



EIM TRAINING

Student Handbook



EIM Training Domestic Student Handbook

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1.0 Welcome to EIM Training - Introduction

Your Pathway to Success Starts Here

At EIM Training, we are committed to providing high-quality vocational education and training (VET) that meets industry standards and prepares you for success in your chosen field. Our training programs are designed to equip you with the skills, knowledge, and confidence needed to excel in your career.

This Student Handbook outlines essential information about your training journey with us, including your rights, responsibilities, and the support services available to you. As a Registered Training Organisation (RTO), we are regulated by the Australian Skills Quality Authority (ASQA) and operate in accordance with the Standards for RTOs 2015, ensuring that our courses meet nationally recognised qualifications and uphold the highest training standards.

Our Vision, Mission and Values

- ✓ **VISION:** We aim to be the number one private RTO in Queensland delivering quality education in the skill shortage sector.
- ✓ **MISSION:** Through the collaboration of passionate people we will achieve and exceed our customers' expectations.
- ✓ **VALUES:** Passionate, Customer Service, On Purpose, Collaboration and Respect

What You Can Expect from Us

At EIM Training, we are dedicated to:

- ✓ Delivering high-quality, industry-relevant training that aligns with current workforce needs.
- ✓ Providing flexible learning options to suit your individual needs and circumstances.
- ✓ Supporting you with access to trainers, assessors, and student support services throughout your learning journey.
- ✓ Ensuring a safe, inclusive, and respectful learning environment for all students.
- ✓ Complying with the ASQA standards, including transparent policies on assessment, fees, complaints, and student support.

Your Commitment as a Student

As a student of EIM Training, you are expected to:

- ◆ Engage actively in your learning and assessment tasks.
- ◆ Treat staff and fellow students with respect and professionalism.
- ◆ Follow all policies and procedures provided by EIM Training
- ◆ Seek support whenever needed—we are here to help you succeed!

We are excited to have you on board and look forward to supporting you in achieving your career goals. If you have any questions or need assistance, our friendly team is always available to help.

Welcome to EIM Training – where your future begins!

2.0 Enrolment and Commencement

2.1 Access and Equity

EIM Training is committed to ensuring that all students have equitable access to education and training opportunities, regardless of their background, abilities, or personal circumstances. Our policies and practices align with the Standards for RTOs 2015, the Disability Discrimination Act 1992, the Sex Discrimination Act 1984, the Racial Discrimination Act 1975, and other relevant state and federal legislation.

Our Commitment to Fairness and Inclusion

To uphold these principles, EIM Training will:

- Ensure transparency by providing prospective students with clear information on our scope of registration, course entry requirements, fees, payment options, and policies regarding enrolment, assessment, Recognition of Prior Learning (RPL), complaints, and student support services.
- Adopt ethical and responsible recruitment practices, ensuring that students are selected based on fairness, merit, and eligibility criteria, without discrimination.
- Provide reasonable adjustments for students with disabilities or special learning needs, in line with legislative requirements and our internal policies.
- Promote a safe and inclusive learning environment, free from unlawful discrimination, harassment, bullying, or vilification.

2.2 Student Selection and Recruitment

EIM Training ensures that its student selection and recruitment processes are:

- ✓ Ethical and transparent, in accordance with the Australian Consumer Law and the Equal Opportunity Act 2010.
- ✓ Aligned with relevant training package requirements and funding eligibility criteria.
- ✓ Inclusive, providing equitable access to education for all learners.

Entry Requirements

Admission into an EIM Training program is subject to:

- **Meeting the eligibility criteria** of government funding contracts (where applicable).
- **Satisfying any prerequisite requirements** outlined in the relevant training package.
- **Complying with licensing, regulatory, and occupational health and safety requirements** (where applicable).
- **Demonstrating adequate language, literacy, and numeracy (LLN) skills** for successful course completion.

If a student does not meet the entry requirements, EIM Training will provide guidance on alternative training pathways or pre-entry support programs to help meet eligibility criteria.

2.3 Unique Student Identifier (USI)

Under the Student Identifiers Act 2014, all students enrolling in a nationally recognised training course must provide a Unique Student Identifier (USI) at the time of enrolment.

The **USI system** allows students to track their qualifications and training history in a centralised database. Without a valid USI (or an approved exemption), EIM Training **cannot** accept an enrolment or issue a qualification.

🔗 **How to apply for a USI:** Visit www.usi.gov.au

2.4 Enrolment Fees and Charges

EIM Training offers both **government-subsidised and full fee-for-service courses**. Fees depend on the program, funding eligibility, and individual circumstances.

🔗 Current fee schedules can be found on the EIM Training website or obtained from our Sales Team.

Payment Methods

- 📄 Direct Deposit
- 📄 Credit Card
- 📄 Payment Plans (subject to approval)

Government Fee Concessions

Students may be eligible for a **fee concession** if they:

- ✅ Identify as **Aboriginal or Torres Strait Islander**.
- ✅ Hold a **Pensioner Concession Card, Health Care Card, or Department of Veterans' Affairs Pension Card**.
Important: Fee concessions must be claimed at the **time of enrolment** and cannot be applied retrospectively.

Consequences of Non-Payment

Failure to meet financial obligations may result in:

- ❌ Inability to undertake or submit assessments.
- ❌ Suspension or termination of enrolment.
- ❌ Withholding of qualifications or academic transcripts. (unless exception is provided by Regulators)
- ❌ Exclusion from further study with EIM Training.
- ❌ Referral to a debt recovery agency (additional costs may apply).

2.5 Payment Policy

- **Enrolment fees must be paid at least seven (7) days before course commencement** to secure a enrolment.
- Remaining fees may be paid through **approved payment plans**. If payment plan is defaulted student will be liable to pay outstanding amount or full retail price immediately.
- Course fees must be fully paid before any qualifications (certificates/statements of attainment) are issued. (Unless exemption is provided by Regulators)
- Any banking fees related to failed payments are the student's responsibility.

✈ For **full details on payment terms and conditions**, visit: www.eim.edu.au

2.6 Refund Policy

EIM Training complies with consumer protection laws and RTO compliance requirements regarding student refunds.

Key Refund Terms

- ✓ **Pre-commencement cancellation:** A full refund will be issued **minus** the enrolment fee and cancellation fee.
- ✓ **Post-commencement withdrawal:**
 - **Within one (1) month:** A **pro-rata refund** will be applied based on the number of units delivered.
 - **After one (1) month:** No refunds apply (excluding students enrolled in a government-subsidised course).
- ✓ **Government-subsidised courses:** Refunds will be calculated based on the specific funding contract conditions.

Refund Processing

✈ Applications will be assessed **within 14 working days**. If approved, refunds will be processed **within 60 days** via the nominated account.

✈ For **full refund terms**, visit: www.eim.edu.au

2.7 Credit Transfer and Recognition of Prior Learning (RPL)

2.7.1 Credit Transfer

What is Credit Transfer?

Credit Transfer (CT) is the formal recognition of qualifications or units of competency that you have already completed through another Registered Training Organisation (RTO) or an **equivalent** nationally recognised training provider.

Credit Transfer allows students to:

- ✓ **Avoid repeating** training they have already successfully completed.
- ✓ **Fast-track their course completion** by receiving credit for previously attained units.
- ✓ **Reduce training costs** by eliminating unnecessary study of previously completed subjects.

Key Considerations for Credit Transfer

For a unit or qualification to be eligible for Credit Transfer, the following conditions must be met:

1. **Currency of Qualification/Statement of Attainment** – The unit or qualification must be **current** and align with the **latest training package requirements**. If a unit has been superseded, additional evidence may be required.
2. **Training Package Mapping** – The unit or qualification must match the current **training package requirements**. If there have been changes in content, a partial credit or gap assessment may be necessary.
3. **Training from a Registered Training Organisation (RTO)** – The training must have been completed through an **RTO that was registered at the time of your training**. EIM Training will verify this through the national register of RTOs.

How to Apply for Credit Transfer

Students applying for Credit Transfer should **submit their request as early as possible** to ensure a smooth enrolment process. You may provide the necessary documentation:

During Your Enrolment Application:

- There is a dedicated section in the enrolment application where you can upload your **Statement of Attainment and/or Certificate** as evidence of prior learning.

Required Documentation

To apply for Credit Transfer, you must provide one or more of the following:

- **A certified copy of your Statement of Attainment and/or Certificate**, signed by a **Justice of the Peace (JP)** or another authorised official.
- **A digital or original copy** of the qualification for verification by EIM Training.
- **Electronic validation** via USI transcripts or the **National Register of RTOs (training.gov.au)**.

Credit Transfer Application Process

1. **Submit your Credit Transfer request** during your enrolment application by uploading the required documentation. Alternatively, submit your request as soon as possible after enrolment.
2. EIM Training will **review and verify** the provided documents against national training records.
3. If your Credit Transfer is **approved**, your course structure will be adjusted accordingly, and **you will not need to complete the credited units**.
4. You will receive written confirmation of the **outcome of your Credit Transfer application**.

 **Note:** There are **no fees** associated with Credit Transfer.

2.7.2 Recognition of Prior Learning (RPL)

What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning (RPL) is a **formal assessment process** that allows individuals to gain recognition for the **skills, knowledge, and experience** they have acquired through various **non-traditional learning pathways**. Instead of completing formal training for units they already have competency in, students can apply for RPL to **fast-track their qualification** and avoid unnecessary study.

RPL acknowledges learning gained from:

- ✓ **Work experience** – both paid and voluntary roles.
- ✓ **Formal education and training** – including qualifications from other institutions.
- ✓ **Informal learning experiences** – such as self-directed study, workshops, and mentoring.
- ✓ **Personal and life experiences** – including community work, hobbies, and practical skills.

Benefits of RPL

- **Reduces time to complete a qualification** by crediting existing skills.
- **Eliminates redundant learning**, allowing students to focus only on new competencies.
- **Enhances career opportunities** by obtaining a nationally recognised qualification faster.
- **Recognises and values industry experience**, even if it was acquired outside a formal education setting.

