

Student Handbook

CHC33015 Certificate III Individual Support

HLT33115 Certificate III Health Service Assistance

CHC43115 Certificate IV Disability

CHC43415 Certificate IV Leisure and Health

CHC62015 Advanced Diploma Community Sector Management

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QUALITY • TRAINING • RESULTS

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Welcome

The Management and Staff of EmployEase would like to welcome you. As a student undertaking accredited training with us, you have chosen to explore new options and acquire new or updated skills that will enhance your opportunities for employment.

EmployEase is a Registered Training Organisation (RTO) and is responsible for the quality of your training and assessment in compliance with the Standards for Registered Training Organisations 2015. The training you receive is accredited and will provide you with a nationally recognised qualification upon successful completion of all units of competence.

We are here to support you. Should you have any questions, please contact either your Trainer or our Head Office at Box Hill on 9761 2156. Our Office hours are 8.30am to 5pm Monday to Friday.

Our Mission

To deliver high quality training to a wide range of students which celebrates diversity and individual achievement and facilitates positive change in the life of the learner and in the community.

Purpose of Student Handbook

This Student Handbook contains important information regarding how EmployEase operates, your rights and responsibilities as a student and how training and assessment is conducted. It is important that you read the entire Student Handbook and ask questions about anything you do not understand.

Vocational Education and Training

Vocational Education and Training (VET) prepares people for jobs and careers by giving them the specific skills and knowledge they need. VET covers a large number of careers and industries including community services, trades, office work, retail, hospitality and technology.

Training and Assessment in VET in Australia operates under what is known as: “Competency Based Training and Assessment”.

Competency Based Training and Assessment

In competency-based training and assessment the emphasis is on:

- identifying what people need to do in their job
- identifying what people need to know to do their job
- indicating clearly the standard of performance required in the job by the industry or enterprise
- indicating how, when, where and by whom assessment will occur
- the student demonstrating that they have the knowledge, skills and attitudes to perform the job to a required standard.

Website relevant to VET in Victoria and Australia:

National Register of information on Training Packages, Qualifications, Courses, Units of Competency and Registered Training Organisations (RTOs): www.training.gov.au

Quality of training and assessment

EmployEase is solely responsible for the quality of the training and assessment and for the issuing of an AQF qualification, with no involvement of a third party.

Credit Transfer (CT)

Is a process that provides students with agreed and consistent credit outcomes for units in a qualification based on identified equivalence in content and learning outcomes between matched qualifications (see AQF Glossary). To have credit transfer applied you must produce the original or a certified copy of your 'Statement of Attainment' to EmployEase as evidence that you have successfully completed the identical unit, or equivalent unit of competence. You must apply for credit transfer at the time of enrolment. Where a credit transfer is allocated the student will be exempt from attending the training classes for the particular unit/units. However where holistic assessment exists where an assessment task provides evidence against more than one unit, the student may be required to undertake this assessment. Further enquiries about the credit transfer process should be directed to the Business Development team.

Recognition of Prior Learning (RPL)

Is an assessment process which involves assessing the candidates existing knowledge and skills, gained through either work, study or life experience, against the requirement of a particular unit or units of study. Fee for service rates apply to RPL. Fees are charged on a per unit basis. You must apply for RPL prior to enrolment by contacting the office to arrange an RPL interview. RPL is available to all students with the exception of students enrolled in Foundation Programs.

Access and Equity

EmployEase has a responsibility and a commitment to the provision of services to all eligible participants. Disabled access and facilities are available and people with a disability are encouraged to apply for courses that are relevant to their employment goals.

EmployEase upholds the following:

- EmployEase staff are instructed in their responsibilities with regards to Access and Equity principles.
- EmployEase students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

Course Information

A Course Outline is available from the EmployEase website www.employease.com.au. The Course Outline provides information about entry requirements, units of competency, delivery and assessment methods. Government subsidised and fee for service courses are offered by EmployEase. Registrations of interest can be made by contacting the office on 9761 2156 and requesting to attend an information session.

Computer Access

EmployEase supports students to develop a range of skills and knowledge required in today's workplace. In order to support learning in 'using technology' our courses require electronic submission of the assessment tasks. Students who undertake training with EmployEase will need to have the following:

- Access to a computer
- Access to the internet
- MS Word
- Access to a document scanner or digital uploading resource

Students who do not have access to one or more of the above requirements must advise the Business Development Administrator prior to enrolment.

Minimum to medium level of computer skills is required for accredited courses including (word processing; file management; downloading and uploading skills) and these are assessed as part of the Pre-Training Review (see Pre-Enrolment).

Information Sessions

Information sessions are held weekly at our training venues. These sessions are designed to provide potential learners with general information about Employ-Ease, our courses, how courses are delivered and eligibility for funding assistance under the Skills First Program.

Pre-Enrolment

Pre-Training Review

All candidates seeking to enrol in a course with EmployEase will undertake a Pre-Training Review. The purpose of the Pre-Training Review is to ensure that the course is suitable for you, meets your interests, needs and career goals and that you are able to meet the language, literacy and numeracy requirements for entry into the qualification. The Pre-Training Review (PTR) also enables EmployEase to identify any additional support you might need to make sure you have the best opportunity to successfully complete the qualification.

The Pre-Training Review consists of four steps:

Pre-Training Review Interview

The purpose of the interview is to identify your interests, your existing knowledge, skills and experience and to gain an understanding of your short and long-term goals. This is also an opportunity for us to measure your verbal language skills and your skills in being a self-directed and independent learner

Pre-Training Review LLN Assessment

The purpose of the assessment is to measure your current language, literacy, numeracy and skills in learning and compare these against the ACSF requirements of the course. You will also be asked about your level of computer skills which are also required for you to be able to successfully complete the program.

