

Student Handbook-South Australia

CHC33015 Certificate III in Individual Support (Ageing, Home and Community)

HLT33115 Certificate III in Health Service Assistance

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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, Victoria on (03) 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.

Our Values

Integrity, Excellence, Collaboration, Dedication, Sustainability and Innovation

Our Goals/Objectives

To deliver quality outcome for our students and stakeholders

To employ best practice through a regime of continuous improvement and consultation with all stakeholders

Purpose of Student Handbook

This Student Handbook contains important information about 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 has been applied 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 your Career Advisor or 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 issued as part of your Course Information Pack and is also 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 (03) 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 assessment tasks. Students who undertake training with EmployEase will need to have the following:

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

Students who do not have easy access to one or more of the above requirements must discuss this with their Course Advisor prior to their enrolment.

Basic to intermediate computer skills are also required including skills in word processing, file management, downloading and uploading documents. This will be assessed as part of the Pre-Training Review (see Pre-Enrolment).

Information Sessions

Information sessions are held at intervals across the study year. These sessions are designed to provide potential learners with general information about EmployEase, our courses, how courses are delivered and their eligibility/suitability for a government subsidised position.

Pre-Enrolment

Pre-Training Review/Upfront Assessment of Need

All candidates seeking to enrol in a course with EmployEase will undertake a Pre-Training Review/Upfront Assessment of Need. The purpose of this process is to ensure that the course is suitable for you, that it 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)/Upfront Assessment of Need 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 process consists of four (4) steps:

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 spoken language skills, your skills in understanding English and your skills in being a self-directed and independent learner.

1. Written Responses

Candidates will complete a number of short answer questions relating to their career goals and aspirations, their understanding of the industry and the course.

2. Online LLN Assessment (UAN) Judgement

Candidates will undertake an LLN (Language, Literacy and Numeracy) assessment online assessment. The purpose of the LLN Assessment is to measure the candidate's skills against the requirements of industry and the course. The candidate must undertake the assessment alone, under supervision and without the use of mobile phone or a translation device.

3. Assessment Summary and Learning Support Plan

This document is completed by the Career Advisor in consultation with the candidate. The document formalises the decision as to whether the course is suitable for the candidate and what support mechanisms are required.

4. Candidate Declaration

This document is designed to confirm that the student has received and understands relevant information pertaining to the course including credit transfers, recognition of prior learning, police checks, fees, funding eligibility, course delivery and complaints and appeals etc.

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.

Police Check

If you need to undertake work placement as part of your course, you will be required to provide a current Police Check with **NO** disclosures. This will be discussed as part of the information session and at enrolment and details are also contained in the Course Outline. Without a clear Police Check you will not be allowed to undertake work placement and therefore be unable to complete your qualification and as such be ineligible for government funding. EmployEase requires a Police Check to be available to us no later than four (4) weeks prior to the timetabled Placement Information session. Late Police Checks will result in a delay in placement eligibility.

At your Return to Study – Course Orientation you will receive an email from EmployEase containing an online link to the National Crime Check Application form. EmployEase will provide payment for the check on your behalf. It is important that you apply for your Police Check **immediately after the Return to Study session**.

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

EmployEase takes no responsibility for training undertaken, or loss of fees due to a disclosure appearing on a Police Check.

EmployEase has a strict procedure 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, or a disclosure showing without conviction, 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, or a disclosure showing without conviction, regardless of whether the student was imprisoned, relating to dishonesty (including but	Enrolment will not proceed or will be cancelled

Disclosure	Implication for Enrolment
not limited to fraud and theft) or of drug offences within the past 5 years.	
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, or a disclosure showing without 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, however minor, is at the absolute discretion of the industry, facility or service. Where at any stage 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. EmployEase is unable to take responsibility for any training undertaken or monies lost as a result of a student being unable to provide a clear Police Check. Refer to EmployEase Fees Charges and Refunds Policy.

Working with Children Check

Some courses also require the student to hold a current Working with Children Check. You will receive information about the online application process at the Return to Study – Part 2 session. You are to provide EmployEase a copy of the email received from DHS confirming your approved Working with Children status so we can link your details to our organisation account for placement.

