

EIM TRAINING

Student Handbook



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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.

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, assessors and administration staff are responsive and quality focused. We promote a nurturing learning environment, quality training facilities, and professional industry-current trainers and assessors.

Following successful completion of all assessment requirements for the units of study, students will be issued the appropriate nationally recognised qualification which will assist you in achieving your career goals.

Please read the information contained within this handbook and familiarise yourself with the information that effects your participation in training with EIM Training. This handbook can be found on our website and your Cloud Assess account (via your Application Form).

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

1.0 Introduction

EIM Training is dedicated to providing a quality of training to meet the personal and career objectives of participants. Our Trainer/assessors are industry experienced professionals committed to remaining up to date with industry skills and knowledge to provide flexible classroom and workplace relevant training.

This student handbook has been designed to ensure that students are aware of their rights and responsibilities while studying with EIM Training, 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 these requirements. All students are encouraged to familiarise themselves with the rules upon admission and enrolment to an EIM Training facility.

1.1 Our Commitment

To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ sufficient suitably qualified and experienced trainers/assessors, secure suitable facilities and ensure sufficient opportunities for learning in appropriate environments, with suitable resources and assessment that is fair and flexible.

Should EIM Training cancel training before it commences, you will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit you, all fees paid by you will be refunded in full within 60 days of the training being cancelled and refund form being submitted.

Once training has commenced; in the unlikely event that EIM Training is unable to deliver the training, you will be offered the option to enrol with another RTO and EIM Training will assist in both finding a suitable RTO and the transition to the RTO. Any fees paid in advance held by the RTO and not attributed to training completed will be refunded and a statement of attainment issued for any units successfully completed.

2.0 Enrolment and Commencement

2.1 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.

2.2 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 subsidy contract 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 contract.
- Meeting training package/program prerequisite requirements.
- Meeting licensing and regulatory requirements.
- Meeting any age, health and safety or language requirements.

Any students not meeting 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.

Unique Student Identifier

Every participant, new or continuing is required to supply EIM with their Unique Student Identifier (USI) as of 1st January 2015. The USI is required at the time of enrolment. We are unable to accept enrolments without this number or notification of an exemption.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database, allowing you easy access to your records.

In the event that you are unable or unwilling to get a USI please visit the following website for further information on what to do to be able to participate in training.

For more information on how to to apply for your USI go to:
<https://www.usi.gov.au/students/how-do-i-create-usi>

2.3 Enrolment Fees and Charges

EIM Training offers courses in both government-subsidised and full fee for service paying courses. Fees are dependent upon the program of study. All fees are available on the EIM website and can be provided via email after speaking to an admissions staff member. Once you have chosen a program of study, the admissions 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.

EIM Training accepts several methods of Payment:

- Direct Deposit
- Credit Card
- Payment Plans

For Government subsidised 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 assessments
- Continue to study
- Enrol into further study with the RTO
- Receive your results of assessment and qualification
- Attend the RTO graduation ceremony
- Apply for payment plans
- Access the RTO's educational computer network
- Have trainer/assessor 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 all programs:
www.eim.edu.au

2.4 Payment Policy

- The enrolment fee must be paid in full at least seven (7) days in advance of course commencement. This non-refundable enrolment fee secures a place in the course
- The remaining fees can be paid progressively over the duration of the course. Please contact EIM Training to make arrangements for entering into a Payment Plan.
- The EIM Training Payment Plan details the progressive payment amounts to be made through the automatic debiting process
- Should cancellation of fee payments occur by the bank due to you having insufficient funds you must make sure that all overdue payments are made in full and instalments must continue on time. **Please note, most banks charge their customers a fee when insufficient funds are available to cover automatic debits**
- All course fees must be paid in full before the 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

2.5 Refund Policy

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 will not be refunded in the event that you withdraw from the course.

- If a student cancels their enrolment before commencement, EIM will refund all course fees paid in advance minus the enrolment fee and cancellation fee
- Cancellations after the course commences:
 - a. Where a student cancels from a course after one (1) month of the agreement date, you will be liable to pay the course fee to EIM Training in full and no refunds of fees will be given. (This clause excludes students enrolled in a course attached to a Government subsidy program)
 - b. Where a student cancels from a course after commencement but within one (1) month 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
 - c. Where a student is enrolled in a course with EIM Training through a Government subsidy program and 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
 - The pro rata charge will be calculated by dividing the total cost of the course by the number of units. No refund is payable in the event that a student stays enrolled and does not progress

For students enrolled under Government subsidy programs please refer to individual schedules of fees and charges available at www.eim.edu.au for further information regarding refunds.