Judgement

This step involves looking at all the information gathered as part of the interview and LLN Assessment and comparing it to the requirements for entry into the course. At this point an informed judgment is made as to whether or not the course is appropriate for you, and what additional support you may need to successfully complete the qualification.

Student Declaration

The purpose of this declaration is to verify that you have received information and understand and the requirements relating to Police Checks, Working with Children Checks, Statement of Fees, Funding eligibility, RPL, Credit Transfer and other information provided to you as part of the pre-enrolment process

Enrolment

Student Selection and Admission

Every student who meets the course entry requirements will be accepted into a training/assessment program. If more than the maximum numbers of participants register for a course, the Careers Manager will determine allocation of places. The criteria will include principles of access and equity and a commitment to complete the course.

Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts will be made to assist them to identify alternative options. Successful applicants will be advised in writing prior to course commencement. You must complete an enrolment form prior to course commencement.

Police Check & Working with Children Check

Students who undertake work placement as part of their course will be required to provide a police check with **NO** disclosures. This will be discussed with you as part of the information session and at enrolment and is contained in the Course Outline.

You will receive an email from EmployEase containing a link to the National Crime Check Application form at your Return to Study – Course Orientation. EmployEase will provide payment for the check on your behalf. It is important to apply for your Police Check as soon as possible after enrolment.

Unfortunately, due to timelines it may not be possible for EmployEase to know if a disclosure appears on a Police Check until a student has attended some of the training, therefore it is important that if you suspect a disclosure might appear on your Police check, that you declare this prior to enrolment so enquiries can be made early.

EmployEase has a strict procedure in place of how Police check disclosures are managed. It is important that you understand these procedures and the implications should a disclosure appear on your police check. See below:

Disclosure	Implication for Enrolment
a conviction for murder or sexual assault	Enrolment will not proceed or will be cancelled
a conviction of, regardless of whether the student was imprisonment or not, for any form of assault or bodily harm, neglect or a person in their care, violence or threats of violence or crimes of a sexual nature	Enrolment will not proceed or will be cancelled
A conviction, regardless of whether the student was imprisoned, relating to dishonesty (including but not limited to fraud and theft) or of drug offences within the past 5 years.	Enrolment will not proceed or will be cancelled

Disclosure	Implication for Enrolment
Multiple traffic/driving offences (more than two) e.g. drink driving, driving under the influence, dangerous driving. Culpable driving	Enrolment will not proceed or will be cancelled
A conviction, regardless of whether the student was imprisoned, relating to dishonesty (including but not limited to fraud and theft) or of drug offences more than five years prior	Students will be offered the opportunity to source a suitable placement within 15 business days of the disclosure being identified, not pursue enrolment or cancel their enrolment
Incidental traffic/driving offences (no more than two) e.g. drink driving, driving under the influence, dangerous driving	Students will be offered the opportunity to source a suitable placement within 15 business days of the disclosure being identified, not pursue enrolment, or cancel their enrolment.

It should be noted that the decision whether or not to accept a student for placement who has a disclosure on their police check is at the absolute discretion of the facility or service.

In addition, some courses will also require a Working with Children Check. You will receive information about the on-line application process at the Return to Study – Course Orientation.

Without these checks you will not be allowed to commence work placement and therefore be unable to complete your qualification and as such be ineligible for government funding.

Where a student's enrolment is cancelled by EmployEase, or the student chooses to cancel their enrolment as a result of a disclosure appearing on a Police Check, the standard refund policy applies. Refer EmployEase Fees Charges and Refunds Policy.

Fees and Charges

Refer Statement of Fees issued as part of your Course Information Pack or by visiting our website at www.employease.com.au

Fee Protection

In line with Clause 7.3 of the Standards for RTO's 2015. Where EmployEase collects more than \$1500 in prepaid fees from a prospective or current student any prepaid fees over \$1500 are protected and covered by ACPET Australian Student (ASTAS).

Recognition of Prior Learning (RPL)

Fee for service rates apply to RPL. Fees are charged on a per unit basis.

Certificates and Statement of Attainments

Replacement Certificates or Statements of Attainment are available at a cost of \$33 (incl. GST) each.

Please note that Certificates and Statement of Attainments are not released to students with outstanding accounts.

Government Subsidised Training

EmployEase courses are delivered using Commonwealth and State Government Funding. Eligibility for a government funded position through Skills First Program is discussed with you prior to enrolment and confirmed by you completing the Evidence of Student Eligibility and Declaration. It is important that you understand that accessing government funding through the Skills First Program may impact on your eligibility for future training programs.

Refunds

Where a student provides Employ-Ease with written notification of their withdrawal from a course within a period of no less than three (3) working days prior to the course scheduled commencement date will be refunded all tuition and service and amenities fees paid less \$80.

Where a student provides written notification of their withdrawal from a course less than three (3) working days prior to the course scheduled commencement date, or within 28 days after the date the course commenced, they will be refunded all tuition and service and amenities fees paid less \$1,000

Where a student provides EmployEase with written notification of their withdrawal from a course, more than 28 days after the course commenced, no refund is payable.

Where a student withdraws from a course but has an existing payment plan in place, the payment plan will continue after withdrawal until the required fees are paid. Discretion may be applied as deemed reasonable by Employ-Ease.

