2025 Student Handbook

Victoria and South Australia

- For course information, please refer to https://employease.com.au/

- Please refer to https://employease.com.au/about/our-policies/ for additional information referenced in this handbook, including:

  o Academic Integrity Policy and Procedure
  o Placement Information
  o Statement of Fees
  o Complaints and Appeals Policy
  o Fees, Charges and Refunds Policy
  o Enrolment Policy
  o Diversity and Inclusion Policy
  o Recognition of Prior Learning and Credit Transfer Policy and Procedure
  o Privacy Policy
  o Sexual Harassment Policy
  o Wellbeing Policy
  o Attendance, Assessment and Deferral Policy

or by contacting EmployEase at (03) 9761 2156.

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RTO No. 6832

Contents

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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 employment opportunities. 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. 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 the relevant staff member, or give our Head Office Administration team a call at (03) 9761 2156 or via email to admin@employease.com.au. Our Office hours are 9am 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 the community.

Our Vision

Be a leader in vocational training through innovation, resilience, integrity, and strong teamwork.

Our Values

We are accountable, we care, we are team players, we are leaders, we understand your needs

Our Goals/Objectives
- To deliver quality outcomes for our students and stakeholders
- To employ best practices through a regime of continuous improvement and consultation with all stakeholders
- To be the market leader in the provision of Healthcare Education throughout Australia
- Recognised as the preferred training partner of all major Corporate Healthcare groups.

As a Registered Training Organisation (RTO), we are committed to operate within the Standards of the Australian Quality Training Framework and in accordance with RTO Standards. EmployEase will, at all times comply with all legislative requirements of State and Federal Government and regulatory bodies. EmployEase has operating procedures and policies that ensure a high professional standard in the delivery of training and assessment services.

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 are conducted. Please read the entire Student Handbook and ask questions about anything you do not understand prior to enrolling into your selected course.

Refer to the https://employease.com.au/ for specific course information.

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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 many 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 (skills)
- identifying what people need to know to do their job (knowledge)
- indicating 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 demonstrates that they have the knowledge, skills, and attitudes to perform the job to a required standard.

By completing various assessments as part of your course your work/performance (evidence) will be deemed either satisfactory or not yet satisfactory. Once you have achieved a satisfactory outcome for each assessment method linked to a unit you will be deemed either competent or not yet competent in the respective unit.

Website relevant to VET in Australia is the National Register of Information on Training Packages, Qualifications, Courses, Units of Competency and Registered Training Organisations (RTOs): www.training.gov.au

Our course advisor will conduct Language, Literacy, Numeracy & Digital Literacy Assessment (and ensure you have access to the IT equipment needed to complete the course) and Pre-Training review with you before the enrolment to ensure the course is suitable and appropriate to you and your career aspirations.

The Enrolment Process

Entry requirements

EmployEase by Healthcare Australia courses are designed to assist students to enter the workforce as soon as possible after completion of their qualification and prepare them with the necessary skills to be a productive employee from day one in their chosen career and industry.

Entry requirements for each course are as follows:
- Minimum age requirement: 18 years
- Language, literacy, and numeracy proficiency
- Computer literacy and access to relevant IT equipment
- Ability to undertake the work at the qualification level
- Undertake Pre-Training Review (PTR) discussion with the Course Advisor
- Complete the online Student Enrolment and Student Enrolment Agreement

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Computer requirements

EmployEase by Healthcare Australia uses a Learning Management System (LMS) for blended face to face with Zoom for course delivery. As such students who undertake training will need to have the following are the minimum information technology requirements to enable optimal access to both:

- A tablet device, laptop, and desktop computer.
- A device with a minimum of 8GB memory and 1.5 Ghz processor.
- Microsoft Windows 8 and above or Mac OS version 10 and above.
- Internet connection.
- A web camera.

An introductory video about the LMS can be accessed when students first log in.

What is a Unique Student Identifier (USI)

As you're undertaking nationally recognised training delivered by an Australian Registered Training Organisation, you're required to supply a Unique Student Identifier (USI) when completing the application form. A USI gives you access to an online USI account which contains all your nationally recognised training records and results from 1 January 2015 onwards.

If you don't already have a USI, you can apply for a USI yourself. You can create a USI account by accessing the USI website at https://www.usi.gov.au/

This website will also advise on the documentation and identification you need to create a USI.

The Victorian Student Number (VSN)

A Victorian Student Number (VSN) is a randomly generated 9-digit number assigned to all Victorian students as a unique identifier. Every student under 25 years of age is given a VSN when they first enrol at a Victorian education or training provider. For most students, this occurs when they enrol at a school in Foundation level. However, a student who does not already have a VSN will be given one when enrolled at a Victorian education or training provider any time before they turn 25 years of age (for example, because they have relocated from interstate). Students keep the same VSN connected to their personal information when they change education or training providers in Victoria.

Student records are held both by EmployEase by Healthcare Australia, and also in the Victorian Student Register (VSR), a secure database managed by the Victorian Curriculum and Assessment Authority (VCAA) under delegated authority from the Secretary of the Department of Education. The accuracy of each student record is enhanced by the allocation of a Victorian Student Number (VSN), a unique identifier given to each student in Victoria under 25 years of age for the purpose of monitoring and tracking students within the Victorian education system.