Again, where at any stage a student's enrolment is cancelled by EmployEase, or the student chooses to cancel their enrolment as a result of their Working with Children Check, the standard refund policy applies. Refer EmployEase Fees Charges and Refunds Policy.

Annual Flu Injection and Immunisations

An increased number of aged care facilities and hospitals are now requiring students to have proof of immunisation including the flu vaccination prior to PINF (Placement information session). During flu season, EmployEase strongly encourages students to have a flu shot prior to placement commencing. Should you for health or other reasons choose not to have a flu shot, it is suggested that you discuss this with your career advisor or a placement coordinator asap.

You will need a letter from your doctor/health practitioner which you can present to your Facility Manager or host employer. However, it is at the discretion of the host employer as to whether placement will go ahead.

You may be required to have a blood test to check your immunity if you have not had recent immunisations.

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

EmployEase has implemented learner fee protection measures as required by ASQA in clause 7.3 of the Standards for Registered Training Organisations 2015. EmployEase holds an unconditional financial guarantee from the HSBC bank, for the total amount of prepaid fees held by us in excess of \$1,500 prepaid threshold per learner for services to be provided by EmployEase to those learners.

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 is discussed with you prior to enrolment. It is important that you understand that accessing government funding may impact on your eligibility for future training programs.

Refunds

Where a student provides EmployEase 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, including where EmployEase withdraws the student from the course for reasons including but not limited to breach of student code of conduct, inability to complete training, Police Check with disclosures, or non- participation, 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, or EmployEase withdraws the student from the course for reasons including but not limited to breach of student code of conduct, inability to complete training, Police Check with disclosures, or non- participation, more than 28 days after the course commenced, no refund is payable.

Where a student withdraws from a course, is unable to complete the course or is withdrawn from the course by EmployEase 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 EmployEase. See our Fees, Charges and Refunds Policy available on our website or by contacting EmployEase on (03)9761 2156.

Cancellation of a Course

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

Course Orientation

A Return to Study (Part 1 and Part 2)

Return to Study Course Orientation is conducted in two parts. Part 1 is completed on-line, using our on-line learning tool. It is important that you complete Part 1 prior to your timetabled Return to Study Part 2 session which is delivered in a face to face classroom setting. It is vital that you complete both parts of

Return to Study, regardless of whether you are undertaking all or part of the training program. This is an opportunity for you to gain important information about your course and for you to ask any questions you might have.

Timetable

It is important that you regularly refer to your timetable. However, sometimes it is necessary to change your timetable due to unforeseen circumstances. This might include trainer illness or an unexpected issue with a venue. EmployEase makes every effort to ensure that the student's learning experience is not unreasonably hindered, however, where a change is timetable is unavoidable, you will be notified asap via our admin despatch system and your class will be rescheduled.

Attendance

You are required to attend and actively participate in all your timetabled training sessions. Good attendance shows strong employability skills. Where a student attends less than 80% of their unit training sessions, they will be unable to complete the assessment and will be required to rebook into the missed class or classes, additional fees may apply. EmployEase has the right to cancel a student's enrolment for continued absence from training resulting in non-participation. Standard refund policy applies.

Non-attendance across a complete unit

Where a student does not attend any of their timetabled classes for a complete unit, or attends only partially, no assessment evidence will be accepted and they will be required to rebook into the unit, additional fees may apply. This will result in either a delay in completing the qualification or a Not Satisfactory outcome being recorded against the respective unit/s.

Punctuality

Classes are scheduled from 9.30am to 3.30pm. 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. Where a student arrives in class more than one hour late or leaves class more than one hour early will be marked as having a "partial attendance". Regular late attendance, or frequently leaving class early may lead to a formal review of your progress or enrolment in the course.

Please note: It is not appropriate to take children to class under any circumstances.

Signing In and Out of Class

You are required to accurately record your arrival and departure times and sign the attendance record at each class. The attendance sheet provides us with an accurate record of your attendance in your course and is also an important document should an emergency or venue evacuation be needed. Failure to sign the attendance record will result in an absence being recorded on your student file.