Application for Refunds:

- Applications will be processed within 14 days of being received to which the applicant will receive written response as to the outcome of the application
- If the application is approved and a refund of fees is required the payment will be processed within 60 days to the nominated account

2.6 Credit Transfer and Recognition of Prior Learning

2.6.1 Credit Transfer

You may be eligible for a Credit Transfer if you have previously undertaken training through a Registered Training Organisation. Credit Transfer may be granted for one or more units or a full Certificate level. Three (3) major factors need to be considered:

1. How current the Qualification/Statement of Attainment is
2. Mapping to the current training
3. If the training was undertaken with a Registered Training Organisation

If you think you may be eligible for a Credit Transfer you will need to provide one or more of the following:

- The original Statement of Attainment and/or Certificate for your Trainer/assessor to sight
- A copy of the Statement of Attainment and/or Certificate
- Or a certified copy of your signed Statement of Attainment and/or Certificate by a Justice of the Peace (JP)

2.6.2 Recognition of Prior Learning (RPL)

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

You may be eligible for RPL for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your trainer/assessor.

2.7 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 at the time of 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 EIM Training 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.

2.8 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 (i.e. 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 course. In certain circumstances where course re-design may disadvantage others, the student who has identified the special need, may be referred to external services.

2.9 Induction and Orientation

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

- Understands the information contained in this 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
- Has the necessary course materials and understands the timetables and schedules

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 Vocational Placement Booklet
5. Submit assessments on time, as per the training plan. This is critical to the student's successful completion of the course and assessments **MUST** therefore be submitted in on time
6. Online students will receive contacts and a recommended training schedule

2.10 Training Plans (2019-2020 Annual VET Investment Plan Students)

This document, designed in consultation with the student and an employer where required, records all the information regarding the training 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
- The time frame each unit is expected to be completed in (one unit per month)
- 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, student and trainer/assessor, while the original is stored in the personal file of the student. Training plans are issued within seven days of enrolment.

2.11 Vocational Place Log Book

EIM Training must provide the appropriate vocational placement log book to the students undertaking vocational placement. It is to be kept for the duration of the qualification.

The vocational placement log book provides evidence that all competencies required for the chosen qualification have been achieved. EIM Training will issue the Log book (training record).

The vocational placement log book is kept in booklet form. It is the responsibility of the student and it must be presented when requested by the trainer/assessor. The vocational placement log book must be kept up to date by EIM Training staff and/or the trainer/assessor, and signatures provided by the student and supervisor where required.

2.12 Student Learning Responsibility

All students, whether they are undertaking an Apprenticeship or Traineeship, studying in a classroom or online, are expected to take responsibility for their learning, undertaking vocational placement and work based learning (where relevant) and completion of assessments by the due date.

2.13 Behavioural Misconduct

Behavioural misconduct is broadly defined as actions that breach the Code of Conduct 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.

2.14 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 an EIM employee or contractor believes a student is involved in academic misconduct during assessment:

1. 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.
2. The trainer/assessor will prepare a written report on the alleged academic misconduct and attach the report to the assessment item.
3. The matter will be referred to the General Manager for appropriate action, as outlined in the Formal Disciplinary Process.

Any member of the EIM Training, training staff or any senior manager may, in respect to any misconduct committed by a student in a class, 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 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.

2.15 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.

2.16 Formal Disciplinary Process

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

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

If the General Manager is of the view that on the balance of probabilities the student has engaged in misconduct the General 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.
- 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 General 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 EIM Training 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.

2.17 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 Vocational Employment Training and Employment Act 2000.

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 General 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 seven 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.

2.18 Electronic Devices on Campus

- Use of electronic devices (e.g. mobile phones) is not permitted in classrooms unless part of the training requirements.
- In addition, electronic devices must not be used in a manner that contravenes the misconduct and appropriate use of computing and electronic provisions outlined in this document.

2.19 Food and Beverages on Campus

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.

2.20 Student Internet Usage on Campus

All students who have access to the internet (and in some cases, campus laptops/computers) for use in their studies need to be aware that this access is a privilege and violation of the Student Internet Usage Policy could result in disciplinary and/or legal action which may include expulsion.

Responsible use includes:

- Internet access is only intended for study-related activities.
- Personal internet use must be limited to sending and receiving emails.
- Access for study and research related to current training.