We collect information from you and provide it to the VSR automatically via our student management system. The information contained in the VSR for each Victorian student under 25 years of age includes:

- The student's full name
- The student's date of birth
- The student's gender

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- The date on which the student is enrolled
- The date on which the student's enrolment is cancelled; and
- The records of changes which have been made to data.

Website relevant to VSN: https://www.vcaa.vic.edu.au.

What is the Pre-Training Reviews (PTR)?

A pre-training review (PTR) is a process that helps determine the most suitable training program for a student. A PTR can help:
- Ensure students are enrolled in a program that meets their needs
- Identify skills recognition and credit transfers
- Determine the right level of study for a student
- Identify any additional support the student may need
- Ensure the student has the necessary information to make an informed decision about enrolling
- Ensure the course and AQF level are appropriate for the student
- Identify the student's digital capability

A PTR may include:
- Assessing the student's literacy, numeracy, and language skills
- Identifying the student's prior learning, skills, and experience
- Asking the student questions about their current skills, prior qualification, and expectations for the course
- Asking the student questions about their computer and internet skills
- Considering the student's special needs or requests
- Considering the student's personal circumstances
- Ensuring the learning strategies and materials are appropriate for the student

Police Check

If you need to undertake a work placement as part of your course, you will be required to provide a current Police Check with NO disclosures. This will be discussed with you as part of the pre-enrolment process and details are also contained in the Course Outline.

Without a clear Police Check you will not be allowed to undertake a work placement and, therefore be unable to complete the qualification and as such be ineligible for government funding.

EmployEase requires a Police Check to be available to us no later than four weeks before your scheduled Placement Information session (PINF). Late Police Checks will result in a delay in placement eligibility and may place continued enrolment at risk (refer to the Official Course End Date).

As part of your 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 to apply for your Police Check immediately after your Course Orientation, so the document is available for us to access (drawn down from the NCC system) just before your placement takes place.

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Unfortunately, due to timelines set by the industry, it may not be possible for EmployEase to know if a disclosure appears on your Police Check until you are nearing the end of your scheduled training sessions. It is therefore very important that if you suspect a disclosure might appear on your Police Check, however minor, that you note this on your enrolment document and discuss it with your Course Advisor before your official enrolment, so enquiries can be made early about whether the disclosure might impact on you being able to complete placement and be employed in the sector.

1. EmployEase has strict protocols for how Police Check disclosures are managed. It is important that you understand these protocols 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 imprisoned or not, for any form of assault or bodily harm, neglect of 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 not limited to fraud and theft) or of drug offences within the past 5 years.	Enrolment will not proceed or will be cancelled
Multiple traffic/driving offences (more than two) e.g., drunk 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., drunk 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 as to whether 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 because of a disclosure appearing on a Police Check, the standard refund policy applies.

Placements cannot be delayed or postponed because of a current disclosure on a police check.

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EmployEase is unable to take responsibility for a student being unable to complete their course or for monies lost due to a student being unable to provide a clear Police Check before their scheduled placement.

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 Course Orientation. You must have EmployEase listed as a registered organisation on your account.

Again, where at any stage a student's enrolment is cancelled by EmployEase, or the student chooses to cancel their enrolment due to their Working with Children Check, the standard refund policy applies. Refer to EmployEase Fees, Charges and Refunds Policy. The opportunity to apply for a Working with Children's check is also available as part of the application for the NDIS Worker Screening Check (see below).

NDIS Worker Screening Check

From February 2021 any person who works for a Registered NDIS Provider, and some other workers in "risk" assessed roles, must have clearance to do so. This includes work placement students.

You must apply for a NDIS Worker Screening Check once you have been in your course for 1 month. You can apply for your NDIS Worker Screening Check online through Service Victoria. An information instruction sheet was provided to you at enrolment. If you need a copy, please email admin@employease.com.au.

The screening check application will cost you $123.20 (correct as of 2nd March 2023). Unfortunately, without clearance being approved you will not be able to progress to placement (with no refund of course fees applicable). Please speak with your Course Advisor or Placement Coordinator for more information about this check.

EmployEase is unable to take responsibility for a student being unable to complete their course or for loss of course fees where they have failed to lodge or produce evidence of an NDIS Worker Screening Check in sufficient time for a scheduled placement.

During the enrolment period, if any of the disclosures are identified, the student must inform EmployEase via their trainer. Failure to do so may result in implications for the student's enrolment. If EmployEase becomes aware of such disclosures, after enrolment we may take necessary actions to ensure compliance with enrolment requirements and a safe student environment. Additionally, a learner commitment plan will be created for courses that do not require mandatory work placements for students who disclose any potential implications that may affect course delivery.

COVID-19 Vaccinations

For the most up-to-date information, please visit: https://www.coronavirus.vic.gov.au/vaccine Information relating to COVID-19 vaccination requirements is provided to students before enrolment.

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Practical Placement providers may require that students seeking practical placements must have a number of vaccinations and booster dose. EmployEase must see and record either your proof of vaccination or a valid medical exemption and share this information with health and aged care facilities and services as a lead-up to your placement allocation.