See our Fees, Charges and Refunds Policy available on our website or by contacting EmployEase on 9761 2156

Cancellation of a Course

Where a course is cancelled by Employ-Ease prior to commencement all fees paid will be automatically refunded unless the student chooses to transfer to another Employ-Ease course. No additional costs will be incurred. Should Employ-Ease cancel a course after course commencement, every reasonable step will be taken to support students to complete their training with another Employ-Ease group without financial disadvantage. In the event of the RTO closure all fees paid will be automatically refunded

Course Orientation

A Return to Study - Course Orientation

Course Orientation is conducted on the first day of the program. It is very important that you attend this session, regardless of whether you are undertaking all or part of the training program. This is an opportunity for you to gain valuable information about the program and to ask any questions you may have.

Return to Study - Study Skills

(not applicable to Advanced Diploma Community Sector Management students)

A Return to Study – Study Skills session is also provided as part of your timetable. RTS Study Skills is designed to provide you with a range of skills relevant to you as a student, as well as tuition on our on-line learning campus (LMS) aimed at assisting you to successfully complete your course. Again, this is an important session for you to attend.

Training Delivery

All EmployEase programs are classroom based and led by qualified trainers. Students will take part in a range of small and large group learning activities, discussions and practical demonstrations. Refer to your Course Handbook for more information.

Holistic Learning

(Certificate III Individual Support and Certificate IV Disability only)

At EmployEase we recognise that the work of a qualified community services support or care worker is made up not of a set of individual and distinct tasks, but a holistic approach to the care and support of another human being. As you work through your training plan and timetable trainers will support you to gain an understanding of how your new knowledge and skills apply to other areas of your practice. For example, whilst learning how to support client's health and wellbeing and providing individualised support you will also be considering safe work practices. At EmployEase we call this holistic learning. Holistic learning allows you to be able to practice and consolidate your learning in different contexts, over and over, through small and large group activities, discussions and practical demonstrations.

For more information about how your program is delivered, please refer to your Course Handbook.

Attendance

Attendance as per your timetable is a requirement of your enrolment. Students are expected to remain in class from 9.30am to 3pm. Good attendance also shows strong employability skills. It is important that you understand that if you do not attend all class you will be at a disadvantage in achieving a satisfactory outcome in your assessments. Your attendance record also impacts on your readiness to go out on placement. (minimum). Please note that you are not permitted to submit an assessment for a unit against which you did not attend any of the training. An extended period of absence from your course may result in your enrolment being cancelled. Where a student's attendance in class falls below 50% they may be required to rebook into the class or unit with another group, however only one rebooking opportunity is permitted. Any further re-bookings are at the complete discretion of the VET Manager and may involve an \$80 fee (see End of Course)

Punctuality

It is important to arrive at class at the scheduled time. Again, this is an employability skill. Please check your timetable for class start and finish times. If you are late for your class we ask that you respect other students by ensuring as little disruption as possible occurs as you enter the classroom. Regular late attendance, or

frequently leaving class early may lead to a formal review of your progress or enrolment in the course. See Attendance

Please note: It is not appropriate to take children to class in any circumstance. If you are unable to secure child care on any given day or if your children are sick, please contact the office to record your absence.

Active Participation

All students are expected to actively participate in their training and show strong independent learning skills. This means that you must submit assessments by the due date, attend all timetabled classes, actively participate in class activities and discussions and undertake placement as arranged. Courses delivered by EmployEase are funded by government. As such EmployEase is required to collect evidence of participation from students. There is a number of ways this is achieved

Evidence of your participation is gathered by:

Class Attendance Records

Recording your name on the attendance record shows that you attended the particular focus unit class.

Monthly Quiz

(not applicable Advanced Diploma Program) - Although the on-line quiz is not an assessment, completing the quiz is compulsory as it provides important evidence that you are continuing to engage in learning. You are required to complete each quiz as it appears on the on-line campus and continue to complete each quiz the whole time you remain a student with EmployEase. Should you decide to withdraw from the course before you complete your studies, you must have completed a quiz within the past 30 days. If needed EmployEase will be in touch and ask you to complete a quiz as part of the withdrawal/cancellation process.

On line Assessments

You are required to submit your assessments as per your assessment schedule in the correct sequence. Again, assessments show evidence of your active involvement with your studies.

If a student is shown not to be actively participating in their program or is falling behind in submitting their work, they will be contacted by Student Support who will talk to them about what support might be able to be offered and see if their training plan needs to be adjusted.

It is important to understand that EmployEase has the right and is obligated to cancel the enrolment of any funded student who has not actively participated in the program for a period of up to 60 days.

EmployEase has the right to cancel an enrolment where a student consistently fails to submit evidence by the agreed time, fails to meet the agreed conditions of a Study Agreement or fails to progress in their studies.

On line assessments

(see also Evidence of Participation)

On line assessments provide partial evidence of your competency. The majority of on-line assessments are completed using directly on the on-line campus or may involve you uploading documents to the campus.

You are encouraged to begin working on your on-line assessment within one week of commencing the focus unit or unit. You are required to submit your on-line assessments by the scheduled due date or seek an extension (see below). Some assessment tasks may provide evidence for more than one unit in this qualification. Where this is the case failure to receive a satisfactory outcome may impact on more than one unit.

Applying for an extension to submit an on-line assessment

The expectation is that you will submit each of your assessments as per your assessment schedule and in their correct sequence. However, should something occur which impacts on your ability to submit an assessment in time, you must contact EmployEase Administration on 9 761 2156 to request an extension. An initial extension of up to one week may be applied. A note will then be placed on your student file. Any change to the due date which extends beyond one week must have the approval of the VET Manager and will only be considered under special circumstances. Where a student fails to submit an assessment by the due date and has not been in contact with EmployEase to seek an extension, efforts will be made to contact the student to follow up on their progress, identify any support requirements and to arrange a study agreement.