- All internet data that is composed, transmitted and/or received by EIM's computer system is considered to belong to EIM and is recognised as part of the RTO's official data. It is therefore subject to disclosure for legal reasons or to other appropriate third parties.
- Equipment, services and technology are the property of EIM and the company reserves the right to monitor usage.
- Emails sent and received are not to contain content which could be considered offensive.
- All sites and downloads may be monitored and/or blocked by EIM if deemed to be harmful and/or not productive to study.

Unacceptable use includes but is not limited to:

- Access to YouTube or similar sites.
- Downloading and installation of software such as instant messaging technology is strictly prohibited.
- Access to sites that contain obscene, hateful, pornographic, unlawful, violent or otherwise illegal material.
- Sending or posting discriminatory, harassing or threatening messages or images on the internet or via the email service.
- Using computers to perpetrate any form of fraud and/or software, film or music piracy.
- Stealing, using or disclosing someone's password without authorisation.
- Breaches in copyright or acts of plagiarism.
- Hacking into unauthorised websites.
- Downloading, copying or pirating software and electronic files.
- Sending or posting information that is defamatory.
- Introducing malicious software onto the company network and/or jeopardizing the security of the company's electronic communication system.
- Sending or posting chain letters, solicitation or advertisements not related to study.
- Passing off personal views as representing EIM or its staff.

2.21 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 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 e.g., name, address and date of birth before access will be granted. Access will be granted upon completion of a written request submitted to the General Manager.
- EIM Training honours its responsibility as an RTO to provide student information to federal government AVETMISS reporting systems.

2.22 Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to Participants, ASQA conducts regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA may contact past and present training Participants to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of Participants and industry.

Upon request EIM Training is required to supply the following information to ASQA:

- Contact details, including:
 - Address
 - Telephone numbers
 - Email address

For audit purposes and in the event of a complaint or appeal, ASQA may request to view your files. The purpose of this is to ensure compliance with regulations and standards.

2.23 Student Rights

EIM Training 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 Training 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 EIM Training 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 Training Code of Conduct, disciplinary or counselling procedures will apply. Concerned parties have the right to request a third party witness during these processes. Documented records of these sessions will be kept.

2.24 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 affects a student's behaviour 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/assessor, 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 Face book, 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.
- 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 EIM Training will not tolerate inappropriate behaviour.

2.25 Drugs, Alcohol, Weapons and Smoking

2.25.1 Alcohol on EIM Training 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 Training learning environment premises or work experience placement.
- Trading, dealing or transferring alcohol on any EIM Training learning environment premises is absolutely prohibited.

2.25.2 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.

2.25.3 Weapons on the RTO Premises

You are not to bring knives or other weapons on to EIM Training 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.

2.25.4 Smoking

The Tobacco and Other Smoking Products Act 1998 and its Amendment Act 2016 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.

- 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.**

2.26 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 wearing nose, eyebrow and lip piercings whilst in Child Care vocational placement for Occupational Health and Safety reasons.
- 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 staff member to leave the campus and return when they are suitably dressed and presented.

2.27 Sexual and Personal Harassment Policy

It is the policy of EIM Training 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.

2.28 Equal Opportunity and Anti-Discrimination Policy

EIM Training students can be enrolled into any program regardless of sex, race, colour, national origin, age, religion, physical or mental impairment. EIM Training shall not show favouritism or grant special favours to any student.

2.29 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.

2.30 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.

2.31 Workplace Health and Safety

EIM Training 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 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 workplace 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 staff or employer during work experience or vocational placement.
- e. To not wilfully or recklessly interfere with or misuse anything provided for workplace health and safety at EIM Training or workplace.
- f. To not wilfully place at risk the workplace health and safety of any person at the EIM Training or workplace.
- g. To not wilfully 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/assessor, or EIM Training student services and are as follows:

Accident/Incident/Hazard Report Form –

Any workplace accident involving yourself must be reported to your trainer/assessor 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/assessor 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.

2.32 Counselling

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 Counsellor who may provide advocacy, career guidance counselling, personal counselling, stress management and study skills.
- b. A trainer/assessor who monitors the student's academic progress and tuition or support as appropriate.
- c. Other qualified persons may be recommended by EIM Training 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 training manager.

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

3.0 Attendance and Cancellation

3.1 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:

- If your absence is for medical reasons you may be required to provide a medical certificate.

If you are an apprentice, trainee or attending as part of the compulsory participation phase of program and are absent from the training, you are required to:

- a. Contact your trainer/assessor or student services and advise them of your inability to attend.
- b. Provide a medical certificate if the absence is due to sickness for any period of more than three days.
- c. EIM Training is required to notify your employer or school of any absence from class.