How to Apply for RPL

If you believe you may be eligible for RPL, follow these steps:

1. **Consult with a Trainer/Assessor** – Speak with your trainer or an EIM Training representative to discuss your eligibility for RPL and the evidence required.
2. **Submit an RPL Application** – Complete the RPL application form and provide supporting evidence of your prior learning and experience.
3. **Provide Evidence** – Evidence may include:
 - ✦ Work samples, portfolios, or job descriptions.
 - ✦ Formal interviews with employers (past and present)
 - ✦ Reference letters from employers, clients, or supervisors. (over several years)
 - ✦ Certificates, transcripts, or records of previous formal education.
 - ✦ Videos, photos, or practical demonstrations of your skills.
 - ✦ Performance reviews or workplace reports.
4. **Assessment Process** – A qualified assessor will review your evidence against the relevant units of competency to determine if you meet the required standard.
5. **Outcome Notification** – If your application is successful, you will receive credit for the approved units. If **further evidence or gap training** is required, your assessor will guide you on the next steps.

Key Considerations for RPL

- **RPL is not automatic** – It is a **rigorous assessment process** that ensures prior learning meets industry standards. There are additional costs involved, this means may pay for an RPL and can still fail and have to complete the unit of competency
- **You must provide sufficient evidence** – Your skills and knowledge must be current, relevant, and verifiable, you are expected to meet required criteria and evidence without the assistance of a trainer
- **Gap training may be required** – If some competencies are not fully met, additional training may be necessary.

2.8 Language, Literacy, and Numeracy (LLN) Support

At **EIM Training**, we are committed to ensuring that all students have the **necessary language, literacy, and numeracy (LLN) skills** to successfully complete their training. LLN skills are essential for understanding course materials, completing assessments, and performing effectively in the workplace.

LLN Assessment Process

To support student success, some courses may have **pre-requisite LLN requirements**. As part of the enrolment process, students will be required to complete a **free and confidential LLN assessment** to determine their current skill levels. This assessment helps us identify any support needs and ensure students are enrolled in the most suitable course for their abilities.

Support for Students Identified as 'At Risk'

If the LLN assessment indicates that a student may require additional support, the following steps will be taken:

- ✦ **Confidential Discussion** – The student will be contacted for a one-on-one discussion to review their results and discuss potential support strategies.
- ✦ **Learning Support Options** – If needed, EIM Training will provide **reasonable adjustments, additional resources, or referrals to external LLN support services**.
- ✦ **Alternative Study Options** – If a student's LLN levels do not meet the course requirements, guidance will be provided on alternative study pathways or preparatory training options.

Requesting LLN Assistance

Students who **require additional assistance** in literacy or numeracy can notify EIM Training at any time. Our team will assess the student's needs and explore **support strategies, reasonable adjustments, or external referrals** where applicable.

✦ **Please note:** If any additional charges apply for specialised LLN support services, students will be notified **before any service is provided**.

Our goal is to ensure that all students receive the necessary support to succeed in their training and future career. If you have any concerns about your LLN skills, please contact the **EIM Training Student Support Team** for further assistance.

2.9 Special Needs and Inclusive Support

EIM Training is committed to providing an **inclusive and supportive learning environment** that ensures all students have equal opportunities to succeed. We recognise that some students may have **special training or assessment needs** related to:

- ✓ **Culture, race, or religious beliefs**
- ✓ **Gender or age-related considerations**
- ✓ **Language barriers or English as a second language (ESL)**
- ✓ **Learning disabilities** (e.g., dyslexia, ADHD)
- ✓ **Medical conditions or neurological differences** (e.g., autism, epilepsy)
- ✓ **Physical or sensory impairments** (e.g., vision or hearing loss, mobility limitations)
- ✓ **Psychological or social challenges** (e.g., anxiety, depression)

How to Request Support

Students requiring additional support must **indicate their special needs requirements** in the designated section of the **Enrolment Form**. This information remains **confidential** and is shared only with relevant personnel to ensure appropriate **training and assessment adjustments** are made.

Support and Adjustments Available

Depending on the nature of the student's needs, EIM Training may provide:

- ✦ **Modified assessment methods** (e.g., verbal over written assessments, extended time).
- ✦ **Alternative learning materials** (e.g., large print, digital resources, assistive technology).
- ✦ **Flexible delivery options** (e.g., one-on-one support, adjusted schedules).
- ✦ **Referral to external support services** if additional assistance is required beyond EIM Training's capacity.

Considerations for Course Adjustments

While EIM Training strives to accommodate all special needs, some **course modifications** may not be possible if they would **compromise the integrity of the training package or disadvantage other students**. In such cases, students will be consulted and referred to **external support services** that can better meet their individual needs.

✦ **For more information or to discuss support options, please contact the EIM Training Student Support Team.**

2.10 Induction and Orientation

EIM Training provides a **comprehensive induction and orientation** to ensure that all students are well-prepared and supported before commencing their training. The induction process is designed to familiarise students with key information, expectations, and resources relevant to their course.

What to Expect During Induction

Before their first day of training, students will receive an induction assessment that includes:

- ✓ **Understanding this Student Handbook** – including rights, responsibilities, and support services.
- ✓ **Participation in Student Feedback** – students will be required to provide feedback to help improve training and support services.
- ✓ **Familiarity with Facilities and Resources** – an overview of the **campus, online platform, or workplace training environment**.
- ✓ **Introduction to Key Contacts** – students will meet their **trainers, assessors, and administrative support staff**.
- ✓ **Workplace Training Overview (if applicable)** – employers and workplace supervisors will be introduced, with clear expectations set regarding **training ratios and supervision**.
- ✓ **Course Materials and Schedules** – students will receive details on their **training materials, schedules, timetables, and course expectations**.

Student Responsibilities Throughout Training

To successfully complete their training, students must:

- ✦ **Attend all scheduled training sessions** as outlined in the training plan.
- ✦ **Maintain regular communication** with their designated trainer/assessor for guidance and support.
- ✦ **Engage with their employer and workplace supervisor** (for workplace-based training or vocational placements).
- ✦ **Complete and maintain the Vocational Placement Booklet** (if applicable).
- ✦ **Submit assessments on time** – timely submission of assessments is critical for course progression and successful completion.
- ✦ **For online students:** Maintain communication with trainers and follow the recommended **training schedule** to stay on track.
- ✦ **Note:** Failure to meet training and assessment commitments may impact course progression and completion.

For any questions or additional support during induction, students are encouraged to contact the **EIM Training Student Support Team**.

2.11 Training Plans

A Training Plan is a structured document that outlines the details of a student's training journey, ensuring clarity and alignment with industry standards. This plan is developed in consultation with the student and employer (where applicable) and serves as a roadmap for the learning and assessment process.

What the Training Plan Includes

Each Training Plan will document the following:

- ✓ **Current Skills of the Student** – An evaluation of the student's prior knowledge and competencies.
- ✓ **Training Requirements** – A breakdown of what training needs to be completed, where, and how it will be delivered (e.g., classroom-based, workplace-based, online, or blended learning).
- ✓ **Course Structure** – The official course name and the units of competency that the student will undertake.
- ✓ **Training Duration** – The expected length of the training period and individual unit completion timelines.
- ✓ **Assessment Process** – Details of when and how assessments will be conducted, along with the specific assessment methods that will be used (e.g., practical demonstrations, written tasks, online submissions, workplace observations).
- ✓ **Student Progress Monitoring** – Strategies for tracking progress, providing feedback, and ensuring timely completion of each unit.
- ✓ **Qualification Issued Upon Completion** – The certificate or statement of attainment that will be awarded upon successful completion of all requirements.
- ✓ **Special Training or Support Needs** – Any reasonable adjustments or additional resources/support required to assist the student in their learning.

Issuing and Storage of Training Plans

✦ A copy of the Training Plan is provided to:

- The student
- The employer (if applicable)
- The assigned trainer/assessor

✦ The original Training Plan is securely stored in the student's personal training file for compliance and reference purposes.

✦ Training Plans are issued within seven (7) days of enrolment to ensure all parties have access to important course details from the outset.

2.12 Vocational Placement Log Book

As part of vocational placement requirements, EIM Training provides students with a Vocational Placement Log Book, which serves as a formal record of workplace-based training and assessment activities. This document is essential for tracking student progress and verifying that all required competencies have been achieved as part of their qualification.

Purpose of the Vocational Placement Log Book

- ✦ Documents evidence of skills and competencies required for the qualification.
- ✦ Tracks progress and completion of workplace-based training tasks.
- ✦ Ensures compliance with industry and regulatory requirements.
- ✦ Requires validation through signatures from the student, workplace supervisor, and trainer/assessor.

Student Responsibilities

- The Vocational Placement Log Book must be kept for the entire duration of the qualification.
- Students are responsible for maintaining the log book and ensuring it is kept up to date.
- The log book must be presented upon request by the trainer/assessor.
- Signatures from the student and workplace supervisor are required to verify completed tasks.

Lost or Misplaced Log Books

If a student loses or misplaces their Vocational Placement Log Book, they will be required to obtain a replacement copy. A replacement fee applies, as outlined in the EIM Training Fee Schedule.

✦ For information on replacement fees, please visit: [EIM Training Website](#)

Students must take care of their Vocational Placement Log Book, as failure to maintain accurate records may delay the completion of their qualification. If a student requires assistance in managing their log book, they should contact their trainer/assessor or the EIM Training Student Support Team.

2.13 Student Learning Responsibilities

At EIM Training, students are expected to take **ownership of their learning journey** and actively engage in all aspects of their training. Whether enrolled in an **Apprenticeship, Traineeship, classroom-based, or online course**, students must demonstrate **commitment, accountability, and professionalism** throughout their studies.

Student Responsibilities Include:

- ✓ **Actively participating** in training sessions, whether in-person, online, or workplace-based.
- ✓ **Engaging in vocational placement and work-based learning** (where applicable) to develop industry-relevant skills.
- ✓ **Completing all assessments and coursework** within the required timeframes.
- ✓ **Seeking support and guidance** from trainers, assessors, and student support services when needed.
- ✓ **Maintaining academic integrity** by submitting original work and adhering to assessment policies.

Meeting these responsibilities is essential to **successfully completing your qualification** and preparing for future employment opportunities.

✉ If you require assistance in managing your workload, vocational placement, or assessments, please reach out to your **trainer/assessor or the EIM Training Student Support Team** for guidance.