In-class assessment

Some assessments are conducted as part of your timetabled class time. Should you miss an in-class assessment this may delay the progress of your training.

Details of classroom assessments are listed in your 'Assessment Schedule' which is distributed at the start of your training.

If you are unable to attend an in-class assessment session, you must contact the office to record your absence and arrange to re-book with another group. Only one re-booking is permitted. Any further re-bookings are at the complete discretion of the VET Manager and may involve an \$80 fee.

Student Support

EmployEase uses a range of strategies to support students undertaking training with us (see also student welfare and support). These include:

Student Support Coordinators available Monday to Friday 8.30am to 4.30pm. Please call EmployEase on 9 761 2156.

Return to Study – This session is scheduled as part of your Return to Study at the commencement of your course and provides important information and skills in approaching your training.

LMS support - Students are expected to have minimum computer skills. Additional support is available by contacting our LMS Coordinator or our Administration team on 9 761 2156

Study Support Sessions

Study support sessions provide an opportunity for you to receive additional trainer support. A study session is timetabled into each course however you are able to book into additional study sessions with other groups, if the need arises. At Study Sessions you have the opportunity to bring your laptop and spend 1.1 time with a trainer. Trainers can revisit class content from a focus unit, explain questions or feedback, or direct you to additional resources. There is no limit to the number of study sessions you may attend. Additional sessions are readily available by contacting the administration staff on 9761 2156 to register. You will be provided with a list of scheduled sessions for all campuses at your Course Orientation

Official Course End Date

As with any contract or agreement, there needs to be a defined end. It is the same with a training course or training plan. Your course will officially end four weeks after the scheduled placement period, or four weeks from the end of your timetabled classes whichever comes last in your course

This means that all course requirements/evidence must be completed and submitted to be included in your final outcome.

If you need to transfer to another group mid-course, rebook into a class, extend their placement time, or ask for an extension in submitting an on-line assessment, EmployEase will always take into account your course end date before authorising any changes. Any adjustments which will result in your enrolment extending beyond your original course end date will be at the complete discretion of EmployEase Management and will be based on particular circumstances, your study history including your attendance and progress to date and the expected revised Course End Date.

It is important to understand that although EmployEase makes every effort to support all students to complete their program it is not always possible or appropriate for training to extend beyond a timeline which is reasonable.

Assessment

(see also In-class Assessment and First Aid)

All assessment is conducted by qualified Workplace Assessors. EmployEase uses a range of assessment methods to measure your knowledge, skills and attitudes against the requirements of each unit or units of competency.

The process of assessment is designed to be:

Fair, valid, reliable and flexible.

Methods of assessment used by EmployEase include:

- Written questions
- Case Studies/scenarios
- Research tasks
- Practical demonstration/Observation (in the classroom and in the workplace)
- Journals
- Third Party Reports

To be awarded the qualification you must obtain an outcome of competent for each unit in your course.

To achieve an outcome of competent you must complete all assessment tasks attached to that unit, each to the required standard. Some tasks are completed on our On-Line Learning System (LMS), others are completed in hard copy and then uploaded onto the LMS whilst others are completed in class. With the exception of First Aid, which is an optional unit, assessment also includes successfully completing a Work Placement or workplace application and associated work placement tasks.

Each assessment method used by EmployEase is designed to gather evidence which is valid, authentic, current and sufficient.

Whether you are completing an on-line written assessment; a workplace tasks or a practical demonstration in the classroom your Assessor will provide you with timely and constructive feedback to ensure you are able to monitor your own progress, identify your strengths and understand where improvements need to be made.

Please note that assessments cannot be undertaken for a unit/s for which you did not attend the class (see Attendance)

For more information about assessment in your program, refer to your Course Handbook

Re-Assessment

(see also First Aid Assessments)

Should you be unable to achieve a satisfactory outcome for a particular assessment task you will be given the opportunity to be re-assessed.

On line written assessments

You are permitted a total of three attempts at your online assessments. If you are unable to achieve a satisfactory outcome following your 2nd attempt, you will be encouraged to book into a study support session or seek advice from student support before making your 3rd and final attempt. If you are deemed not satisfactory on your 3rd attempt, you will be deemed Not Yet Competent for the unit and unfortunately you will not be able to successfully complete your qualification. However, if you wish to re-enrol in the unit you can do so through EmployEase, but this will incur an additional enrolment fee.

Work placement/Practical Demonstration

It is important to understand that your practical demonstration in the workplace is linked to most if not all units in your course. This means that you must achieve a Satisfactory outcome for your final practical demonstration conducted by your EmployEase Workplace Assessor, as part of meeting the requirements of the qualification. Placement commences two weeks after the scheduled PINF session.

You will be given two opportunities to demonstrate your competency in the workplace. If you are deemed not satisfactory on your first attempt, you will be provided with constructive feedback from your assessor, and another placement opportunity will be scheduled. The scheduling of the 2nd placement and the location and duration will be arranged in consultation with your Placement Coordinator.

If you are deemed not satisfactory on your 2nd practical demonstration, no further attempts will be arranged for you and you will be deemed NYC for all units linked to placement. Where a student is unable to achieve a satisfactory level after two placements, even if all other assessment tasks are deemed satisfactory, EmployEase is unable to award the qualification.

If your Host Employer terminates your placement prior to your final assessment, or you choose to end your placement, this will be counted towards your first or second placement opportunity.