If you are receiving disability support services such as sign language interpreting, you must advise student support services of any planned absence, and provide at least 48 hours' notice so that your interpreter/tutor can be advised.

3.2 Withdrawal

If you wish to withdraw from a unit of competency or course, you must apply using the Course Cancellation Form. To cancel your course there is a cancellation fee refer to the Schedule of current Administration Fees, available on the EIM Training website, please be aware that the Statement of Attainment will not be issued until this fee is paid. The cancellation fee does not apply to students under a traineeship.

If you have enrolled in a government subsidised competency or course, and suffer an illness or injury preventing you from completing the competency or course you can apply for an extension under exceptional circumstances. For information on refunds when withdrawing

from a course please read the code of practice or the Fees, Charges and Refunds Policy on the website.

3.3 Course Transfer within EIM Training

If you wish to cancel your enrolment in a course and enrol in another course at EIM Training, you must apply using the Change of Enrolment form.

Requests to transfer to another qualification can only be made within three months of commencement of the original course. Requests will be responded to within 14 days of submitting the Change of Enrolment form.

EIM Training reserves the right to refuse a Program/Course Transfer Request. If your request is successful you will be required to pay a Transfer Fee as outlined in the Schedule of Administrative Fees. If the new course is of greater value than your current course, you will need to pay the additional Course Fees to the value of the new course. If the new course is of lesser value than the current course, then you will need to continue to pay your current course fee. Only one Program/Course Transfer is permitted per enrolment. Please note that course fees will not be refunded as a result of a Course Transfer.

3.4 Transferring a course to another RTO

If a student wishes to transfer their enrolment in a course to another RTO they must complete the EIM Training Course Cancellation Form. The student must cancel the enrolment with EIM Training before transferring. EIM Training 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 EIM Training Course Cancellation 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 Employment, Small Business and Training (DESBT) by the student or employer.
- Please refer to the Fees and Refund Policy for any refunds and transfer fees.

3.5 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 enrolment letter is sent to the student which details the commencement date, course duration and expected completion dates (please note that dates may change with little or no notice).

At times during a student's study, they may have difficulty in attending classes and/or completing assignments. 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/assessor 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 a 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.

EIM Training 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.
- b. Further and continuing enrolment in any course offered by the EIM Training may be refused outright and this will be recorded on your student enrolment.

3.6 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.

3.7 Course Extensions

Requests for extension/s for assessments are at the discretion of EIM Training and will not extend past the completion date of the program, unless approval is granted by the Group General Manager.

Course Extensions are subject to availability and EIM Training reserves the right to refuse a 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 course 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 six months will be granted.

3.8 Deferment

Requests for deferment are to be made completing the Student Deferral/Suspension request form. EIM Training reserves the right to refuse a course deferral request. Your program can only be deferred for a maximum period of six 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 Course Application Form. Requests will be responded to within 14 days of submitting this form.

4.0 Assessment

4.1 Assessment Guidelines

Assessments undertaken may include:

- Written/oral Assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Development of a portfolio
- Work samples
- Third party reports

Competency based assessment does not use a marking scale, rather you are deemed "competent" or "not yet competent".

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.

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.

4.2 Results and Access to Participant Records

4.2.1 Access to Participant Records

You may wish to access your records to check on work completed, progress or for other reasons. Other parties will not be permitted to access your files without written consent from you.

4.2.2 Results

You will receive your assessment feedback and result within ten (10) working days of submission.

4.3 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 fulfil 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.

4.4 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, i.e.

- 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 (e.g. 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 Employment, Small Business 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 Unit 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.

5.0 Complaints and Appeals

EIM Training/EIM International are committed to responding to the needs of Students and providing the service expected by Students. In the event that Students are not happy with any aspect of the service received, EIM Training/EIM International takes the opportunity to address the issue. Students are encouraged to contact EIM Training/EIM International with any concern or cause for dissatisfaction (complaints) or if they disagree with an assessment result, disciplinary action, progression or financial decision made by EIM Training/EIM International they have been issued (an appeal).

The complaints and appeals process is made publicly available via the RTO's website.

5.1 Complaints Procedure

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Students, Staff and Contractors.

There are various grounds for lodging a complaint. These include but are not limited to:

- Enrolment.
- Training delivery.
- Training and/or assessment, including Recognition of Prior Learning (RPL).
- Any other activities associated with the delivery of training and assessment services.
- Issues such as discrimination, sexual harassment, student amenities, etc.

The procedure for lodging a complaint is as follows:

First instance: If a situation arises, Students are encouraged to speak immediately with their Trainer. If the Student is not comfortable addressing the issue with the Trainer they are encouraged to contact Student Services.