3.0 Student Conduct and Behaviour

3.1 Behavioural Misconduct

Behavioural misconduct is defined as any action that breaches the Code of Conduct, EIM Training policies, or any applicable legislation and regulatory requirements governing Registered Training Organisations (RTOs). Misconduct includes, but is not limited to:

- A. Breach of Commonwealth, State, or Territory law that impacts EIM Training's operations, reputation, or compliance as an RTO.
- B. Behaviour that interferes with the rights of others, including students, staff, or stakeholders, to access education, training, or RTO-related activities in a safe and respectful environment.
- C. Failure to provide accurate identification when requested by authorised EIM Training personnel.
- D. Actions or omissions that pose a risk to health, safety, or well-being of students, staff, or any other persons engaged with the RTO.
- E. Disruptive conduct that affects legitimate RTO activities, vocational placement sites, or any partner organisations associated with EIM Training.
- F. Threatening, intimidating, or harassing behaviour that causes students, staff, or other individuals within the RTO to fear for their safety.
- G. Deliberate or reckless damage to RTO property or property of any associated training organisation or partner.
- H. Actions that adversely impact the delivery of education and training in accordance with the RTO's obligations under the Standards for RTOs 2015 and other regulatory frameworks.

3.2 Immediate Consequences of Misconduct

In cases where a breach of State or Commonwealth law is suspected, EIM Training may refer the matter to law enforcement or an appropriate regulatory authority.

If an EIM Training staff member or contractor believes a student has engaged in academic misconduct during an assessment:

1. The student will be immediately informed of the suspected misconduct but will be permitted to complete the assessment.
2. The trainer/assessor will prepare a written report detailing the alleged misconduct and attach it to the assessment item.
3. The matter will be escalated to the General Manager for review and action in accordance with the Formal Disciplinary Process.

Any trainer, assessor, or senior manager may, in response to misconduct occurring within a class, workshop, facility, or other RTO-controlled premises, immediately suspend a student for up to 24 hours.

- Any such suspension must be reported to the General Manager without delay.
- Serious misconduct or repeated breaches may result in a longer suspension period or further disciplinary action, as determined by EIM Training's formal processes.
-

For apprentices or trainees, any disciplinary action will be managed in accordance with the provisions of the Vocational Education, Training and Employment Act 2000 and any relevant apprenticeship/traineeship regulatory requirements.

For students under 18 years of age, EIM Training may notify a parent or guardian, except where the student is classified as an independent minor or is legally estranged from their parent/guardian.

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

In cases of **serious or repeated misconduct** that may result in **suspension or exclusion**, EIM Training may notify the **parent or guardian** of a student under 18 years of age and invite them to attend any interviews related to the **disciplinary or appeal process**.

All students, regardless of age, have the right to invite a **parent, guardian, or support person** to attend disciplinary or appeal interviews. However, the **disciplinary and appeal process will proceed as scheduled** regardless of whether a parent or guardian chooses to attend.

3.4 Formal Disciplinary Process

Investigation and Initial Response

Upon receiving a report of alleged misconduct, the **General Manager** of EIM Training will, where possible, speak directly with the student to gather all relevant accounts and perspectives regarding the incident.

If deemed necessary, the General Manager may **suspend the student's enrolment** while the matter is under investigation. The student will be **verbally informed** of this decision, followed by a formal **written notice of suspension within seven (7) days**. During the suspension period, the student **is not permitted to enter any EIM Training campus or facility** without **written approval from the General Manager**.

Formal Determination

If, based on the balance of probabilities, the General Manager determines that misconduct has occurred, the student will receive a **written notification** outlining:

- The **nature of the allegation**.
- The **decision** on whether misconduct has been established.
- The **date of the decision**.
- The **evidence and materials considered**.
- The **findings of fact**.
- The **reasons for the decision**.
- The **student's right to appeal**.

Student's Rights and Responsibilities

Upon receiving the written notification, the student has the following rights and responsibilities:

- ✓ The student has **five (5) working days** to submit a written response regarding the preliminary decision.
- ✓ The General Manager will review the submission and, **within five (5) working days of receiving it (and no later than ten (10) working days from the initial notification)**, make a final decision.
- ✓ The final decision must be based on the evidence outlined in the written notification and the student's submission.
- ✓ Once a decision has been reached, the student will be **formally notified in writing**.
- ✓ The written notification must comply with the **Judicial Review Act 1991**, including:
 - The **decision and its date**.
 - The **authority under which the decision was made**.
 - The **name(s) of the decision-maker(s)**.
 - The **evidence and materials considered**.
 - The **findings of fact and reasons for the decision**.

Possible Disciplinary Actions

If a student is found to have engaged in misconduct, one or more of the following penalties may be applied:

- ✓ **Academic Misconduct** – The student may **fail the assessment** or be marked as **Not Yet Competent (NYC)** for the relevant unit. A supplementary assessment may be offered at EIM Training's discretion.
- ✓ **Written Warning** – A formal reprimand will be placed on the student's file, warning against further misconduct.
- ✓ **Suspension** – The student may be suspended from EIM Training for **up to 30 days**, including any time already served under a temporary suspension.
- ✓ **Restricted Access** – The student's access to certain EIM Training **facilities or services** (e.g., library resources, computer access) may be suspended.
- ✓ **Exclusion or Enrolment Cancellation** – In severe cases, the student may be excluded from EIM Training for a specified period or **permanently have their enrolment cancelled**.

Additional Considerations

- **Student Support:** If a student requires assistance due to **language barriers, literacy difficulties, disability, or other challenges**, they may request **support from EIM Training** to ensure they can fully participate in the disciplinary process.
- **Information Sharing:** If a student is found guilty of misconduct, **relevant details may be shared** with other EIM Training campuses where necessary.

EIM Training is committed to ensuring all disciplinary actions are conducted **fairly, transparently, and in accordance with relevant laws and regulations** governing Registered Training Organisations (RTOs).

3.5 Misconduct Appeals

A student who has been found guilty of misconduct has the right to appeal the **decision or the decision-making process**. Appeals must be submitted in **writing** to the **Chief Executive Officer (CEO)**.

Appeal Process

To lodge an appeal, the student must submit a **written appeal request** that clearly outlines the **grounds for appeal**. The appeal will be assessed by the **CEO or their delegate**, who will:

- ✓ **Make a decision within 20 days** of receiving the appeal.
 - ✓ **Review all relevant materials**, including:
 - The student's appeal submission.
 - All evidence considered by the **General Manager** in the original decision.
 - Any additional material deemed relevant.
 - c. **Determine one of the following outcomes:**
 - **Confirm** the original misconduct decision.
 - **Vary** the decision or penalty imposed.
 - **Set aside** the decision and overturn the finding of misconduct.
 - d. **Communicate the decision to the student** as soon as practicable, followed by a **formal written decision notice within seven (7) days**.
 - e. Ensure the **decision notice complies with the Judicial Review Act 1991**, including:
 - The **decision and date**.
 - The **authority under which the decision was made**.
 - The **name(s) of the decision-maker(s)**.
 - The **evidence and materials considered**.
 - The **findings of fact and reasons for the decision**.
- The **decision of the CEO is final**.

The **appeals process and required appeals form** can be found on the [EIM Training website](#).

3.6 Use of Electronic Devices on Campus

EIM Training recognises the importance of technology in education; however, to maintain a focused and respectful learning environment, the use of electronic devices must adhere to the following guidelines:

- **Classroom Use:** Personal electronic devices, including mobile phones, tablets, and smartwatches, must be switched to silent mode and are not to be used during class unless they are explicitly required as part of the training. Trainers and assessors will provide guidance on when and how devices may be used for learning purposes.
- **Appropriate Use:** All electronic devices must be used in accordance with EIM Training's Code of Conduct and Misconduct Policy, including the appropriate use of computing and electronic resources.
- **Respect for Others:** The use of devices must not disrupt classes, compromise privacy, or be used for any form of harassment, misconduct, or academic dishonesty.
- **Recording and Privacy:** Audio or video recording of any class, trainer, staff member, or student is strictly prohibited without prior written permission from EIM Training and the individuals involved.

Failure to comply with these guidelines may result in disciplinary action as outlined in the Misconduct Policy.

3.7 Food and Beverages on Campus

To maintain a clean, safe, and professional learning environment, the following guidelines apply to the consumption and storage of food and beverages on campus:

- Food in Classrooms: The consumption of food inside classrooms is strictly prohibited. Students must ensure that food is not brought into classrooms during lessons.
- Beverages in Classrooms:
 - ✦ Hot beverages are not permitted in classrooms.
 - ✦ Other beverages may be brought into classrooms but must be stored in a secure, spill-proof container.
 - ✦ Students are responsible for proper storage, consumption, and disposal of beverage containers.
 - ✦ No beverages are permitted in computer laboratories to protect equipment.
- Food and Beverage Storage: Students may carry food and beverages securely inside their bags when entering classrooms.

Kitchen Facilities

All EIM Training campuses are equipped with **kitchen facilities** where students can store and consume food. To ensure these shared spaces remain clean and functional for everyone:

- Students must leave kitchen areas clean and tidy after use.
- Cutlery and kitchen equipment must remain on campus and be cleaned after use.
- All food stored in kitchen areas must be clearly labelled and removed when no longer needed.

Failure to adhere to these guidelines may result in restrictions on kitchen access and disciplinary action where necessary.

3.8 Student Internet Usage on Campus

EIM Training provides internet access, including the use of campus computers, laptops, and networks, to support students in their studies. This access is a privilege, not a right, and any misuse may result in disciplinary action, suspension, expulsion, and/or legal consequences in accordance with Australian laws governing cybersecurity, privacy, and internet usage, including:

- The Cybercrime Act 2001 (Cth)
- The Privacy Act 1988 (Cth)
- The Copyright Act 1968 (Cth)
- The Criminal Code Act 1995 (Cth) – Offences related to online activity

Responsible Internet Use

All students are required to use the EIM Training network responsibly and lawfully, ensuring compliance with the Student Internet Usage Policy. Responsible use includes:

- Study-Related Use: Internet access is strictly for educational purposes, including research, coursework, and assessments.
- Limited Personal Use: Personal internet use is only permitted for essential communication, such as sending and receiving emails (in accordance with EIM policies).
- Compliance with Copyright Laws: Students must adhere to copyright regulations when accessing, downloading, or using digital content for study purposes.