Where a situation occurs that you are unable to continue with your placement e.g. family emergency, significant injury or illness, you must discuss this with your Placement Coordinator. Unfortunately, EmployEase is unable to take responsibility for a student not successfully completing the qualification due to an unforeseen or planned absence from placement.

Refer to your Course Handbook for more information about how assessment is conducted in your program.

Work Placement Tasks

Work placement tasks are another way for us to collect evidence of your overall competency in a specific unit or units of study. You must obtain a satisfactory outcome for all workplace tasks to successfully meet the requirements of the qualification. As these tasks need to be completed within a workplace, it may be necessary for you to undertake additional hours to complete the tasks to a satisfactory standard. You will be given two opportunities to successfully complete your workplace tasks.

In-class Assessment (see Attendance)

You are permitted three attempts at your in-class assessments. If you are deemed Not Satisfactory on your first in class attempt, you need to contact EmployEase to rebook into the class for a 2nd attempt. If you again are unable to gain a satisfactory result, you will be asked to repeat the unit classes prior to making a 3rd and final attempt. If, following your third attempt, you are unable to gain a satisfactory outcome, you will receive a Not Yet Competent for the unit and unfortunately you will not be able to successfully complete your full qualification. If you wish to re-enrol in the unit, you can do so through EmployEase, but this will incur an additional enrolment fee.

Reasonable Adjustment

Reasonable adjustment will be applied to take into account the individual needs of a student, within the constraints of the particular unit of competency. Reasonable adjustment that may be applied includes:

- Additional time to complete an assessment
- Rescheduling of an assessment
- Verbal assessment
- Adjustments to the equipment or resources used as part of the assessment

First Aid

First Aid is an optional training opportunity offered by EmployEase to students looking to enrol in our Aged Care and Disability Programs. Candidates can choose as to whether or not they wish to enrol in First Aid as part of their program at their pre-enrolment interview.

First Aid is delivered over two full days. Students wishing to complete their First Aid must attend both training days.

Should you advise EmployEase that you are unable to attend your scheduled First Aid Classes prior to the classes being held, you are permitted one free rebooking opportunity. The rebooking can be made at the time of contacting EmployEase. If for any reason you are not able to attend your re-booked session and you still want to complete your First Aid, you must arrange to re-enrol and pay an enrolment fee.

Should you not attend your scheduled First Aid classes without advising EmployEase you will need to rebook and pay an \$80 fee. However, you must contact EmployEase to arrange this.

You must attend both days of your First Aid, otherwise you need to rebook into the two-day course again. Any further re-bookings beyond this will be at a cost of \$80

First Aid Assessment and Re-assessment

To ensure that you complete your assessment while the information is fresh and also to avoid still having your first aid assessment when you are also submitting industry units, you are required to complete your assessment within **7 calendar days** of attending the second day of your first aid training.

You will have the opportunity to use and become familiar with the LMS as part of your Return to Study session. It is important to note that if you submit the assessment after 7 days, unless you are resubmitting, your trainer will not mark the work and an outcome of Not Satisfactory will be applied. You will need to contact EmployEase to arrange undertaking First Aid again and pay a re-enrolment fee.

Should you submit your work within the initial 7 days, but it is not satisfactory, you must **re-submit within the following 3 days from receiving your notification email** from EmployEase, otherwise again your work will not be marked and an outcome of Not Satisfactory will be applied.

You are permitted two attempts at first aid only (initial attempt plus one re-submit). If you do not meet a satisfactory level after your resubmit and you want to try again you will need to re-book into First Aid, attend the two days again and pay an \$80 fee.

Foundation Skills

Almost everything we do at work requires us to use foundation skills. Foundation skills include language, literacy and numeracy skills. Foundation skills also include those skills which are essential to employment including teamwork, communication; problem solving; initiative; planning and organising; self-management; learning and technology.

Each unit within your qualification will include foundation skills and as a result each assessment task includes an opportunity for you to demonstrate foundation skills. For example, an assessment might require you to problem solve, to use technology or show communication skills by reading workplace policies and procedures, writing a workplace report, using the internet to complete your assessment or showing initiative and teamwork in class or in the workplace.

Students are expected to demonstrate strong foundation skills throughout their training including in the classroom and on placement.

Cheating / Plagiarism

Learning to think and work independently is part of the educational process. Providing evidence of your individual knowledge and skills is a responsibility of every student and a requirement of competency-based training. Cheating or plagiarising work in any form is considered a serious violation of expected student behaviour and may result in disciplinary action.

Definition of Cheating

Cheating is defined as obtaining or aiding another to obtain credit for work by any dishonest or deceptive means.

Cheating includes, but is not limited to:

- Copying from another student's assignment or work or seeking answers from another student or past student (including completing assessments together)
- Providing answers either directly or indirectly to another student
- Submitting all or part of another student's work under your own name
- Giving copies of any part of your completed assignments/tasks to other students.
- Providing access to your on-line system/log-in details to another student

Definition of Plagiarism

Plagiarism is using others' ideas and passing them off as your own, without clearly acknowledging the source of that information.

In your course you are continually engaged with other people's ideas. You read the ideas in text, hear and discuss them in class and incorporate them into your own writing. As a result, it is very important that you give credit where it is due.

Whenever you use the words or ideas of another person or source in your work, you must acknowledge where they came from.