NOTE: EmployEase accepts 'Immunisation History Statement' as the only form of evidence to see all three doses (Vaccination Certificate is not accepted).

Information about how to access your digital vaccination record can be found by visiting: https://www.servicesaustralia.gov.au/how-to-get-proof-your-covid-19-vaccinations?context=60091#gettingproofonline

Annual Flu Injection

Aged Care facilities, hospitals and some disability services are now requiring students to have proof of immunisation including the flu vaccination before PINF (Placement Information Session). Should you for health or other reasons choose not to have a flu vaccination, it is suggested that you discuss this with your Course Advisor, or a Placement Coordinator as soon as possible.

You will need a letter from your doctor/health practitioner which you can present to your Facility Manager or Placement Provider. However, it is at the sole discretion of the facility or service as to whether placement will go ahead. You may also be required to have a blood test to check your immunity if you have not had recent immunisations.

EmployEase takes no responsibility for a student being unable to undertake compulsory placement due to refusal or inability to receive a flu vaccination.

Other Pre-Requisite Checks

Individual facilities and services may require specific pre-placement checks including COVID-19 Test Results, Statutory Declarations and/or COVID-19 Immunisation. Please refer to your Course Handbook for more information or speak directly with your Placement Coordinator.

Recognition of Prior Learning (RPL)

RPL is an assessment process that involves assessing a student's relevant industry experience, relevant learning, including formal, informal and non-formal learning to determine if it can be credited towards their study. All RPL will be charged as per the current RPL rate (refer to EmployEase Fees, Charges and Refunds Policy) and will require proof of competency and currency. If a student thinks they may be entitled to RPL, they are encouraged to discuss this with their course advisor or trainer at their earliest convenience.

For more information see the Recognition of Prior Learning and Credit Transfer Policy and Procedure.

Credit Transfer (CT)

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A credit transfer is the recognition of academic credits gained through formal study at Registered Training Organisations (RTOs). If a student thinks they may be entitled to a credit transfer, they are encouraged to discuss this with their course advisor or trainer at their earliest convenience. It will be the student's responsibility to provide EmployEase by Healthcare Australia with certified copies of their academic transcript. Trainers can provide their students with more information about this application and, if they are interested, support them with the application process. All credit transfer applications will be subject to verification of transcripts with the issuing authority. False or misleading information will be reported to the police and may result in the student being withdrawn from the course.

For more information see the Recognition of Prior Learning and Credit Transfer Policy and Procedure. https://employease.com.au/about/our-policies/

Diversity and Inclusion

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 about 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.

For more information see Diversity and Inclusion Policy and Procedure. https://employease.com.au/about/our-policies/

Fees

Refer to the Statement of Fees issued by visiting our website at https://employease.com.au/about/our-policies/

Fee Protection

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

Government Subsidised Training

EmployEase courses are delivered using Commonwealth and State Government Funding. Eligibility for a government-funded position through the Skills First Program in Victoria and Skills SA in South Australia is discussed with students before enrolment and confirmed through the completion of the Evidence of Student Eligibility and Declaration. You must understand that accessing government funding may impact your eligibility for future training programs.

Refunds/ Course Withdrawals

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See our Fees, Charges and Refunds Policy available on our website
https://employease.com.au/policies-about-us/

Cancellation of a Course

Where a course is cancelled by EmployEase before 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.

Transition of nationally accredited training

From time to time, the Government undertakes a review of courses offered by Registered Training Organisations to ensure that they are up to date and current. If a course is found to be outdated, this course may be updated, Australia wide, across all RTO's. This process ensures courses offered across all RTO's are relevant to the industry and that students are job ready once they have completed their qualification.

For EmployEase by Healthcare Australia students, this can mean that their current course may be superseded, whereby they will need to be transitioned into the upgraded course. This does not mean that their current course is no longer valid, it will still be recognised in the industry. Students will be given an opportunity to complete their current qualification before the transition date is reached. If, however, students cannot complete in time, EmployEase will assist with their transition and credit transfers will apply where relevant.

We'll ensure a smooth transition for students to the most current version of a Training Package qualification or accredited course in the event the government bodies update the qualification requirements.

Where a transition is required, we work with students using our transition process to ensure they're not disadvantaged, and a smooth transition occurs on a cohort and individual basis.

The Training plan

Students are provided with a training plan at the time of enrolment. If there any significant changes to your course delivery, you will be advise ahead of time and your training plan will be updated.

Training Delivery

In person classes, blended face to face and zoom.
Course Orientation Session

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For you to have every opportunity to be successful in your studies it is very important that you actively participate in a full course orientation.

This training session, delivered by one of our experienced industry trainers will provide you with up-to-date information about your course and your responsibilities as a student of EmployEase. Topics covered include industry information, course information, attendance, training and assessment methods and tasks, work placement, the online campus, using zoom, study requirements and study skills. If for whatever reason you are unable to attend this session, you must contact our office to organise a rebooking on 9761 2156.