Active Participation

All students are expected to actively participate in their training and show strong independent learning skills. You are expected to 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 our students.

There are a number of ways we do this:

- Compulsory Monthly Check Your Knowledge Quiz

Although the online quiz is not an assessment, it is however **compulsory** and provides important evidence that you are continuing to engage in learning. You are required to complete each quiz as it appears on your online 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.

- **Online Assessments**

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

If you are shown not to be actively participating in your course or you are falling behind in submitting your work, EmployEase will contact you to talk to you about what support you might need and to see if your training plan needs to be adjusted.

- **Regular Class attendance**

Demonstrated via the class attendance record, signing in and out of all classes.

Extended Leave from Studies

Not available.

Deferring an Enrolment

Please note that the option to defer enrolment is not available once the course has commenced. Where a student has enrolled but has not commenced training, their enrolment may be deferred to a later course if it is available.

Training Delivery

All EmployEase courses are classroom based and led by qualified industry trainers. As part of each class you 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

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 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.

Assessment

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 in any particular qualification

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
- Written tasks
- 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 and therefore be marked as satisfactory. Some tasks are completed on our online campus, also known as Learning Management System (LMS), others are completed in hard copy and then uploaded onto the LMS, whilst others are completed in class.

Assessment also includes successfully completing a Work Placement as well as workplace tasks.

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

Whether you are completing an online written assessment; a workplace task 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.

Online Assessments

(see also Evidence of Participation)

Online assessments provide partial evidence of your competency. The majority of online assessments are completed directly on the online campus or may involve you uploading documents to the campus.

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

You are permitted a total of **three (3) attempts** to receive an outcome of satisfactory for an on-line assessment.

If you are unable to achieve a satisfactory outcome following your 2nd attempt, you will be encouraged by your assessor to speak with an EmployEase trainer after your class.

If you are deemed not satisfactory on your 3rd attempt at an assessment, your Assessor will alert you to this and provide you with the following advise as part of their general feedback:

You have not successfully completed this assessment after three attempts. This means that you are deemed Not Competent in this unit/s and will be unable to meet the requirements of this qualification.

This means that you will need to complete this unit or units at another time, under a separate enrolment with either EmployEase or with another RTO. Please note that should a unit be a pre-requisite requirement to placement, this may impact on your ability to undertake placement which is a compulsory component of this qualification and result in additional units being deemed not yet competent.

Applying for an Extension to Submit an Online 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 means you are unable to submit an assessment on time, you must contact EmployEase Administration on (03) 9761 2156 to request an extension.

An initial extension of up to one week may be applied by admin and a note will then be placed on your student file.

Any change to an assessment 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 them to follow up on their progress, identify any support requirements and to arrange a study plan or agreement.

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. Standard refund policy applies.

Work Placement / Practical Demonstration

It is important to understand that practical demonstration in the workplace may provide evidence of most if not all the units in the qualification. This means that you must achieve a Satisfactory outcome for your final practical demonstration conducted by your EmployEase Workplace Assessor as part of the requirements of the course. There are strict pre-requisites you need to meet to be eligible to undertake placement at the scheduled time. It is important that you read your Course Handbook, so you are clear about what your pre-requisites are attached to your course.

Work Placement is an excellent opportunity to demonstrate your strong employability skills and in the cases of many students has led to later employment. Students will attend placement in small groups at a facility organised by EmployEase (see Course Handbook for more details).

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 you will undertake a 2nd placement opportunity. The scheduling of the 2nd placement and the location and duration of the placement 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 Not Yet Competent for all units linked to the practical assessment. Where a student is unable to achieve a satisfactory outcome after two placement attempts, 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.

EmployEase is unable to facilitate placement allocations outside of our standard course delivery locations.

Work Placement Tasks

Work placement tasks are another way that EmployEase gathers evidence of your competency against a 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 complete additional hours to complete the tasks to a satisfactory standard.