- Data Ownership & Monitoring:
 - ✦ All data created, transmitted, or received via EIM's computer systems is considered EIM Training property and may be monitored, reviewed, and disclosed for legal or security reasons.
 - ✦ EIM reserves the right to track, log, and restrict internet access if usage is deemed harmful, unlawful, or unproductive to study.
 - ✦ All emails must be professional and appropriate, and must not contain offensive, defamatory, or discriminatory content.

Unacceptable Internet Use

The following activities are strictly prohibited and may result in **disciplinary action**, including loss of internet access, suspension, or expulsion:

- Accessing **non-study-related** websites (e.g., YouTube, social media, gaming, or streaming platforms) unless explicitly required for coursework.
- **Downloading**, installing, or using unauthorised software, including instant messaging applications or VPNs to bypass security controls.
- Accessing **illegal**, obscene, violent, hateful, or pornographic material, including websites that promote unlawful activities.
- Sending, posting, or **sharing** content that is discriminatory, harassing, defamatory, or threatening, whether via email, social media, or online forums.
- Engaging in online **fraud**, identity theft, or software, film, or music piracy.
- Using another **person's login credentials** or attempting to gain unauthorised access to restricted systems (hacking).
- **Breaching copyright laws** or engaging in plagiarism by downloading, distributing, or misusing copyrighted materials without permission.
- Introducing malware, viruses, or other harmful software that could **compromise** EIM's network security.
- Sending **chain emails, spam**, or unauthorised advertisements.
- Misrepresenting personal opinions as official EIM Training statements.

EIM Training enforces **strict cybersecurity** measures and will take appropriate action against any breach of these guidelines.

Students are encouraged to use the internet ethically and responsibly to enhance their learning while upholding legal obligations and professional standards.

3.9 Privacy of Information

EIM Training is committed to upholding the privacy rights of all individuals and follows the guidelines outlined in the organisation's **Privacy Policy** for collecting, storing, and managing personal information.

As part of the enrolment process, students are required to complete an **Enrolment Form**, which collects information used for statistical and reporting purposes. All personal information provided is protected under the **Privacy Act 1988**.

To ensure the **confidentiality and security of student information**, EIM Training implements the following measures:

- ✦ **Secure Data Management:** Access to digital records is password-protected, and only authorized personnel can retrieve or manage student files.
- ✦ **Confidential Handling of Files:** All student records are treated as confidential and accessed solely by designated individuals.
- ✦ **No Hard Copy Retention:** Hard copies of student files and records are returned to students; EIM Training does not store any hard copies on its premises.

- ✦ **Regular Data Backup:** Electronic records are securely backed up and stored offsite to prevent data loss.
- ✦ **Student Access to Records:** Students can request access to their personal records by submitting a written request to the General Manager. Proof of identity (e.g., name, address, date of birth) is required before access is granted.
- ✦ **Compliance with AVETMISS Reporting:** As a Registered Training Organisation (RTO), EIM Training complies with government regulations by submitting student information to federal AVETMISS reporting systems.

EIM Training is dedicated to maintaining the integrity and security of student information while ensuring compliance with relevant privacy laws and regulations.

3.10 Release of Contact Details and Information

As part of its role in regulating Registered Training Organisations (RTOs), the **Australian Skills Quality Authority (ASQA)** conducts regular audits to ensure compliance with national training standards and the delivery of high-quality education. These **audits** assess an RTO's policies, procedures, record-keeping, and overall training practices.

To verify compliance, ASQA may **contact** past and present **students** for feedback regarding their training experience. This process helps ensure that EIM Training is meeting both regulatory requirements and the needs of students and industry.

Disclosure of Information to ASQA

In accordance with **regulatory obligations**, EIM Training may be **required to provide** ASQA with the following student contact details:

- Address
- Telephone numbers
- Email address

Additionally, for audit purposes or in response to a complaint or appeal, **ASQA may request access to student records to confirm compliance** with training regulations and national standards.

EIM Training remains committed to protecting student information while meeting its obligations as an RTO under ASQA's **regulatory framework**.

3.11 Student and Staff Rights

EIM Training is committed to fostering a safe, respectful, and inclusive learning and working environment for all students and staff. The following rights are upheld to ensure fairness, dignity, and equality for everyone involved in our training programs.

Rights of Students and Staff

All students and staff have the right to:

1. **Respect and Fair Treatment** – Be treated fairly and respectfully, free from discrimination, regardless of their religion, culture, race, gender, sexual orientation, age, disability, or socio-economic background.
2. **Freedom from Harassment and Intimidation** – Learn and work without fear of any form of harassment, bullying, intimidation, or personal abuse.
3. **Protection of Personal and Institutional Property** – Have their personal belongings, including computer files and coursework, as well as EIM Training property, protected from damage, theft, or misuse.

4. **Fair Resolution of Disputes** – Have any disputes or concerns addressed in a fair and impartial manner through the EIM Training Complaints and Appeals process.
5. **A Safe and Supportive Environment** – Work and learn in an environment that is conducive to productivity, free from disruption or interference by others.
6. **Freedom of Expression** – Express opinions, ask questions, and share ideas in a respectful and constructive manner.
7. **Professional Courtesy** – Be treated with politeness, professionalism, and courtesy at all times.
8. **Privacy and Confidentiality** – Have their personal and academic information handled with discretion, ensuring privacy and confidentiality are respected.

Additional Rights for Students

In addition to the above, students specifically have the right to:

- ✦ **Quality Education and Support** – Receive training that is tailored to their learning needs, delivered by qualified and competent trainers who provide support to help students achieve their learning goals.
- ✦ **Re-Assessment Opportunities** – Have the opportunity to be re-assessed if they do not meet competency requirements on their first attempt.
- ✦ **Fair Disciplinary Processes** – In cases of non-compliance with the EIM Training Code of Conduct, students will be subject to fair and transparent disciplinary or counselling procedures. Students have the right to request a third-party witness during these processes, and all meetings will be documented and stored securely.

EIM Training is committed to upholding these rights and ensuring a positive and inclusive learning experience for all.

3.12 Disruptive Behaviour

EIM Training is committed to fostering a safe, respectful, and inclusive learning environment where students and staff can collaborate free from violence, harassment, intimidation, and exploitation. All students are expected to conduct themselves in a professional and respectful manner when engaging with EIM Training staff and peers, whether in-person or online.

Expectations for Behaviour

Students are required to:

- Treat others with respect and fairness, regardless of age, gender, sexuality, race, ethnicity, cultural background, disability status, or socio-economic background.
- Communicate in a respectful manner, refraining from swearing, using obscenities, or making offensive or discriminatory remarks.
- Maintain a positive and inclusive environment by avoiding behaviour that could offend, embarrass, or threaten others.
- Refrain from bullying, harassment, or intimidation, including through online platforms and social media (e.g., Facebook, Twitter, Instagram).
- Adhere to respectful and professional conduct by avoiding inappropriate physical contact, sexual harassment, or any unwelcome behaviour of a sexual nature.
- Make only truthful representations regarding student status, entitlements, and participation in EIM Training.

Prohibited Disruptive Behaviour

EIM Training will **not tolerate inappropriate behaviour** that disrupts the learning environment. Students may face disciplinary action, including removal from training premises, in cases of the following misconduct:

- **Obstructing** or disrupting any official meeting, ceremony, training session, or activity.
- **Refusing** to leave an EIM Training learning facility after a reasonable request.
- **Engaging** in physical violence, attempting to assault, or threatening any person.

- **Attending** training under the influence of alcohol or drugs, particularly when it affects behaviour towards others or poses a safety risk in workshops or practical training environments.
- **Misusing mobile phones** in classrooms or workplace learning environments. Phones must be turned off unless prior arrangements have been made with the trainer/assessor for urgent family-related matters.

Accountability for Behaviour

Students must recognise that:

- ✎ The impact of behaviour matters more than the intent. A behaviour may be **considered inappropriate** based on how it affects others, regardless of the student's intent.
- ✎ Assuming that behaviour is acceptable is not sufficient. It is the **student's responsibility** to ensure that their actions align with EIM Training's expectations.

Any breach of this policy may result in disciplinary action, including warnings, suspension, or dismissal from training. EIM Training maintains a **zero-tolerance** approach to disruptive, unsafe, or inappropriate behaviour.

3.13 Drugs, Alcohol, Weapons, and Smoking

EIM Training is committed to providing a **safe, professional, and productive learning environment**. The possession, use, or distribution of **drugs, alcohol, weapons, or tobacco products** is strictly regulated in accordance with relevant laws and EIM Training policies.

Students found in **violation** of these policies while attending EIM Training premises, vocational placements, or any training-related activities (such as excursions or field trips) may be **immediately removed** from their course and have their **enrolment cancelled**.

3.13.1 Alcohol

- Students must not attend EIM Training premises, vocational placements, or training facilities while under the influence of alcohol.
- The possession, consumption, or distribution of alcohol is strictly prohibited in all training environments, including RTO premises, vocational placements, field trips, and live work sites.
- Any student suspected of being under the influence of alcohol will be denied entry to class, workplace learning, or any other training activity.
- Students may be required to undergo alcohol testing by their employer while attending a vocational placement.
- Any trading, dealing, or distribution of alcohol within an EIM Training facility or vocational placement is strictly prohibited.

⚠ Violation of this policy at a vocational placement will result in immediate course cancellation.

3.13.2 Drugs

- Students must not attend training, vocational placements, or any learning environment under the influence of drugs.
- The possession, use, or sale of illegal drugs or controlled substances (including stimulants, depressants, narcotics, hallucinogens, or cannabis) is a criminal offense and will be reported to the police.
- Students suspected of drug use will be refused entry to training or workplace learning.
- If taking prescription medication, students must ensure it does not impact their ability to work safely, particularly when operating machinery or equipment.

- Prescription medication must be kept secure and must not be shared or given to others.
- Employers may require students to undergo drug testing while attending vocational placements.

⚠ Any student found in possession of, using, or selling illegal drugs at a vocational placement will have their enrolment immediately cancelled.

3.13.3 Weapons

- Weapons, including knives, firearms, and any dangerous objects, are strictly prohibited on EIM Training premises and vocational placement sites.
- Under the QLD Weapons Act 1990, possession of a weapon at an educational facility is illegal unless required for a specific training course (e.g., butchery or cookery).
- Weapons are never permitted for self-defense purposes.
- Any threats or violent behaviour involving weapons will be reported to the police immediately.