Plagiarism includes, but is not limited to:

- Copying the exact words from a source without using quotation marks
-

- Making very minor changes to someone else's words without acknowledging their source
- Using another person's idea from a text (for example in a book or from the internet) without acknowledging its source
- Copying, cutting and pasting text from an electronic source and submitting it as your own work (e.g. class power-points)
- Using quotes from the internet without acknowledging their source

It should be noted that Employ-Ease encourages students to talk to staff, fellow students and other people who may be able to contribute to a student's learning, but assignments submitted must reflect your own work and knowledge.

Avoiding Plagiarism

To avoid plagiarism, you must give credit whenever you use:

- Another person's idea, opinion, or theory
- Quotations of another person's actual spoken or written words
- Always put responses in your own words

Process for addressing suspected Cheating or Plagiarism

- The Trainer will contact the student directly to discuss the matter and arrange for a resubmission of the work by the student.
- An interview with the Student Support Co-ordinator will be held

Depending on the outcome of the interview the following actions may occur:

- 1) You will be given the opportunity to resubmit your assignment
- 2) You will be required to undertake a verbal assessment or complete your assessment with an EmployEase staff member present.
- 3) Your enrolment in the course will be cancelled

Student Welfare & Support

Students who are experiencing difficulties which are impacting on their studies are encouraged to contact our Student Support Co-ordinator to discuss their concerns. The Student Support Co-ordinator can be contacted by calling the office on 9761 2156.

After hours security and safety measures

Employ-Ease has a number of initiatives in place to protect your security and safety. We ask you to take the time to review this information.

The following measures have been put in place:

- The training venues are locked from 6:15 pm
- A doorbell is available to gain access in the evening
- Buildings are well lit, internally and externally
- Parking is available close to the building

EmployEase requires students to:

- Ensure their car is parked close to the building in a well-lit area.
-

- Leave training venue in pairs where possible
- Ensure that at least one student stay with trainer until they lock up and leave the premises.

Employ-Ease takes student and trainer safety very seriously, however, we cannot guarantee that we can prepare for, and prevent, every likely event.

Student Code of Conduct

Courses are delivered in an adult learning environment. This means that there is an expectation that students will conduct themselves in a respectful and professional manner at all times. Where a student's behaviour is considered to be disrespectful, disruptive to others, or places themselves or others at risk the trainer has the right to ask the student to leave the class. Where a student's behaviour is considered to be outside that described in the Student's Code of Conduct, EmployEase has the right to cancel the student's enrolment. (See

EmployEase Student Code of Conduct

Student Rights:

All students have the right to:

- Be treated fairly and with respect by trainers, staff and other students, without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- Learn in a supportive and stimulating environment in which to pursue their goals
- Access student support if desired or required
- Privacy concerning records that contain personal information, subject to statutory requirements
- Be given information about assessment procedures at the beginning of the course and progressive results as they occur
- Lodge a complaint without fear of retaliation or victimisation
- To work and study in a safe, clean, smoke free, orderly and cooperative environment
- The right to express and share ideas and to ask questions.

Student Responsibilities:

All students have a responsibility to:

- Treat other students, trainers and staff with respect and fairness
- Follow any reasonable verbal or written direction from a trainer or member of staff
- Refrain from using indecent or abusive language
- Behave responsibly by not harassing fellow students, trainers or staff
- Behave responsibly by not damaging, stealing, modifying or misusing Employ-Ease or other students' property
- Behave responsibly by not possessing or being under the influence of drugs and alcohol
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt a class
- Attend scheduled classes and work placement
- Complete all assessment tasks honestly, and not engage in plagiarism or cheating
- Follow Employ-Ease safety practices
- Not to behave in a way that is disrespectful, would offend, embarrass or threaten others
- Comply with all lawful regulations, rules or procedures of Employ-Ease that pertain to them
- Pay all fees and charges to Employ-Ease within the required time frames
- Attend all interviews required by Employ-Ease to discuss your course progress

- Meet or carry out all activities required by Employ-Ease in relation to maintaining course progress.

Refer to Employ-Ease Student Behaviour Guidance Policy and Procedure.

Sexual Harassment

Employ-Ease is committed to providing a safe, flexible and respectful environment in which staff and students are free from all forms of sexual harassment.

Sexual harassment will not be tolerated under any circumstances and rapid disciplinary action will be taken against any person who engages in this behaviour.

Sexual harassment is a specific and serious form of harassment and is unlawful. It is unwelcome sexual behaviour, which could be expected to make a person feel offended, humiliated or intimidated. Sexual harassment can be physical, spoken or written. Employ-Ease' Sexual Harassment Policy can be viewed on our website at www.employease.com.au . Alternatively, contact the office to request a hard copy.

Course Feedback

Employ-Ease welcomes feedback from student across all areas of our service delivery. Throughout your training you will be asked to provide feedback via completion of an on-line survey. An email with a link will be sent to you at intervals throughout your course. Please take the time to complete and submit each survey.

You don't have to wait until the course has finished before you tell us what you think. If you have any suggestions while you are undertaking training, please contact the office and speak with the RTO Operations Manager.

You may also receive a National Centre for Vocational Education and Research (NCVER) and/or an invitation to participate in a Department (DEECD) endorsed project. These surveys assist in the ongoing evaluation and continuous improvement of courses. You may also be contacted by the Victorian Skills Commission for audit or review purposes.

Certificate Issuance

As an RTO EmployEase are required to issue a Certificate within 30 calendar days of a student being assessed as competent in the training program they are enrolled in. If you do not receive your Certificate, please contact the office. Please note that Certificates and Statement of Attainments are not released to students with outstanding accounts. Replacement Certificates or Statements of Attainment are available at a cost of \$33 (incl. GST) each.