As with your placement, you will be given **two (2)** opportunities to successfully complete your workplace tasks. If you do not achieve a satisfactory outcome via two attempts, you will be marked as not satisfactory and depending on the task you will need to speak with your workplace mentor to explore what you need to do to gain further knowledge and experience before attempting the tasks again. This might include more placement hours, or more class time.

In-Class Assessment (see Attendance)

Some assessments are conducted as part of your timetabled class time. Should you miss an in-class assessment this will 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. EmployEase will make efforts to provide you with a 2nd opportunity however as this may require support from other members of your class e.g. role play, this may be delayed.

You are permitted **three (3) attempts** at your in-class assessments. If you are deemed Not Satisfactory on your first in class attempt, you need to contact EmployEase to arrange for a 2nd opportunity. If you again are unable to gain a satisfactory result, a third attempt will be arranged for you. If, following your third attempt, you are unable to gain a satisfactory outcome, you will receive a Not Yet Competent for the unit/s and unfortunately you will not be able to successfully complete your full qualification.

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

Foundation Skills

Almost everything we do at work requires us to use foundation skills. Foundation skills include language, literacy and numeracy skills and 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.

End of Training

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 your placement time, or ask for an extension in submitting an online 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 course successfully it is not always possible or appropriate for training to extend beyond a timeline which is reasonable.

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.

Student Support

EmployEase uses a range of strategies to support students who are undertaking training with us.

Learner Support Services

EmployEase enjoys a strong partnership with MADEC in the provision of Learner Support Services. LSS provides individualised support to students with barriers to training through a case management model.

LSS aims to increase completions of vocational education and training (VET) courses by students with complex support needs and assist students to transition to further study or employment.

LSS assists students to stay in training and complete their qualification by:

- Helping them to navigate the training system
- Addressing life issues interfering with training
- Addressing study skill support needs
- Obtaining supports available in the community

While support for students to develop their study skills can be provided. LSS does not provide Language, literacy and numeracy training.

Return to Study

This session is scheduled as part of your Return to Study at the beginning of your course and provides important information and skills designed to help you with your studies including guidance with the on-line campus.

Trainer Support

EmployEase Trainers offer the opportunity for any student to speak with them and ask general study questions at the end of class between 3pm to 3.30pm. However, it is important to recognise that there may be other students requiring support at the same time.

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.

Student Liaison

Student Liaison is available Monday to Friday 8.30am to 4.30pm. Students who are experiencing challenges which are impacting on their studies are encouraged to contact our Student Liaison Coordinator. Student Liaison can help with goal setting, time management, study skills, problem solving and welfare referrals. The Student Liaison Coordinator can be contacted by calling EmployEase on (03) 9761 2156.

LMS Support

Students are expected to have minimum computer skills. Additional support with our on-line campus is available by contacting our LMS Coordinator or our Administration team on (03) 9761 2156.

Continuing Quality Improvement

Course Feedback

EmployEase 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 online survey. An email with a link will be sent to you. Please take the time to complete and submit each survey as your input is invaluable to us. However, you don't have to wait until you receive a survey or until your course is finished to give us your feedback, you can access a survey on your on-line campus at any time. Or, alternatively you can contact EmployEase and ask to 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.

Student Conduct

Courses are delivered in an adult learning environment. This means that there is an expectation that all 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.

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 EmployEase 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 EmployEase 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 EmployEase that pertain to them
- Pay all fees and charges to EmployEase within the required time frames
- Attend all interviews required by EmployEase to discuss your course progress
- Meet or carry out all activities required by EmployEase in relation to maintaining course progress.

Refer to EmployEase Student Behaviour Guidance Policy and Procedure.

Sexual Harassment

EmployEase 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. EmployEase' Sexual Harassment Policy can be viewed on our website at www.employease.com.au . Alternatively, contact the office to request a hard copy.

Use of Mobile Phones and Other Devices in Class

Students are required to refrain from using mobile phones, pagers or any other electronic communication devices that may disrupt a class or prevent the student from actively participating in learning.

Where a student is observed to be using the mobile phone or communication device in class, either with or without earphones, and this is considered by the trainer to be disruptive, disrespectful or preventing the student or others from actively participating in learning, the trainer has the authority to ask the student to leave the class or close the device.