⚠ Any student found carrying a weapon at a vocational placement will have their enrolment immediately cancelled.

3.13.4 Smoking

In accordance with the Tobacco and Other Smoking Products Act 1998 (Amendment Act 2016):

- Smoking is prohibited inside or within 4 meters of any building entrance.
- Smoking is not permitted in classrooms, practical learning environments, vocational placements, work experience locations, or during field excursions.
- Smoking is not allowed in vehicles used for transporting students or staff.
- Students may only smoke in designated smoking areas, where hygiene and cleanliness must be maintained.
- If public safety is at risk, students must immediately comply with requests to cease smoking.

⚠ Any student caught smoking in prohibited areas during a vocational placement may be removed from the placement and risk course cancellation.

Serious Consequences for Violations

Students who **violate any part of this policy** at an EIM Training facility or vocational placement may face disciplinary action, removal from the placement, and immediate course cancellation.

EIM Training enforces a **zero-tolerance policy regarding drugs, alcohol, weapons, and smoking** in order to maintain a safe and professional learning environment for all students and staff.

3.14 Dress Code and Personal Hygiene

EIM Training provides a **professional adult learning** environment designed to prepare students for employment in their chosen vocational industry. As such, students must dress in a manner that is neat, clean, safe, and appropriate for the workplace at all times.

While EIM Training does not enforce **overly rigid dress codes**, students are expected to present themselves **professionally both on-campus and during off-campus** training, including vocational placements and excursions.

Dress Code Requirements

Students must:

- ✓ Dress appropriately in accordance with Occupational Health and Safety (OHS) requirements and the specific industry training they are undertaking.
- ✓ Wear protective clothing and equipment (PPE) when required, such as:
 - **Work boots**
 - **Hats and sunscreen** (for sun protection)

- **Overalls or protective apparel** (for safety in practical training)
- ✓ Wear enclosed footwear at all times. Bare feet or thongs are not permitted on EIM Training campuses.

Students must not:

- ✗ Wear clothing that is offensive, indecent, or inappropriate, including items with inappropriate slogans, symbols, or graphics that could provoke, intimidate, or ridicule others.
- ✗ Wear motorcycle helmets inside EIM Training buildings.

Personal Hygiene Expectations

Students are responsible for maintaining good personal hygiene to respect the needs of others and minimize disruptions in the learning environment. This includes:

- ✓ Maintaining a clean physical appearance
- ✓ Managing body odour appropriately
- ✓ Practicing good dental hygiene

Consequences for Non-Compliance

🚫 Students wearing inappropriate clothing **may be asked to leave** the campus and will only be permitted to return once they are suitably dressed and presented.

By adhering to these guidelines, students contribute to a safe, professional, and respectful learning environment that aligns with **industry expectations**.

3.16 Sexual and Personal Harassment Policy

EIM Training is committed **to providing a safe, respectful, and inclusive learning** and working environment, free from all forms of **sexual and personal harassment**. This policy is in strict compliance with State and Federal laws, including but not limited to:

- Sex Discrimination Act 1984 (Cth)
- Anti-Discrimination Act 1991 (QLD)
- Fair Work Act 2009 (Cth)
- Work Health and Safety Act 2011 (Cth)

EIM Training upholds **zero tolerance** for any form of harassment, discrimination, or misconduct, ensuring that all students and staff are treated with dignity and respect.

Definition of Sexual Harassment

Under this policy, sexual harassment includes but is not limited to:

- Unwelcome sexual advances, including inappropriate physical contact.
- Requests for sexual favours, whether explicit or implied.
- Sexually suggestive comments, jokes, or remarks that are offensive or inappropriate.
- Displaying, sending, or sharing sexually explicit material, including via emails, social media, or messages.
- Unwanted or inappropriate remarks about someone's appearance, body, or private life.
- Sexually inappropriate gestures, staring, or suggestive body language.

Definition of Personal Harassment

Personal harassment extends beyond sexual misconduct and includes:

- **Bullying**, intimidation, or threats, whether in person, online, or through social media.
- **Verbal abuse**, offensive jokes, or derogatory comments about a person's race, gender, sexual orientation, religion, disability, or other protected attributes.
- **Humiliating**, belittling, or demeaning behaviour that affects another person's well-being.
- **Unwelcome physical contact**, aggression, or coercion.

Respecting Personal Boundaries

The impact of the behaviour determines whether it is harassment, not the intent of the person engaging in the behaviour.

All students and staff are responsible for:

- ✓ Recognizing and respecting the personal and professional boundaries of others.
- ✓ Understanding that what may seem harmless to one person may be deeply offensive to another.
- ✓ Ensuring their behaviour complies with laws, policies, and professional standards at all times.

Consequences of Harassment

⚠ Any student or staff member found engaging in sexual or personal harassment will be subject to serious disciplinary action, which may include:

- **Immediate** removal from training or workplace learning environments.
- **Termination** of enrolment or employment.
- **Referral** to law enforcement authorities if the conduct violates criminal laws.

EIM Training takes all complaints seriously and encourages anyone experiencing harassment to report the matter through the Complaints and Appeals Process.

By fostering a respectful, **harassment-free environment**, EIM Training ensures a safe and professional space for all students, staff, and stakeholders.

3.16 Equal Opportunity and Anti-Discrimination Policy

EIM Training is **committed** to providing an **inclusive, fair, and equitable learning environment** where all students are treated with dignity and respect. As a Registered Training Organisation (RTO), we comply with all relevant State and Federal laws, including:

- Anti-Discrimination Act 1991 (QLD)
- Disability Discrimination Act 1992 (Cth)
- Fair Work Act 2009 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Disability Services Act 2006 (QLD)

EIM Training ensures that no student is denied access to education or training based on:

- ✓ Gender or gender identity
- ✓ Race, ethnicity, or national origin
- ✓ Religion or political beliefs
- ✓ Age
- ✓ Sexual orientation

- ✓ Disability (physical, mental, or intellectual)
- ✓ Socio-economic status

We do not grant special treatment or show favouritism to any student. All students are given equal opportunities to learn, progress, and succeed in their chosen training program.

3.17 Discrimination Policy

Discrimination occurs when a person is treated less favourably than another due to perceived attributes or characteristics. This includes direct and indirect discrimination, both of which are unlawful under **Australian anti-discrimination laws**.

Examples of Discrimination:

- ✗ Denying a student entry into a course based on gender, race, or disability.
- ✗ Providing different learning opportunities based on someone's age or background.
- ✗ Making offensive or exclusionary comments about a person's culture or identity.
- ✗ Imposing unfair rules or conditions that disadvantage a particular group of students.

Discrimination, harassment, or any form of bias will be treated as serious misconduct.

🚫 Disciplinary action will be taken against any student found engaging in discriminatory behaviour, which may include:

- **Warnings** or suspension from training
- **Expulsion** from the course
- **Referral** to legal or regulatory authorities where required

Police and Criminal History Checks

Certain vocational placements may **require police or criminal history checks** to comply with workplace regulations and industry standards.

By upholding equal opportunity laws and anti-discrimination principles, EIM Training ensures a respectful and fair learning environment for **all students**.

3.18 Confidentiality Policy

EIM Training is committed to **maintaining confidentiality** and privacy in compliance with Registered Training Organisation (RTO) regulations and relevant State and Federal laws, including:

- Privacy Act 1988 (Cth)
- Australian Privacy Principles (APPs)
- Fair Work Act 2009 (Cth)
- Standards for RTOs 2015

As an enrolled student, **you may be required** to participate in practical work placements as part of your training. During these placements, you may be **exposed to confidential or sensitive information**, including but not limited to:

- ✓ Business and financial information of the workplace
- ✓ Personal details of staff, clients, or customers (e.g., health records, family background, financial status)
- ✓ Workplace policies, procedures, or internal documentation

- ✓ Technical knowledge, trade secrets, or proprietary information
- ✓ Intellectual property, processes, and business strategies

Student Responsibilities

- **Confidentiality** must be maintained at all times—you must not share, discuss, or disclose any workplace information to unauthorised individuals, including other students, family members, or on social media.
- **Information learned** during your placement must only be used for educational purposes within the boundaries of your training.
- **Any breach** of confidentiality—whether intentional or accidental—will be treated as serious misconduct.

Consequences of Breaching Confidentiality

🚫 Breaches of confidentiality may result in:

- Immediate removal from the vocational placement
- Disciplinary action, up to and including course cancellation
- Legal consequences if a breach violates workplace privacy laws or agreements

By following **confidentiality protocols**, students uphold professionalism, workplace ethics, and industry compliance. Any concerns regarding confidentiality requirements should be discussed with your trainer or placement supervisor.

3.19 Workplace Health and Safety (WHS) Policy

EIM Training is committed to ensuring a **safe, healthy, and compliant learning and working environment** for all students, staff, contractors, clients, and visitors. Our Workplace Health and Safety (WHS) policies align with the following legislation and regulations:

- Work Health and Safety Act 2011 (Cth & QLD)
- Work Health and Safety Regulations 2011
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (if applicable)
- Standards for RTOs 2015

EIM Training **strictly enforces WHS regulations** to prevent accidents, injuries, and health hazards in training facilities, vocational placements, and work environments.

Student and Staff Responsibilities

All students and staff must take responsibility for health and safety in the training and workplace environment by adhering to the following:

- ✓ **Follow all WHS processes and procedures** relevant to your learning or work environment.
- ✓ Comply with safety instructions issued by EIM Training staff, trainers, assessors, employers, and workplace supervisors.
- ✓ **Use personal protective equipment (PPE)** whenever required and follow proper instructions for its use.
- ✓ **Operate machinery and equipment safely**, following approved procedures and lawful directions during training, assessments, and vocational placements.
- ✓ **Report any unsafe conditions, hazards, or incidents immediately** to your trainer, assessor, or workplace supervisor.

Prohibited Actions

- ⊗ Interfering with or misusing any WHS-related equipment, signage, or safety measures.
- ⊗ Engaging in reckless or unsafe behaviour that could harm yourself or others.
- ⊗ Failing to report hazards, injuries, or unsafe conditions in a timely manner.
- ⊗ Ignoring lawful and reasonable safety instructions from trainers, staff, or workplace supervisors.