Marketing

Written permission to use student images and/or testimonials in marketing material is gained upon student enrolment and is recorded on the enrolment form. Authority is retained in the student file. Students have the right to withhold or withdraw permission of such rights and should do so by contacting the R.T.O. Operations Manager in writing.

Accessing Student Records

Current and accurate records of student participation and progress is available to students upon request.

How to Request Access to Student Records

1. Call Employ-Ease on 9761 2156 and speak to the Administration Manager **or**
2. Email admin@employease.com.au

Requests will be actioned within 7 business days.

Changes in RTO

EmployEase will notify all relevant students, in writing, of any changes at an organisational level which may affect the services being provided. This includes, change of ownership of the training organisation, or third-party training arrangements. Such notification will be provided no later than five days prior to the change occurring.

Complaints & Appeals

Students who have concerns relating to the delivery of training and/or assessment should, in the first instance, discuss the matter with the relevant trainer/assessor or staff member (as appropriate). If the concern is unable to be resolved the student may lodge a Formal Complaint.

Lodging a Formal Complaint (see also Other Appeals)

Complete an EmployEase Complaints/Appeal Form. Forms can be downloaded from www.employease.com.au

Submit the completed form to Employ-Ease by email admin@employease.com.au or mail to:

RTO Operations Manager
Employ-Ease Pty Ltd
Level 3, 990 Whitehorse Road
Box Hill Vic. 3128

EmployEase will strive to resolve any complaint within 10 working days of lodgment. Students will be notified of the outcome of a formal complaint, including reasons for the decision.

Complaints must be lodged within 12 months of completion of course class times.

If the formal complaint cannot be resolved internally, EmployEase will direct the participant to the Dispute Settlement Centre of Victoria.

Information about the Dispute Settlement Centre of Victoria can be found at www.disputes.vic.gov.au. The cost of external mediation will be borne equally by Employ-Ease and the student. Refer to Employ-Ease website for entire Complaints Policy.

Please Note: *Individuals have the option to register a complaint while anonymous or using a pseudonym. It may be impracticable, however, to investigate and resolve an individual's complaint unless the complainant provides their name or similar information.*

Appeals

Assessment Result Appeal

Assessment is the process of collecting evidence and making judgements about whether competency has been achieved. Assessments are carried out in accordance with the *Principles of Assessment* and *Rules of Evidence*.

Students who feel they have been assessed unfairly should discuss with the Assessor directly. If the matter is not resolved satisfactorily, it should be taken to the Student Support Coordinator in an attempt to resolve the

issue at this level. Should the student still be dissatisfied, they have the right to lodge an Assessment Result Appeal.

Lodging an Assessment Result Appeal

The student is the only person who can lodge an assessment result appeal.

1. Complete an Employ-Ease **Assessment Result Appeal Form**. Forms can be downloaded from www.employease.com.au.
2. Submit the completed form to Employ-Ease by email admin@employease.com.au or mail to:

RTO Operations Manager
Employ-Ease Pty Ltd
Level 3, 990 Whitehorse Road
Box Hill Vic. 3128

Employ-Ease will strive to resolve any Assessment Result Appeals within 28 working days of lodgment. Students will be notified of the outcome.

Assessment Result Appeals will be reviewed against the Principles of Assessment and the Rules of Evidence.

Assessment Result Appeals must be lodged within 2 weeks of assessment. Refer to Employ-Ease website for entire Assessment Appeals Policy.

Other Appeals

This might include an appeal against a decision made in relation to your training or assessment (other than results of assessment). An appeal is different from a complaint as it is not suggesting there is any issue with the service we have delivered, but simply is a request for EmployEase to review a decision which has been made.

1. Complete an EmployEase **Complaints/Appeal Form**. Forms can be downloaded from www.employease.com.au
2. Submit the completed form to Employ-Ease by email admin@employease.com.au or mail to:

RTO Operations Manager
Employ-Ease Pty Ltd
Level 3, 990 Whitehorse Road
Box Hill Vic. 3128

EmployEase will strive to resolve any complaint/appeal within 10 working days of lodgment. Students will be notified in writing of the outcome of the appeal.

Appeals must be lodged within 30 days of the initial decision being made.

Legislative Compliance

EmployEase supports and abides by relevant Legislation, Acts and Compliance in regards to Education and Training. The following provides a brief summary of relevant Acts and how they support your participation in training:

NB: The information following are excerpts of the acts sourced via www.comlaw.gov.au, www.legislation.vic.gov.au and other relevant websites identified below.

Charter of Human Rights and Responsibilities Act 2006 (Vic)

The main purpose of this act is to protect and promote human rights.

- Human rights belong to all people without discrimination
- Human rights come with responsibilities and must be exercised in a way that respects the human rights of others.

Child Wellbeing and Safety Act 2005 (Vic)

The Child Safe Standards were introduced by the Victorian Government to improve the way organisations prevent and respond to abuse of children and young people under the age of 18 within their organisations. The Standards seek to create a culture and environment that is supportive and protective.

Competition and Consumer Act 2010 (Cth)

EmployEase complies with Schedule 2 - Australian Consumer Law which protects consumers against misleading or deceptive conduct, unconscionable conduct and unfair practices.

Copyright Act 1968 (Cth)

The Copyright Act 1968 (Cth) allows people to use copyright material without the copyright owner's permission in certain situations.

Key points:

The Copyright Act states that if you use less than a certain amount of a copyright item for research or study, the use is deemed to be fair. If the amount used exceeds these limits, the Act sets out a number of factors to be taken into account to work out whether the use of the material is "fair".