Timetable

You must regularly refer to your timetable. However, sometimes we must change your timetable due to unforeseen circumstances. This might include Trainer illness, a change in health advice, an unexpected issue with a venue (power outage, or flood) or last-minute student-reported absences (note: some training such as manual handling requires a minimum number of students to be in attendance for learning activities to be conducted) in this case you will be notified as soon as possible via our administration despatch system and your class will be rescheduled. Otherwise, where a training session is postponed for reasons other than those types listed above, we will provide a minimum of two business days' notice to students.

Training Delivery - Online Supported

Our online supported courses involve a combination of online sessions (via zoom) and face to face sessions.

Orientation
At commencement of the program, you will be connected with a trainer that will be your point of reference throughout the program. To assist you to progress through the course, we will provide you with a study plan that explains what course work you are expected to be completing each week, through each phase of the course.

As our Online (supported) courses are delivered in phase, there is an online orientation session scheduled at the commencement of each phase where attendance is mandatory. During this session, your trainer will go through each unit of competency and the assessment requirements that are contained in that phase. These sessions are interactive and engaging and you will be able to ask questions and meet other students who are studying the same program and are at a similar stage to you.

Face to face In Person Classes

Throughout the program you may be asked to attend other mandatory classes. For some units you study, you are required to demonstrated that skills you have gained in a face to face setting. These mandatory face to face classes generally relate to first aid, manual handling and medications. Daytime classes run from 9:30am to 3:30pm and our evening classes run from 6:00 pm to 9:00pm.

In addition to the mandatory sessions, there are optional study support sessions, with your trainer that you can nominate to attend. In general, that are two, two-hour online study sessions that you can attend each week.

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Blended learning Online Video Conferencing

Blended learning is a combination of both online digital learning and in-class, face-to-face learning. It is an educational approach that combines online educational materials and opportunities for interaction online with physical, place-based classroom methods. It requires the physical presence of both trainer and assessor and student. This may be in a classroom on in a virtual classroom.

Work Placement

Some courses delivered by EmployEase have a mandatory work placement component. You will be told about this at your enrolment. You will receive support to secure a work placement from our work placement team. Prior to you attending work placement you will attend a mandatory work placement information session where you will receive further information regarding work placement expectations.

What support is available?

Academic Related Issues - Trainer

Each trainer will monitor all students in their attendance, participation and submission of evidence and provide a reasonable level of one-to-one academic support in consultation with their Lead Trainer or Head of Nursing for Diploma of Nursing.

Students can discuss **unit** related concerns either:

- during training or following training. Note: for day time face to face and blended classes the final 30 minutes of every timetabled training session is allocated to enable students to discuss any matters with their trainer.
- by contacting EmployEase Administration to arrange a phone call from the trainer either during or outside of scheduled class time.

Students can discuss broader **program** related issues either:

- with the Head of Education or,
- The Student Support and Placement Manager

Where significant concerns are identified in relation to the academic capacity of a student at the Course Orientation session or in the first or 2nd unit class this is to be referred as soon as practicable to the Student Support and Placement Manager and the Lead Trainer.

Trainers are responsible for the initial monitoring a student's attendance, submission of assessments and academic ability as part of training delivery.

Welfare/Non-Academic related issues

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Where a student discloses a welfare issue which has the potential to impact on their ability to successfully complete the training, written consent must be received from the student to refer the matter to the Student Support and Placement Manager. The Student Support and Placement Manager will contact the student and provide relevant referral information such as referring the student to their Medical Practitioner or relevant support networks (refer back pages).

Individual Student Support Plan

Where a student is identified as requiring specific support needs the Student Support and Placement Manager will create an Individual Student Support Plan within 14 days of student commencement and will email the relevant trainers.

Study Agreements (as required)

Where a student is identified either by the Student Support and Placement Manager, as requiring a higher degree of support in relation to their participation and progress, the Student Support and Placement Manager will review the student's file and previous support strategies undertaken and if appropriate create a Study Agreement. The Study Agreement is designed to provide the student with measurable outcomes and timelines to be achieved, as well as defined consequences. The Study Agreement will be signed by both the Student Support and Placement Manager and the Student. All outcomes and timelines will be monitored by the Student Support and Placement Manager who will communicate directly with the student in relation to their progress and their continued enrolment.

Flexibility of delivery - Transfer of Study Group

Any request made by an individual student for transfer to another study group must be reviewed and decided upon by the Student Support and Placement Manager on a case by case basis. Transfers may occur for reasons such as student personal crisis or ill health etc. Only one Study Group transfer is permitted across an enrolment, except under exceptional circumstances and only with the prior approval of the Student Support and Placement Manager.

LMS Support

Students can access LMS support through appropriate communication channels including face to face and over the phone support via their Trainer, Lead Trainer or LMS Coordinator.

Zoom Support

Students are expected to have basic information technology abilities for on-line learning. At the time of enrolment students receive a link which provides an on-line tutorial on the use of Zoom. Students can also access a reasonable level of additional support via their Trainer or Lead Trainer.

Study Support

Study Support provides face to face trainer support to students who are experiencing difficulties with completing assignments, or who may benefit from additional learning or topic clarification. A minimum of one study support session is scheduled in each course however a student may book into additional study support sessions with another learner group, or during school term breaks except

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where attendance extends outside of the student's official course end date or study agreement. Under these circumstances Study Support attendance can only take place with the prior authorisation of the Student Program Manager.