Reporting Safety Concerns and Incidents

Students and staff must **immediately report any hazards, incidents, or injuries** to EIM Training. Reports must be submitted within 24 hours using the appropriate forms, which are available from your trainer/assessor or EIM Training Student Services.

- ✦ Accident/Incident/Hazard Report Form – Used to report workplace accidents, injuries, hazards, or unsafe conditions.
- ✦ Critical Incident Report Form – Used for serious incidents that require urgent attention or emergency response.
- ✦ Activity Risk Assessment Form – Used to record potential risks or hazards identified in the training or assessment environment.

All accidents and incidents must be documented in the General Administration Accident Register.

Right to Challenge Unsafe Instructions

Students have the right to question directions or decisions if they believe:

- ✓ The instruction is unlawful or unreasonable.
- ✓ The action would compromise safety or increase the risk of harm.

However, all concerns must be raised respectfully and reported to EIM Training staff or workplace supervisors for resolution.

By following **WHS guidelines**, students and staff help create a safe and compliant learning environment for everyone.

3.20 Student Support and Counselling Policy

EIM Training is committed to providing a **supportive learning environment** where students can access assistance for personal, academic, and career-related concerns.

EIM Training staff are available to support students experiencing **distress, personal challenges, or academic difficulties**.

Support Services Available

Students may be referred to:

- ✓ **A Counsellor or Support Officer**, who can provide:
 - **Advocacy and guidance**
 - **Career counselling**
 - **Personal counselling**
 - **Stress management strategies**
 - **Study skills support**
- ✓ **A Trainer/Assessor**, who can:
 - Monitor and support the student's **academic progress**

- Provide **additional tuition or learning support** if required
- ✓ **External Professional Assistance**, which may include:
 - Mental health professionals
 - Financial or legal support services
 - Community support organisations

All students will be treated with **courtesy, empathy, and confidentiality**. Students experiencing difficulties are encouraged to make an appointment with the **Training Manager** for assistance.

Support for Underage Students

For students **under the age of 18**, EIM Training will notify **parents or guardians** if there are concerns regarding:

- **Academic progress**
- **Emotional or behavioural distress**
- **Any welfare-related issues impacting the student's learning experience**

By providing **access to counselling and support services**, EIM Training ensures that students receive the **assistance they need** to succeed in their studies.

4.0 Attendance and Cancellation

4.1 Attendance Requirements

Students are expected to **attend all scheduled classes, industry placements, and any other study-related activities** as required by their course. **Punctuality and full participation** are essential to ensure successful course completion.

 **All classes commence at 9:00 AM unless otherwise stated by your trainer.**

EIM Training will actively monitor and record student attendance.

Student Responsibilities

- ✓ If you are **unable to attend class**, you must:
 - **Notify your trainer/assessor or Student Services** as soon as possible.
 - **Provide a medical certificate** if the absence is due to illness **for more than three consecutive days**.
- ✓ **Apprentices, Trainees, and Compulsory Participation Students:**

If you are an **apprentice, trainee, or attending as part of a compulsory participation program**, you must:

Notify your trainer/assessor or Student Services about your absence.

Provide a medical certificate for any absence exceeding **three days** due to illness.

Be aware that EIM Training will notify your employer or school of any absence from class.

- ✓ **Students Receiving Disability Support Services (e.g., Sign Language Interpreting)**

If you receive **disability support services**, you must provide **at least 48 hours' notice** for any planned absence so that interpreters/tutors can be informed.

UEE (Electrotechnology) Students – Non-Attendance Fee

⚠ Important Notice for UEE Students:

If you **fail to attend class and do not notify EIM Training in advance**, you **will be charged a non-attendance fee**. This fee can be found on the EIM website. This policy ensures that training resources and schedules are managed efficiently.

By adhering to attendance requirements, students **demonstrate professionalism, commitment, and accountability**, all of which are essential for success in their chosen industry.

📌 NOTE Satellite Campuses

If you have secured training at one of EIM Training Satellite Campuses this class can be moved or adjusted in timing and dates if EIM does not have the nominated student numbers due to cancellations.

4.2 Withdrawal Policy

If you wish to **withdraw from a unit of competency or course**, you must complete and submit a **Course Cancellation Form**.

Cancellation Fees

- A **cancellation fee applies** to course withdrawals.
- Refer to the **Schedule of Current Administration Fees** available on the **EIM Training website** for the applicable fee.
- **A Statement of Attainment will not be issued** until the cancellation fee is paid.
- **Traineeship students are exempt** from the cancellation fee.
-

Withdrawal from Government-Subsidised Courses

If you are enrolled in a **government-subsidised course** and are unable to complete your training due to **illness or injury**, you may be eligible for an **extension under exceptional circumstances**.

For information on **refunds when withdrawing from a course**, please refer to:

📌 The **Code of Practice**

📌 The **Fees, Charges, and Refunds Policy** available on the **EIM Training website**

By following the correct withdrawal process, students ensure compliance with **EIM Training policies and funding regulations**.

4.3 Course Transfer within EIM Training

Students who wish to **cancel their enrolment in a course and transfer to another course within EIM Training** must complete a **Change of Enrolment Form**.

Eligibility and Conditions

- ✓ **Transfer requests must be submitted within three (3) months** from the commencement of the original course.
- ✓ EIM Training will review transfer requests and respond **within 14 days** of submission.
- ✓ **EIM Training reserves the right to refuse a course transfer request** based on academic progress, funding requirements, or other relevant factors.
- ✓ A **Transfer Fee applies**, as outlined in the **Schedule of Administrative Fees** on the **EIM Training website**.

- ✓ If the new course has a **higher tuition fee**, students must pay the **difference in course fees** before the transfer is approved.
- ✓ If the new course has a **lower tuition fee**, the student must **continue paying the original course fee**—refunds will not be provided.
- ✓ **Only one (1) course transfer** is permitted per enrolment.

✦ **Important:** Course fees **will not be refunded** as a result of a course transfer. Students must review their eligibility and financial commitments before applying for a transfer.

For students enrolled under **government-subsidised programs**, transfers must also comply with **Department of Employment, Small Business and Training (DESBT) funding obligations**.

4.4 Transferring to Another RTO

Students who wish to **transfer their enrolment from EIM Training to another Registered Training Organisation (RTO)** must follow the formal withdrawal process before transferring.

Steps for Transfer

1. **Complete and submit the EIM Training Course Cancellation Form** before transferring.
2. **EIM Training will issue a Statement of Attainment** for all successfully completed units.

Additional Requirements for Traineeship Students

✦ If the student is enrolled in a **traineeship** and wishes to transfer to another RTO:

- ✓ **Complete and submit the EIM Training Course Cancellation Form.**
- ✓ Submit a **Department of Employment, Small Business and Training (DESBT) ATF-10 Change of Training Organisation form**.
- ✓ This form must be submitted to **DESBT by the student or employer** to finalise the transfer process.

✦ **Fees and Refunds:** Refer to the **EIM Training Fees, Charges, and Refund Policy** for details on refund eligibility and any applicable transfer fees.

By following this process, students ensure compliance with **ASQA, DESBT, and EIM Training policies** while maintaining their academic records and financial obligations.

4.5 Course Progress

At EIM Training, students are informed of their **course duration** during the pre-enrolment stage. Upon enrolment, a **Confirmation of Enrolment (CoE)** letter is issued, detailing the commencement date, course duration, and expected completion date. Please note that these dates may **be subject to change** with minimal notice.

We recognise that students may encounter challenges that impact their ability to attend classes and complete assessments. These challenges may be beyond their control. EIM Training provides structured learning support frameworks to ensure students receive the necessary academic assistance to progress successfully in their studies.

All students are required to maintain satisfactory course progress. If a **student experiences difficulties**, they must take proactive steps to improve their performance, including:

- **Seeking Support:** Students must inform their Trainer/Assessor or Student Services as soon as they encounter difficulties in meeting course progress requirements.

- **Resubmission Policy:**
 - If a student does not achieve competency in a unit, they are permitted two (2) resubmissions at no additional cost.
 - If competency is not achieved after the resubmission, the student must re-enrol in the unit and pay the applicable fees.
 - If competency is not achieved on the third attempt, the student may request a fourth attempt by paying the associated fee. Please refer to the EIM Training website for the latest schedule of fees.
 - Re-enrolment and resubmission opportunities are subject to availability, and placement in the next intake cannot be guaranteed.
- **Flexible Study Load:** Students who are carers, have a disability, or face exceptional circumstances may negotiate a reduced study load with EIM Training in line with support and access provisions.

Failure to maintain satisfactory course progress may result in academic review. In such cases, students may be required to provide a written explanation outlining reasons why one or more of the following actions should not be taken:

- ✎ **Restricted Enrolment:** The student may only be permitted to continue in a limited study load or attend designated workplace visits/classes. Further failure may result in refusal of continued enrolment.
- ✎ **Enrolment Restrictions:** EIM Training may refuse further enrolment in any course if a student continuously fails to meet competency requirements. This decision will be formally recorded in the student's enrolment records.

4.6 Course Expiry

At **EIM Training**, students are informed of their **course duration and expiry date** during the **pre-enrolment stage**. This information is also confirmed upon enrolment.

Once a student has been enrolled, a **Confirmation of Enrolment (CoE) letter** is issued, which includes details of the **commencement date, course duration, expected completion date, and course expiry date**. These dates outline the maximum timeframe in which students are expected to complete their studies.

Students are responsible for managing their study progress to ensure they complete their course within the allocated timeframe. If a student fails to complete the course before the **expiry date**, re-enrolment may be required, and additional fees may apply. **Course extensions are not guaranteed and are subject to availability and approval by EIM Training.**

For further information regarding course expiry and re-enrolment fees, students should refer to the **EIM Training website** or contact **Student Services**.

4.7 Course Extensions

Requests for **course extensions** are subject to EIM Training's discretion and availability. Approval is not guaranteed and **is assessed on a case-by-case** basis. Extensions will not exceed the program's completion date unless exceptional circumstances apply, and approval is granted by the **General Manager**.

To be eligible for a course extension:

- **All program fees must be paid in full** at the time of the request.
- **Students must submit their request at least 30 days** before the expected completion date of their program. Requests submitted after this period will not be accepted.
- **A maximum extension of six (6) months may be granted.**

- **Course extensions come with a fee**, which must be paid upon approval. Please refer to the EIM Training website for the latest Schedule of Administrative Fees.