Use of laptops in class

Although students are permitted to use laptops and other electronic devices for note taking, students are not permitted to complete assessments during class time. Where a student is observed using their laptop for non-study purposes or for tasks not associated with the current class, the trainer has the authority to ask the student to close the device or leave the class.

Use of Social Media

EmployEase recognises the benefit of social media groups to students however, behaviour on social media which is shown to breach the student code of conduct or is deemed to be cheating will result in the student's enrolment being cancelled.

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 assessment or work, completing assessments together or seeking answers from another student or past student including via social media
- 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 assessments/tasks to other students.
- Providing access to your online system/log-in details to another student

Definition of Plagiarism

In the context of this course plagiarism is using others' ideas and passing them off as your own. For example, copying, cutting and pasting text from an electronic source (internet), or a published text or resource.

When you submit work, you must make sure that what you write comes from your own knowledge and you use your own words. Taking content from the internet, or from a text simply means that you can copy from the internet or a text, it does not show that you understand what you have written.

It should be noted that EmployEase 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 always reflect your own work and knowledge.

EmployEase utilises a range of strategies to identify student work which has been plagiarised from another source. Where plagiarism has been identified in an individual item of work EmployEase holds the right to review all previous assessments and revert any existing result to Not Satisfactory if plagiarism is found.

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 a member of the EmployEase Management will be held

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

1. You will be given the opportunity to resubmit your assessment
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

After Hours Security and Safety Measures

EmployEase 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.

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

Complaints and 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

1. Complete an EmployEase Complaints/Appeal Form. Forms can be downloaded from www.employease.com.au
2. Submit the completed form to EmployEase by email admin@employease.com.au or mail to:
RTO Operations Manager
EmployEase Pty Ltd
Level 3, 990 Whitehorse Road
Box Hill Vic. 3128

EmployEase will strive to resolve any complaint within 15 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 EmployEase and the student. Refer to EmployEase 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.

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 Training and Development Manager who will refer it firstly to the Lead Trainer for review. Should the student still be dissatisfied, they have the right to lodge an Assessment Result Appeal which will be managed by the RTO Manager in consultation with the Training and Development Manager.

Lodging an Assessment Result Appeal

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

1. Complete an EmployEase Assessment Result Appeal Form. Forms can be downloaded from www.employease.com.au
2. Submit the completed form to EmployEase by email admin@employease.com.au or mail to:
RTO Operations Manager
EmployEase Pty Ltd
Level 3, 990 Whitehorse Road
Box Hill Vic. 3128

Assessment Result Appeals must be lodged within 2 weeks of assessment.

EmployEase 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. Refer to EmployEase website for entire Assessment Appeals Policy and Complaints and Appeals Policy.

Compliance and Other Matters

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 RTO Operations Manager in writing.

Accessing Student Records

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

1. Call EmployEase 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.

Legislative Compliance

EmployEase supports and abides by relevant Legislation, Acts and Compliance in regard to Education and Training. The following provides a brief summary of relevant Acts and how they support your participation in training: <https://www.agd.sa.gov.au/your-rights>

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.

Freedom of Information Act 1982 (Cth)

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

- access your personal records
- request that incorrect or misleading information held about you be amended or removed
- seek a review of our decision not to allow you access to a document or not to amend your personal record.

- student has full access to his/her records upon request to the RTO Manager. A written authorisation signed by a student is required.

Workplace Health and Safety Act 2012

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.

EmployEase 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. EmployEase 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.

Children's Protection Act (Section 8B)

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 HLT33115 Certificate III in Health Services Assistance are required to have a Working with Children Check (WWCC) prior to work placement.

Other 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

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

Other Support Services

Accommodation

Department of Human Services
Ph: 08 8226 8800

Tenants Information and Advisory Service
PH: 1800 060 462

Women's Domestic and Sexual Assault
Support Services
Ph: 1800 800 098

Health Services

Alcohol and Drug Foundation
Phone 1300 85 85 84

Alcoholics Anonymous Australia
Ph: 1300 222 222

Lifeline
Ph: 131 114