Diploma of Nursing – For students that request extra time in the labs, they need to contact the Head of Discipline who will organise a trainer to supervise students in the lab and to support them. These are organised on the self-directed study days if required.

Workplace Mentoring

Workplace mentoring is available for students undertaking Certificate III in Individual Support and in some circumstances Certificate III in Health Services Assistance. The Workplace Mentor will work alongside the small group of students, on placement, providing them with an orientation to the venue and initial support to ensure they are safe and confident to continue in their placement without their mentor.

Further Support – South Australia

As part of the funding contract with the Department of Innovation and Skills in South Australia, EmployEase maintains a current agreement and contract with LLN Consulting to assess, support, and address the language, literacy, and numeracy (LLN) needs of our students. This includes identifying LLN skill gaps, developing appropriate learning and support plans, and ensuring that training programs are accessible to all learners

The following procedure is used to facilitate the interaction with LLN Consulting:

1.EmployEase staff refer South Australian students, who are identified during CSPA testing of needing LLN or other support services to LLN Consulting.

2. EmployEase then receive CSPA report from LLN Consulting and liaise with learner to confirm FSK support and update Individual Student Support Plan

3. LLN Consulting work with the student and offer specialised support services as required

4. LLN Consulting work with the student with the aim of bringing the student to the level that the student is ready to return to studies

Student Safety

The health and safety of students is a priority to EmployEase. Trainer and Student Handbooks provide an overview of the objectives and principles of the OH&S Act 2004. EmployEase:

- does not require or permit students to attend scheduled training for more than 8 hours per day
- does not schedule training before 8am or later than 10pm (except for work placement, which commences at 7am (depending on the facility and course) and for which an exemption has been approved by ASQA
- informs students of emergency exits and emergency meeting points

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- ensures that all training venues are easily accessible by public transport and provide students with a safe, non-secluded environment
- informs students about being safe online by managing passwords and through respectful behaviours in person and on-line
- ensures appropriate protocols are in place in line with government advise in the management and control of Covid19 including the Covid19 Risk Assessment Tool

Student Services

EmployEase provides training venues which enhance each student's learning experience and optimise training success. Training venues/facilities provide:

- Adequate furnishings including chairs, tables
- Adequate lighting, air-conditioning, heating
- Whiteboards, digital projectors
- Internet access
- Student kitchen or tea/coffee facilities

Financial Support

Payment Plan

A payment plan is available if students wish to pay tuition fees by instalments. Payment plans are facilitated through Debit Success. Please note that there is a 4.4% surcharge applicable to all payment plans. If you wish to opt for a payment plan, please make this known at the time of enrolling or notify us at admin@employease.com.au.

Financial Hardship Assistance

Student who are experiencing financial difficulty which is affecting their ability to study may be eligible to apply for Financial Hardship Assistance. For details of eligibility and application procedure, please contact the Student Support and Placement Manager, and complete a Student Financial Hardship Procedure and Application Form.

The Learning Management System (LMS)

You will receive an email from our online LMS with your login details. The LMS is how you will access your course. If you haven't received this email, please check your junk and spam folders as it is an automated email.

Your assessments

There may be more than one assessment for each unit of competency you study with us. These assessments are available on the LMS and may include:

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- multiple choice questions
- calculations
- short answer response questions
- case-studies and scenario-based questions
- video responses and role-plays
- software simulations
- projects/research questions

Types of assessment questions

Knowledge-based questions - A knowledge-based question requires you to clearly identify and cover the key subject matter areas raised in the question in full as part of the response.

Skill-based questions - A skilled-based question essentially requires you to consider, "when", "where" and "with whom". You may be asked to describe the situation or the task you are faced with. You may be required to demonstrate how you undertook a task or what results you anticipated, or any conclusions reached.

Examples of assessment question types:
- multiple choice questions
- short answer knowledge questions
- Scenario-based questions
- calculations
- workplace simulations
- Projects/research questions
- case studies

Video response and/or role-plays

Some practical activities are role-play activities that must be observed by the Assessor. These activities should be video recorded and uploaded to the Learning Management System (LMS) with the completed practical assessment. These response questions require you to demonstrate skills you would use in the workplace.

Practical Demonstration - In Class

Some assessments are conducted as part of your timetabled in-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 before the session time to record your absence and arrange to apply to rebook.   Please refer to Rebooking a Training Session.

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 apply to rebook into the class for a 2nd attempt. If you again are unable to gain a satisfactory result, you will be strongly encouraged to consult with your Trainer or complete the next available Study Support Session before rebooking for a 3rd and final attempt. If, following your third attempt, you are unable to gain a satisfactory outcome,

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you will receive a Not Yet Satisfactory for the task and unfortunately, you will be unable to meet the requirements of the unit/units of competency and the qualification.

The opportunity to complete the unit again will be at the full discretion of EmployEase and additional fees may apply (see Rebooking a Training Session).

Practical Demonstration - Work Placement

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 in the workplace conducted by your EmployEase Workplace Assessor and of course complete all workplace tasks as part of your Course requirements.