EIM Training reserves the **right to decline** a course extension request at its absolute discretion. For further details, students should contact Student Services.

4.8 Deferment

Students seeking to **defer** their studies must complete and **submit the Student Deferral/Suspension Request Form**. EIM Training assesses deferment requests on a **case-by-case basis** and reserves the right to decline a request at its absolute discretion.

Key conditions for deferment:

- **A maximum deferment period of six (6) months** is allowed, extending the overall duration of the program accordingly.
- **No refunds of program fees will be issued** for approved deferments.
- **Students remain liable for all payments** as outlined in their Course Application Form and enrolment agreement.
- **Requests must be submitted at least 14 days prior** to the intended deferment date.
- **EIM Training will review and respond** to requests within 14 days of submission.

The **Student Deferral/Suspension Request Form** is available on the EIM Training website. For further information, students should contact Student Services.

5.0 Assessment

5.1 Assessment Guidelines

At **EIM Training**, students are assessed using a **competency-based assessment** system. This means students are **not graded** on a numerical scale but are instead deemed **“Competent” (C)** or **“Not Yet Competent” (NYC)** based on their ability to demonstrate the required skills and knowledge.

Assessment methods may include:

- **Written/oral assessments**
- **Practical demonstrations**
- **Case studies and similar activities**
- **Portfolio development**
- **Work samples**
- **Third-party reports**

To ensure **consistent progression**, students are expected to **submit a full unit for assessment every month**.
Student Responsibilities

Students must adhere to the following assessment requirements:

📌 **Submission Deadlines:** Assessments must be submitted by the **due date**, unless an extension has been granted. Failure to submit on time will result in an **unsuccessful result** for that assessment item.

📌 **Extensions:** Will only be granted under **extenuating circumstances**, such as personal illness or other valid reasons, and must be requested in advance.

📌 **Submission and Collection Procedures:** Students must comply with **EIM Training’s assessment submission and collection protocols**.

Resubmission Policy

- If an assessment **does not meet competency** on the first attempt, the **Trainer/Assessor will provide feedback** and outline resubmission requirements.
- Students are allowed up to **two (2) resubmissions** at no additional cost.
- If competency is **not achieved on the third attempt**, students have the option to **pay for a fourth attempt**. Please refer to the **EIM Training website** for the latest **schedule of fees**.
- If the student fails the fourth attempt, they will be required to **re-enrol in the unit** and pay the applicable fees.

Academic Integrity

All assessment submissions must be completed **honestly and ethically**.

- **Cheating and plagiarism** are strictly prohibited.
- All sources must be **properly acknowledged** to avoid academic misconduct.

For further guidance on assessment policies, submission procedures, or support, students should contact **Student Services**.

5.2 Results and Access to Participant Records

5.2.1 Access to Participant Records

Students have the right to access their records at **EIM Training** to review their **completed work, progress, or other relevant information**.

- Access to student records is **strictly confidential**.
- No third party will be granted access to a student's records **without the student's written consent**, except where required by law or regulatory bodies.
- Requests to access records must be made through **Student Services**.

5.2.2 Results

- Students will receive **assessment feedback and results** within **twenty (20) working days** of submission.
- If additional time is required for assessment processing, students will be notified accordingly.
- Results will be communicated via the **student portal or email**.

For further assistance regarding records or results, students can contact **Student Services**.

5.3 Copyright and Academic Integrity

EIM Training is committed to upholding **intellectual property laws** and ensuring compliance with the **Copyright Act 1968 (Cth)**, as well as all relevant regulations governing **Registered Training Organisations (RTOs)**.

5.3.1 Academic Integrity

Students are expected to engage in **critical analysis, independent thought, and the application of original ideas** in their work. Plagiarism and cheating are serious breaches of academic integrity, and penalties apply to anyone found to:

- **Copy another person's work** without proper acknowledgment.
- **Submit work that is not their own** or has been copied from another student or external source.
- **Use unauthorized materials** in assessments.

5.3.2 Copyright Compliance

Students must comply with the **Copyright Act 1968 (Cth)** when using copyrighted materials for study and research purposes. The following **copying limits** apply:

- **Books:** One chapter or **10% of the total number of pages**, whichever is greater.
- **Electronic texts:** One chapter or **10% of the total word count**, whichever is greater.
- **Journals, magazines, newspapers:** One article per issue, or multiple articles **if they relate to the same subject matter**.
- **Digital content:** Internet material, artistic works, dramatic pieces, films, and musical compositions are also protected under copyright laws.

5.3.3 Referencing and Citation Requirements

When using information from external sources, students **must properly acknowledge** the original author to **avoid plagiarism**. Proper citation ensures **compliance with copyright laws** and maintains academic integrity.

✎ **For example**, when citing a book:

Dwyer and Hopewood (2010) *Management Strategies and Skills* – McGraw Hill.

When citing a **magazine or online article**:

(Source: *Financial Review*, "Better Times Ahead," 12 June 2010, page 14)

(Source: www.website-name.com.au)

Bibliographies and **reference lists** should provide full publication details but do not replace proper in-text citations.

5.3.4 Software Licensing Compliance

All software used on **EIM Training** computers or provided by the RTO is **licensed and legally obtained**. Students are strictly prohibited from:

- **Copying, distributing, or installing unauthorized software** on EIM Training computers.
- **Using EIM Training software** outside the conditions of its license agreement.

Failure to comply with **copyright laws, referencing requirements, or software licensing agreements** may result in disciplinary action in accordance with **EIM Training's academic policies**.

For further guidance, students should consult **Student Services** or visit the [EIM Training website](#).

5.4 Plagiarism and Cheating

5.4.1 Definition of Plagiarism

Plagiarism is the act of **copying, borrowing, or using another person's work, ideas, or expressions without proper acknowledgment**. It includes **presenting someone else's words or concepts as your own**, whether intentionally or unintentionally.

Plagiarism is a violation of the **Copyright Act 1968 (Cth)** and may have **legal consequences**. EIM Training enforces strict academic integrity policies, and all students are expected to comply.

Plagiarism includes, but is not limited to:

- **Direct duplication:** Copying (or allowing someone to copy) work from books, articles, websites, another student's assignment, or any other source.
- **Paraphrasing:** Rewording another's work while maintaining the **same meaning, structure, or progression of ideas** without proper citation.
- **Collaboration without attribution:** Piecing together sections of work from multiple sources into a new whole **without acknowledgment**.

- **Unapproved group work:** Completing an individual assessment **in collaboration** with others. All submitted assessments must be **original work** created independently by the student unless group work is explicitly required. In group assessments, all members must contribute **original content**.

5.4.2 Consequences of Plagiarism

If plagiarism is detected, one or more of the following penalties may apply:

- The student may be required to **undertake additional assessment** in that subject.
- The **plagiarised assessment work will be reported** to the employer (if applicable).
- The **Department of Employment, Small Business and Training (DESBT)** may be notified.
- A result of **Not Yet Satisfactory (NYS)** may be recorded for the assessment.
- A result of **Not Yet Competent (NYC)** may be recorded for the unit.
- The student may be required to **pay and resit the assessment**. Fees apply and can be found on the [EIM Training website](#).
- A combination of the above actions may be taken.

5.4.3 Academic Integrity Declaration

To maintain assessment integrity, students must **sign a declaration** on the **Unit Cover Sheet** before submitting each assessment. This declaration confirms that:

- The student submitting the work is the **enrolled student**.
- The work is **authentic and original**.
- The student has read and understood the **assessment instructions**.
- The student is aware of the **penalties for plagiarism**.

5.4.4 Cheating and Its Consequences

Cheating is strictly prohibited at EIM Training. Cheating includes:

- Using **unauthorised materials** during assessments.
- Copying answers or **allowing others to copy**.
- Submitting **work completed by someone else**.

If a student is found to have cheated, one or more of the following actions may be taken:

- The student may be required to **undertake additional assessment**.
- The **cheating incident will be reported** to the employer (if applicable).
- The **Department of Education and Training** may be notified.
- A result of **Not Yet Satisfactory (NYS)** may be recorded for the assessment.
- A result of **Not Yet Competent (NYC)** may be recorded for the unit.
- The student may be required to **pay and resit the assessment**. Fees apply and can be found on the **EIM Training website**.
- A combination of the above actions may be taken.

EIM Training upholds strict academic integrity standards to ensure fairness, compliance with **RTO regulations**, and adherence to **Australian copyright laws**. Students are strongly encouraged to **engage in ethical study practices** and seek support if they are struggling with their coursework.

6.0 Complaints and Appeals

EIM Training is committed to providing a **high standard of service** and ensuring a **fair and transparent** process for managing complaints and appeals. If you have a complaint or wish to appeal an assessment result, you are encouraged to follow the procedures outlined below.

5.1 Complaints Procedure

A **complaint** is a formal expression of dissatisfaction regarding any aspect of **EIM Training's services, business operations, or conduct**, including but not limited to:

- **Enrolment processes**
- **Training delivery and assessment**, including Recognition of Prior Learning (RPL)
- **Access to training and assessment services**
- **Discrimination, harassment, or unfair treatment**
- **Participant amenities or any other concerns** related to the learning environment

Complaint Resolution Process

Step 1: Informal Resolution

- Students are encouraged to **speak directly** with their **Trainer/Assessor** about the concern.
- If the issue is not resolved or the student is uncomfortable discussing it with the Trainer/Assessor, they should contact the **Group General Manager** for further assistance.

Step 2: Formal Complaint

- If the issue remains unresolved, the student should submit a **formal written complaint** to the **Group General Manager**.
- Complaints should be submitted via the **Incident/Complaint Form**, which can be accessed on the **EIM Training website** or through **Student Services**.
- The complaint will be reviewed, and the outcome will be provided **in writing within 14 working days** of the decision.

Step 3: Independent Mediation

- If the student is not satisfied with the resolution, an **independent third party** may be engaged to mediate the complaint.
- Independent mediators may include **training representatives, legal representatives (e.g., Anti-Discrimination Board), or other relevant personnel**.