If you are reproducing text from a hard copy edition of 10 or more pages, the Act deems that it is fair to copy:

- 10% of the number of pages; or
- one chapter, if the work is divided into chapters.
- For text material published in electronic form, it is deemed to be fair to copy:
- 10% of the number of words; or
- one chapter, if the work is divided into chapters.

The Act deems that it is fair to reproduce an article from a periodical publication (such as a newspaper, magazine or journal) or more than one article if each article is for the same research or course of study.

Current and further detailed information can be located on the Australian Copyright website www.copyright.org.au.

Disability Discrimination Act 1992 (Cth)

The objects of this Act are:

- to eliminate discrimination against persons on the ground of disability in the areas of work, accommodation, education, access to premises, clubs and sport
- to ensure, as far as practicable, that persons with disabilities have the same rights to equality as the rest of the community
- to promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

Education and Training Reform Act 2006 (Vic)

This Act required that all providers of education and training ensure programs are delivered in a manner that supports and promotes the principles and practice of Australian democracy. All Victorians should have access to a high-quality education that maximises their training achievement and promotes enthusiasm for lifelong learning.

Equal Opportunity Act 2010 (Vic)

The purpose of this act is to eliminate and protect against discrimination, sexual harassment and victimisation including racial and religious.

Freedom of Information Act 1982 (Cth)

The Freedom of Information Act 1982 gives you the right to:

- a. access your personal records
- b. request that incorrect or misleading information held about you be amended or removed
- c. seek a review of our decision not to allow you access to a document or not to amend your personal record.
- d. student has full access to his/her records upon request to the RTO Manager. A written authorisation signed by a student is required.

Occupational Health and Safety Act 2004 (Vic)

The purposes of this act are:

- a. to secure the health, safety and welfare of employees and other persons at work
- b. to eliminate, at the source, risks to the health, safety or welfare of employees and other persons at work
- c. to ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons
- d. to provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

Employ-Ease is committed to providing a safe and healthy learning environment. We make every reasonable effort to prevent accidents and injury and to promote the health, safety and welfare of all students. As a student, you are encouraged to report identified risks or hazards to your trainer/assessor.

Privacy Act 1988 (Cth); Privacy Amendment Act 2012

EmployEase is committed to protecting the privacy of your personal information. Our Privacy Policy sets out the way personal information is handled and can be accessed via www.employease.com.au

Only information that is required by government bodies and is directly relevant to effective service delivery is collected. Employ-Ease adheres to the 13 Australian Privacy Principles. The APPs set out standards, rights and obligations for the handling, holding, accessing and correction of personal information (including sensitive information). These can be accessed via the following website: www.privacy.gov.au

Racial Discrimination Act 1975 (Cth)

It is unlawful for a person to do any act involving a distinction, exclusion, restriction or preference based on race, colour, descent or national or ethnic origin which has the purpose or effect of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of any human right or fundamental freedom.

Sex Discrimination Act 1984 (Cth)

It is unlawful to discriminate against persons on the grounds of sex, marital status, or pregnancy. This Act eliminates discrimination involving sexual harassment in the workplace and educational institutions.

Working with Children Act 2005 (Vic)

The purpose of this Act is to assist in protecting children from sexual or physical harm by ensuring that people who work with, or care for, them have their suitability to do so checked by a government body.

The purpose of a Working with Children Check is to establish a process for assisting in determining whether a person is suitable to work in child related work.

Student's undertaking the Certificate IV in Disability at Employ-Ease are required to have a Working with Children Check (WWCC) prior to work placement.

Compliance

EmployEase complies with the requirements of the:

Australian Qualifications Framework

The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.

Current and further detailed information can be located via www.aqf.edu.au

Victorian Skills Commission

The Victorian Skills Commission (VSC) is the statutory authority providing for the delivery of vocational education and training in Victoria.

The VSC monitors and provides advice to the Government on the performance of the demand driven Victorian training market, oversees public funding for training and further education, regulates apprenticeships and traineeships and supports industry advisory arrangements.

Current and further detailed information can be located via www.education.vic.gov.au

Standards for Registered Training Organisations 2015

Standards which guide nationally consistent, high-quality training and assessment services in the vocational education and training system www.asqa.gov.au

Australian Skills Quality Authority (ASQA)

ASQA is the national regulator for Australia's vocational education and training sector. **ASQA** regulates courses and training providers to ensure the nationally approved quality **standards** are met (see Standards for Registered Training Organisations 2015) www.asqa.gov.au

Support Services

Accommodation

Department of Human Services
Ph: 1300 650 172

Tenants Union of Victoria
Ph: 03 9416 2577

Women's Domestic Violence Crisis Service
Ph: 1800 015 188

Wesley Mission Supported Accommodation
(Homeless) Services
Ph: 02 9263 5555

Health Services

Turning Point Alcohol and Drug Centre
Ph: 1800 888 236

Alcoholics Anonymous Australia
Ph: 1300 222 222

Lifeline
Ph: 131 114

Box Hill Family Clinic
Includes Psychology services
420 Elgar Road
Box Hill Vic 3128
Phone (03) 98992425
Fax (03) 98997909

Eastern Psychology
Contact
(no referral required)
Phone: (03) 9898 0610
Mobile: 0438 123 265

Legal and Consumer Services

Victorian Legal Aid
Ph: 03 9269 0120

Consumer and Tenant Resources Centre
Ph: 03 9761 0288

Victorian Equal Opportunity and Human
Rights Commission Victoria
Ph: 1300 292 072

Commonwealth Ombudsman
Ph: 1300 362 072

www.employease.com.au