There are strict prerequisites you need to meet to be eligible to undertake a placement at the scheduled time. You must read your Course Handbook, so you are clear about what your prerequisites include (refer also to Police Check and Working with Children Check, Flu Vaccination, COVID-19 Vaccination and NDIS Worker Screening Check).

Work Placement is an excellent opportunity to demonstrate your strong employability skills and in the case of many students has led to later employment.

Depending on your course you will either be allocated to a specific placement, or EmployEase will work in partnership with you to secure a placement. Refer to your Course Handbook for more information.

You will have 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 have a 2nd opportunity. The scheduling of the 2nd placement and the location will be arranged in consultation with your Placement Coordinator.

If you are unable to achieve a satisfactory outcome for your first placement or the placement is terminated, you must complete all placement hours again.

If you are deemed not satisfactory on your 2nd practical demonstration 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 Placement Provider or EmployEase terminates your placement before 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 who is unable to complete the qualification due to an unforeseen or planned absence from placement. Refer also to Extended Leave.

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Please note that strict criteria are attached to approving Placement Providers. EmployEase is also unable to provide or approve placement allocations outside of our standard course delivery locations.

Work placement tasks are another method of assessment that EmployEase uses to gather 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 placement hours or a 2nd placement to complete the tasks to a satisfactory standard. Depending on the task you will need to speak with your Placement Coordinator or Assessor to explore what you need to do to gain further knowledge and experience before attempting the task again. This might include more placement hours, or more class time (at the discretion of EmployEase).

In line with the number of placement opportunities, you will be given two opportunities to complete your workplace tasks. If you do not achieve a satisfactory outcome for a task or task, you will be marked as not satisfactory, and you will be unable to meet the requirements of the linked unit or units.

Workplace tasks must be completed as part of the placement. This means that the submission of this work must be current and in line with your scheduled workplace practical assessment.   Some programs require workplace tasks to be completed before arranging a final workplace assessment. Please refer to your Course Handbook for more information on timelines for completing Workplace Tasks.

Reasonable Adjustment

Trainers/Assessors will exercise reasonable adjustment to address individual needs in consultation with their Lead Trainer and/or Student Programs Manager. Reasonable adjustment means a modification made to the learning environment, training or assessment methods used to enable students with a disability to access and participate in training on the same basis as those without a disability. The adjustment must be 'reasonable' in that it must not impose unjustifiable hardship on the person or EmployEase, or affect the integrity of the course undertaken.

Reasonable adjustment will be applied to consider the individual needs of a student, within the constraints of the unit of competency. Reasonable adjustment that may be applied includes:
- Additional time to complete an assessment
- Rescheduling of an assessment
- Verbal assessment (if this does not breach the integrity of the unit)
- Adjustments to the equipment or resources used as part of the assessment.

Any adjustments made must not compromise the integrity of this course.

Employability Skills

Almost everything we do at work requires us to use Employability Skills. Employability Skills include language, literacy and numeracy skills and include those skills that 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 some type of

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employability skill and as a result, each assessment task includes an opportunity for you to demonstrate employability skills.

For example, an assessment might require you to problem solve, 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 the workplace. Students are expected to demonstrate strong employability skills throughout their training, including in the classroom and on placement.

How are my assessments graded?

Unlike at school or university, we don't provide grades such as "A, B, C, D or E" for your assessments. We grade you "competent" or "not competent" for each unit you complete. The concept is, you have either achieved the required knowledge and skills or you haven't.

Competency-based principles

You must successfully complete (be "competent" in) all the Units of Competency specified in your course to be awarded the qualification. A successful outcome is a competent result. Where there are multiple assessments within a unit, we will grade you "satisfactory" or "not satisfactory" for each assessment.

You will need to achieve a grade of "satisfactory" for ALL your assessments within a unit of competency, to be deemed "competent" in that unit. This is in line with competency-based principles.

What does 'satisfactory' mean?

Your answers contain sufficient evidence in response to the question/s with limited serious errors in fact or application. If incorrect information is contained in an answer, it must be fundamentally outweighed by the display of competence. This will be assessed against a marking guide provided to assessors for their determination.

What does 'not satisfactory' mean?

Your answers do not contain sufficient evidence of applied knowledge and skill. These answers may not address the question specifically or are incorrectly applied. Answers that omit to provide a response to any significant issue (where multiple issues must be addressed in a question) may also be deemed not satisfactory. Answers that have faulty reasoning, a poor standard of expression or include plagiarism may also be deemed not satisfactory.

What happens if I am deemed not satisfactory for an assessment?

You will know your assessment is deemed not satisfactory if your assessment feedback in the Learning Management System (LMS) says 'NS' you will receive an email from your assessor advising your assessment has been graded.

Re-assessment

As soon as practicable after you have been informed of the requirement to be re-assessed, you will be given one more opportunity to re-submit the assessment. Before you make your second attempt, you will need to consult with your trainer/ assessor and revise your training.

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You will be re-assessed only in the areas assessed as 'not satisfactory'. It is at the assessor/s discretion to re-assess the entire assessment should it be demonstrated an overall understanding of this unit has not been achieved. Important: It is your responsibility to ensure your assessment resubmission addresses all areas deemed unsatisfactory by your assessor.