Step 4: External Review

- If the complaint is still unresolved after mediation, the student has the right to escalate their concern to the **Australian Skills Quality Authority (ASQA)**.
- Complaints to ASQA can be lodged by completing the **official complaints form** at: <https://www.asqa.gov.au/complaints>

Confidentiality and Procedural Fairness

- **All complaints are treated seriously, fairly, and confidentially**, with due regard to procedural fairness.
- Information related to complaints will be stored securely, ensuring **confidentiality and compliance** with privacy laws.
- **No student will be disadvantaged** for lodging a complaint.

For further assistance, students should contact **Student Services** or refer to the **Complaints Policy** on the [EIM Training website](#).

6.2 General Appeals Process

EIM Training is committed to ensuring that all students have the right to appeal decisions that affect their academic progress or their experience at the institution. This policy outlines the process for domestic students to lodge an appeal and the procedures that will be followed to resolve it.

This process applies to all domestic students enrolled in courses at EIM Training. It covers appeals related to academic decisions, disciplinary actions, or any other administrative decisions.

Definitions

- **Appeal:** A request by a student for a review of a decision made by EIM Training.
- **Appellant:** The student lodging the appeal.
- **Respondent:** The individual or department whose decision is being appealed.
- **Resolution:** The outcome of the appeal process.

Principles

- **Fairness:** All appeals will be handled impartially and equitably.
- **Transparency:** The appeal process will be clear and transparent to all parties involved.
- **Timeliness:** Appeals will be addressed in a timely manner.
- **Confidentiality:** All information related to the appeal will be kept confidential.

Procedure

Step 1: Grounds for Appeal

1. **Academic Appeals:** Appeals can be made against decisions related to grades, assessments, or academic progress if the student believes there has been an error or unfair treatment.
2. **Non-Academic Appeals:** Appeals can be made against disciplinary actions, administrative decisions, or any other non-academic issues affecting the student.

Step 2: Submitting an Appeal

1. **Written Submission:** The appellant must submit a formal appeal in writing to the Appeals Committee. The appeal should include:
 - Student's full name and contact details.
 - A clear description of the decision being appealed.
 - The reasons for the appeal, including any supporting evidence.
 - The desired outcome or resolution.
2. **Timeframe:** Appeals must be submitted within 10 working days of the decision being communicated to the student.
3. **Acknowledgment:** The Appeals Committee will acknowledge receipt of the appeal within 5 working days.

Step 3: Appeal Review

1. **Investigation:** The Appeals Committee will review the appeal, which may involve:
 - Assessing the original decision and any supporting documents.
 - Interviewing the appellant and relevant parties.
 - Gathering additional information if needed.
2. **Hearing:** If necessary, a hearing may be scheduled to allow the appellant to present their case in person. The appellant may bring a support person or representative to the hearing.
3. **Decision:** The Appeals Committee will provide a written decision to the appellant within 20 working days of acknowledging the appeal. The decision will include:
 - A summary of the findings.
 - Any actions to be taken or proposed resolutions.
 - Information on further steps if the appellant is not satisfied with the outcome.

Step 4: Further Appeal

1. **Submission:** If the appellant is not satisfied with the Appeals Committee's decision, they may submit a further appeal in writing to the Director of EIM Training within 10 working days of receiving the decision.
2. **Review:** The Director will review the further appeal, which may involve reassessing the initial appeal process and decision.

3. **Final Decision:** A written response will be provided to the appellant within 20 working days of receiving the further appeal. The decision made by the Director is final.

External Review

If the appellant remains dissatisfied after the internal appeal process, they may seek an external review from relevant bodies such as:

- The National Training Complaints Hotline.
- The Australian Skills Quality Authority (ASQA).

Record Keeping

All appeals and their outcomes will be documented and retained securely for a minimum of 5 years. These records will be used to improve services and ensure fairness in future processes.

7.0 Qualifications and Certifications

EIM Training issues qualifications and Statements of Attainment in compliance with the Standards for RTOs 2015, as regulated by the Australian Skills Quality Authority (ASQA).

7.1 Issuance of Certificates and Statements of Attainment

Upon **successful completion** of all required units of competency within a qualification, or when a student has met the assessment requirements for one or more units but not an entire qualification, EIM Training will issue the relevant Certificate or Statement of Attainment within **thirty (30) calendar days**, provided that:

- The student has met all competency requirements.
- All fees and financial obligations have been settled.

All issued Certificates and Statements of Attainment comply with the Australian Qualifications Framework (AQF) and contain the necessary information as required under ASQA standards.

7.2 Cancellation of a Qualification or Statement of Attainment

EIM Training reserves the right to **cancel or revoke a qualification or Statement of Attainment** if:

- It was issued in error.
- It was issued based on false or misleading information provided by the student.
- The student has been found to have engaged in academic misconduct that invalidates their competency.

If a qualification or Statement of Attainment is cancelled:

- The student will be notified in writing with an explanation of the cancellation.
- The student must return the cancelled certificate to EIM Training within thirty (30) calendar days of receiving notice.
- The cancellation may be reported to ASQA, the Department of Education and Training, and other relevant government agencies.

7.3 Replacement of a Qualification or Statement of Attainment

Students may request a replacement Certificate or Statement of Attainment under the following circumstances:

- Loss, damage, or non-receipt due to mail delivery issues.
- Change of name, requiring an updated certificate.
- The original certificate has been stamped due to outstanding fees.

Replacement Process:

- Students must submit a formal request to EIM Training for a replacement certificate.
- If applying due to a name change, the student must provide a certified copy of legal documentation (e.g., marriage certificate, deed poll, or court order).
- Fees apply for replacement certificates. Students should refer to the current Schedule of Administration Fees on the EIM Training website.

Student Responsibility:

- It is the student's responsibility to update their contact details with EIM Training.
- If a certificate is issued to an outdated address due to a failure to update details, the student will be required to pay a reissue fee as per the Schedule of Administration Fees.

For further details regarding qualifications, cancellation, or replacement requests, students should contact Student Services or visit the EIM Training website.

8.0 Relevant Legislation to be Complied With

1. Work Health and Safety Act 2011 (Cth)

This Act provides a framework for managing health and safety risks in Australian workplaces, aiming to prevent fatalities, injuries, and illnesses by minimizing exposure to hazards. All organizations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information, visit: <https://www.business.qld.gov.au/running-business/whs/whs-laws/whs-act>

2. Industrial Relations Act 2016 (Qld)

This Act provides a framework for industrial relations that supports economic prosperity and social justice. For more information, visit: <https://www.legislation.qld.gov.au/view/whole/html/current/act-2016-063>

3. Privacy Act 1988 (Cth)

The Privacy Act 1988 regulates the handling of personal information about individuals, including the collection, use, storage, and disclosure of personal information. It includes the Australian Privacy Principles (APPs) that apply to the handling of personal information. For more information, visit:

<https://www.legislation.gov.au/C2004A03712/2019-08-13/text>

4. Copyright Act 1968 (Cth)

This Act governs the protection of original works, including literary, dramatic, musical, and artistic works, as well as certain performances. It outlines the rights of creators and the use of copyrighted material. For more information, visit: <https://www.legislation.gov.au/C1968A00063/2019-01-01/text>

5. National Vocational Education and Training Regulator Act 2011 (Cth)

This Act establishes a consistent registration and accreditation framework for Vocational Education and Training (VET) by applying nationally agreed standards. It also established the Australian Skills Quality Authority (ASQA) as the national VET regulator. For more information, visit: <https://www.asqa.gov.au/about-us/asqa-overview/key-legislation>

6. Equal Opportunity Legislation

These Acts aim to eliminate discrimination, sexual harassment, and victimization, promoting equality within workplaces and educational institutions. Relevant legislation includes:

- **New South Wales:** Anti-Discrimination Act 1977
- **Queensland:** Anti-Discrimination Act 1991
- **South Australia:** Equal Opportunity Act 1984
- **Victoria:** Equal Opportunity Act 2010
- **Western Australia:** Equal Opportunity Act 1984

7. Australian Consumer Law (ACL) 2011

The ACL aims to promote fair trading and protect consumers. It covers unfair contract terms, consumer rights when buying goods and services, product safety, and unsolicited consumer agreements. For more information, visit: <https://consumer.gov.au/australian-consumer-law/legislation>

8. Competition and Consumer Act 2010 (Cth)

This Act enhances the welfare of Australians through the promotion of competition and fair trading and provides for consumer protection. For more information, visit:

<https://www.legislation.gov.au/C2004A00109/latest/versions>

9. Children, Youth, and Families Legislation

These Acts provide for community services to support children and families, the protection of children, and provisions related to children who have been charged with or found guilty of offenses. Relevant legislation includes:

- **New South Wales:** Children and Young Persons (Care and Protection) Act 1998
- **Queensland:** Child Protection Act 1999
- **South Australia:** Children's Protection Act 1993
- **Victoria:** Children, Youth and Families Act 2005
- **Western Australia:** Children and Community Services Act 2004

10. Standards for Registered Training Organisations (RTOs) 2015

These standards outline the requirements RTOs must meet to ensure nationally consistent, high-quality training and assessment services. Note: Revised Standards for RTOs will come into full regulatory effect from 1 July 2025. Until then, the 2015 Standards apply. For more information, visit:

<https://www.asqa.gov.au/about-us/asqa-overview/key-legislation/standards-rtos-2015>

11. Australian Qualifications Framework (AQF)

The AQF specifies the standards for educational qualifications in Australia, encompassing higher education, vocational education and training, and schools. It ensures national recognition and consistency of qualifications. For more information, visit: <https://www.aqf.edu.au/>

12. Education Services for Overseas Students (ESOS) Act 2000 (Cth)

This Act establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students. It also provides tuition protection for international students. For more information, visit: <https://www.education.gov.au/esos-framework>

13. Data Provision Requirements 2020

These requirements mandate that RTOs collect and report accurate data on their operations, including information about students, courses, and training outcomes, to ensure transparency and inform policy development. For more information, visit: <https://www.asqa.gov.au/rto/responsibilities/data-collection-and-provision>

14. Financial Viability Risk Assessment Requirements 2021

These requirements ensure that RTOs have the necessary financial resources to deliver quality training and assessment services and meet their obligations to students and stakeholders. For more information, visit: It is essential for RTOs to stay informed about legislative changes and ensure ongoing compliance to maintain their registration and deliver quality education and training services.