Second instance: If the issue is not resolved after consultation with the Trainer and/or Student Services, the Student is encouraged to lodge a complaint form. This form will be addressed with the student by the General Manager within 5 days.

Third instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel. Outcomes of complaints are provided to the Student in writing within 5 working days of the decision.

Fourth instance: If the Student is not satisfied with the outcome of this procedure they should be advised of their right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at: <http://www.asqa.gov.au/complaints/complaints-about-training-providers>

All complaints, irrespective of the outcome must be recorded in the Complaints Register detailing:

- Date of complaint.
- Student name.

- Complaint details.
- Complaint outcome.
- Outcome date.

If at any point throughout the complaint it is anticipated that the process will take longer than 60 days, the person submitting the complaint is advised of the delay and the reason for the delay.

The Complaints Register is managed and maintained by Student Services, complaints must be updated within the register as soon as is possible, no later than 2 working days after the complaint is received. The outcome of the complaint is recorded in the Complaint Register as soon as possible, no later than two (2) working days after the outcome determined.

The Complaints Register is saved electronically in the RTO's internal management system.

A review of the complaint is undertaken and actions implemented to reduce the likelihood of the same complaint being reported in the future.

5.2 Assessment Appeals

Appeals are the expression of the dissatisfaction of a result of an initial complaint response. This occurs when the complaint has been lodged and responded to as per the complaints and appeals process.

There are various grounds for lodging an appeal. These include, but are not limited to:

- Not being fully informed of the assessment process.
- Student's needs not taken into consideration.
- Alleged bias of the Trainer/Assessor.
- Faulty or inappropriate equipment or facilities on campus.
- Progression warning process.
- Refund request and late payment warnings.

The appeals process is as follows:

Step 1:

The Student appealing against a complaint outcome lodges an appeal within 20 days of receipt of complaint outcome. This form will be sent to the General Manager and CEO.

Step 2:

The General Manager and CEO will review the appeal within 5 days of it being submitted. The General Manager and CEO will then address the appeal in writing to the student.

Step 3:

If the Student is not satisfied with the outcome of this procedure they are advised of their right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at: <http://www.asqa.gov.au/complaints/complaints-about-training-providers>

If at any point throughout the appeal it is anticipated that the process will take longer than 60 days the person appellant is advised of the delay and the reason for the delay.

6.0 Qualifications

6.1 Issuance of Certificates and Statements of Attainment

On successful completion of all of the assessment requirements for a Certificate or Unit of Competency, EIM Training will issue the award achieved within thirty (30) calendar days.

6.2 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 thirty (30) calendar days of receiving written notice from the RTO or it will be reported to the appropriate government authority.

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.

6.3 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 fee will be applied. Refer to current Schedule of Administration Fees on the EIM website.
- 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 a fee will be applied. Refer to current Schedule of Administration Fees on the EIM website.

7.0 Relevant legislation to be complied with:

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit:

<https://www.legislation.gov.au/details/C2021C00147>

Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, visit:

<https://www.legislation.gov.au/details/2021C00044>

Further Education and Training Act 2014

An act to streamline the regulation of apprenticeships and traineeships and to establish a robust and modern legislative framework for training.

<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2014-025>

Industrial Relations Act 2016

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2016-063>

Information Privacy Act 2009

The Information Privacy Act 2009 makes provisions for the fair collection and handling of personal information in the public sector, as well as providing a right of access to, and amendment of, personal information under the government's possession.

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2009-014>

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit:

<https://www.legislation.gov.au/details/C2021C00130>

Privacy Act 1988

The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit:

<https://www.legislation.qld.gov.au/details/C2021C00139>

Queensland Anti-Discrimination Act 1991

The objective of equal opportunity and anti-discrimination legislation is to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information visit:

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-1991-085>

VET Quality Framework

A set of standards and conditions used by ASQA to assess whether a registered training organisation meets the requirements for registration.

<https://www.asqa.gov.au/about/asqa/key-legislation/vet-quality-framework>

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant – this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2011-018>

Working with Children (Risk Management and Screening) Act 2000

An act to establish a scheme requiring the development and implementation of risk management strategies and the screening of persons employed in particular employment or carrying on particular business to promote and protect the rights, interests and wellbeing of children in Queensland.

<https://www.legislation.qld.gov.au/view/pdf/inforce/current/act-2000-060>

Blue Card

To work or volunteer with children in Queensland, or run a child-related business, a Blue Card is required. This is part of the screening process.

<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/blue-card-services>