have.</td>
<td></td>
</tr>
<tr>
<td>2. I agree to the use of my feedback or photo for marketing purposes at EIM T.</td>
<td></td>
</tr>
<tr>
<td>3. I approve the use of enrolment information for compulsory AVETMISS reporting.</td>
<td></td>
</tr>
<tr>
<td>4. I understand and accept my student responsibilities outlined in the Student Information Handbook during my period of training.</td>
<td></td>
</tr>
<tr>
<td>5. I agree to adhere to EIM’s Code of Conduct and Code of practice during my period of enrolment and training with EIMT.</td>
<td></td>
</tr>
<tr>
<td>6. I understand that it is my responsibility to be familiar with the contents of this Student Information Handbook and to ask questions on any matters I don’t understand.</td>
<td></td>
</tr>
</tbody>
</table>

I understand that EIM will retain this form as evidence of receipt and understanding of the Student Information Handbook, in my personal file. *(It is recommended that students keep a copy of this form.)*

STUDENT NAME: ____________________________________________

STUDENT SIGNATURE: ______________________________________

DATE: ____________________________________________

STUDENT’S EMPLOYER: ______________________________________

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**Warning – Uncontrolled when printed! The current version of this document is kept on EIM Intranet.**

Authorised by: GM  Review Date: 01/07/13
Maintained by: STPC  Current Version: 01/02/13
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