If you have concerns about the assessment decision, you can refer to the Complaints and Appeals Policy and Procedure.

Timeframes for assessment feedback

You will be notified of your assessment results within 14 days of submitting however the majority of student results are provided within five to seven business days.

Attendance, Deferral and Late Assessment

When attendance is required, the Trainer will record your arrival for training each session. This will be automatically recorded on your student file via our online digital attendance system. The attendance record 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. Remember if you are not visible on Zoom you will be marked as absent, even if your audio is working.

All students are expected to actively participate in their training and show strong independent learning skills. This includes remaining visible in a Zoom training session. You are expected to submit assessments by the due date, attend all timetabled training, actively participate in class activities and discussions, and undertake placement as arranged. Courses delivered by EmployEase are funded by the government, as such EmployEase is required to collect evidence of participation from our students.

Students may apply to suspend (or defer) their enrolment in certain circumstances.

You may only apply for 1 x 6-month deferral during your course. Deferrals are granted on a case-by-case basis. A deferral cannot be requested on a module if an extension has been granted on that module. Once approved, we will defer your enrolment in the course and reactivate your enrolment from the new start date in accordance with the date specified in your written request. If you do not recommence on the nominated date, we may cancel your enrolment. Access to all training and assessment resources will be removed during the deferral period. We recommend you complete all assessment tasks for a unit before deferring, otherwise, upon recommencement you could be required to complete additional assessments to confirm retention of your skills and knowledge.

Please refer to the Student Attendance, Deferral and Late Assessment Policy and Procedure
https://employease.com.au/about/our-policies/

Cancellations and withdrawals

In some instances, your circumstances may change, and this could affect your ability to successfully complete the course/qualification you are undertaking with us. You must advise us in writing if you are unable to successfully complete your course/qualification.

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Unless specified in Fees and Refunds Policy, no refund of fees will be provided to you if your enrolment is withdrawn/cancelled/discontinued. If you are on a payment plan, this will not cease until all fees are recovered.

In the event your enrolment is withdrawn, cancelled, or discontinued with us for whatever reason, we will document and advise you of the reason(s) for this, along with advising any relevant regulating and funding bodies (as per their requirements).

You can obtain a formal Statement of Attainment at NO additional cost if your enrolment is withdrawn, cancelled, or discontinued prior to completing your qualification, provided your fees are paid in full.

Please note: withdrawal of a course may affect eligibility for state funded training subsidies.
Sometimes a student may be required to withdraw from a course/qualification if there has been a breach of EmployEase by Healthcare Australia policies and procedures.

In addition, we reserve the right to withdraw your enrolment in the event you do not adhere to the assessment submission deadlines provided to you in your training plan.

Process for withdrawing from an enrolment

Withdrawing enrolment must be done in writing, or via phone. Requests are to be emailed to studentsupport@employease.com.au. Upon receipt of the cancellation request, we'll action the request from the date of the email. An email confirming the cancellation will be sent to you within 14 days of receipt of the request.

If you wish to recommence studies in a course after cancellation you are required to email studentsupport@employease.com.au.

NOTE: If your enrolment is withdrawn part way through a unit, you will be required to re-enrol in the entire unit and may incur the full cost of the unit.

Re-enrolment

Once per enrolment, you may re-enrol into your course without the full enrolment fee applying, provided you re-enrol within 6 months of cancelling, deferring or withdrawing from your course.

Completion, Statement of Attainment

We'll issue a certificate within 30 days of successful completion of all units of competency in a nationally accredited qualification. A Statement of Attainment will be issued within 30 days of exiting a qualification, completing a short course or completing an individual unit of competency (where applicable).

Your certificates and/or Statements of Attainment will be sent to you once all outstanding fees have been paid.

Government funding

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Skills First State Funding (VIC)

The Skills First Program is an entitlement to government subsidised training in Victoria. There are certain eligibility and exemption requirements which determine eligibility for this funding.

To be eligible, an individual must meet the program requirements as follows:
1. An individual must be:
    i. an Australian citizen; or
    ii. a holder of a permanent visa; or
    iii. a New Zealand citizen; and be;
2. be physically present in the State of Victoria (a border region that's specified by postcode in the guidelines) at all times during the course in addition to meeting the requirements above, an individual is only eligible to:
3. commence a maximum of two government-subsidised courses in a calendar year. Where an individual is enrolled in a course(s) that is scheduled to commence at a later date in that calendar year, this course(s) must be counted for the purpose of this clause when assessing eligibility;
4. undertake a maximum of two subsidised courses through the Skills First program at any one time.

Pre-enrolment process for Skills First Program

To be able to access the State Government's subsidy you are required to participate the Pre-Training discussion with the Course Advisor, and to participate in the Literacy and Numeracy assessment before you can enrol in training. The information gathered from these will assist us to guide individuals to enrol in the most suitable training for each student's existing skills and knowledge level.

Information on course fees for Skills First

Under the Skills First program, RTOs may charge students tuition fees to contribute to the cost of their training. Please see the Statement of Fees https://employease.com.au/policies-about-us/

As part of the State Government's funding program there is a limit on the number of governments supported training hours available to students. If you are deemed not competent in a unit of your course and you are required to re-enrol to repeat the unit, you may be charged full fees for the unit.

Enrolment in a government funded place may impact your access to further government subsidised training.

If you are eligible to receive funding to undertake a qualification, you must meet all required criteria. Students should use the funding wisely by choosing the right course and completing it.

Skills SA (SA)

The Government of South Australia provides subsidies for training for eligible students. Student eligibility is determined by information supplied on the Student Enrolment Form.
The pre-enrolment process is for determining eligibility of students for funding, and the suitability of the course for the student. The enrolment form gathers information on:
1. Identity and Residence
- Unique Student Identifier number or other valid ID must be recorded for any nationally recognised VET course and stays with a student for life sourced from USI Registry System

![EmployEase by Healthcare Australia logo]

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(registration is online and requires valid forms of ID or Other forms of identification - if USI not available (e.g. birth certificate, passport, SA Driver's Licence, Medicare Card) Age ID - 16 years or older (e.g. birth certificate, passport, SA Driver's Licence, Medicare Card). Participant must live or work in South Australia

2.) Citizenship

- Australian Citizen/Permanent resident/Visa Type appropriate documents (e.g. birth certificate, passport, SA Driver's Licence)
- Visa Type – refer to eligible visas for accessing subsidised training

Pre-enrolment process for Skills SA

Training providers are required to conduct the Upfront Assessment of Needs (UAN) process for all individuals wishing to enrol in courses at Certificate IV level and below , excluding school enrolled students, seeking access to a subsidised training place. Training providers are required to conduct the Upfront Assessment of Need (UAN) process for all individuals wishing to enrol in courses at Certificate IV level and below. The UAN is a mandatory, learner-centered, pre-enrolment process that ensures every subsidised learner in South Australia (SA) has their needs assessed and supports put in place from the start to ensure a successful training outcome. The South Australian Government provides free access to learning, personal and foundation skills support through the UAN process.

The UAN consists of three mandatory assessments:

a)   Suitability assessment to ensure the right fit between the learner and the qualification of choice

b)   Support needs assessment to ensure identification and planning for the learner's learning and personal support needs

c)   Literacy and Numeracy Assessment capabilities to ensure early identification and planning for the learner's literacy and numeracy development needs.

Training providers must also assess the following information to determine a student's entitlement to subsidised training:

- Prior subsidised qualification/s
- Highest accredited non-school qualification
- Government concessions

Entitlement to course fee concession subsidy:

- holders of Health Care Card, Pensioner Concession Card, Veteran Affairs Concession Card
- prisoners/detainees in a South Australian correctional institution/detention centre
- Guardianship of the responsible Minister (GOM)

Information on course fees for Skills SA for all RTOs may charge students tuition fees to contribute to the cost of their training. Please see the Statement of Fees.

If you are deemed not eligible in a unit of your course and you are required to enrol and you may be charged full fees for the course.

Enrolment in a government funded place may impact your access to further government subsidised training. Once the appropriate course has been determined students will receive a statement of fees outlining any government contributions.

Privacy Policy

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EmployEase by Healthcare Australia respects the privacy of the Personal Information that we hold. Please refer to Privacy Policy and Procedure https://employease.com.au/policies-about-us/ for further details.

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.
We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.
The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.
For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

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Changing your details

It is your responsibility to ensure you always keep your address and contact details up to date to ensure you receive important information and your qualification or statement of attainment.

Accessing Student Records

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

To request access to student records:
1.   Call EmployEase on (03) 9761 2156 and speak to the Administration team or
2.   Email admin@employease.com.au

Requests will be actioned within 7 business days.

Course Feedback

EmployEase welcomes feedback from students across all areas of our service delivery. Throughout your training, you will be asked to provide feedback via the 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 online campus at any time. Alternatively, you can contact your trainer or RTO Manager.

You may also receive a student survey which may be run by a government department or an National Centre for Vocational Education Research (NCVER) employee, agent, third-party contractor or another authorised agency. 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.

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) or their Line Manager. If the concern is unable to be resolved the student may lodge a Formal Complaint.

Refer to the EmployEase website for the entire Assessment Appeals Policy and Complaints and Appeals Policy https://employease.com.au/policies-about-us/

Legislative Compliance

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

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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.

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 at www.aqf.edu.au

Standards for Registered Training Organisations

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

Student Code of Conduct

Courses are delivered in an adult learning environment. This means that there is an expectation that all students whilst in the classroom, online or interacting with a member of our training team or staff will always conduct themselves respectfully and professionally.

Where EmployEase considers a student's behaviour is or has been disrespectful, or disruptive to others or places the student or others at risk, the Trainer or EmployEase Management has the right to ask the student to leave the training session.

Where the student is considered by EmployEase to be communicating in a disrespectful abusive or aggressive manner either directly or over the telephone the EmployEase Staff Member or Trainer will terminate the conversation or meeting and refer the student to the RTO Operations Manager.

Where a student's behaviour is deemed in breach of the Student's Code of Conduct, EmployEase has the right to cancel the student's enrolment.

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

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- Be given information about assessment procedures at the beginning of the course and progressive results as they occur
- Complain 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 the learning environment and workplace environment whilst on student placement
- Attend scheduled training and work placement
- Complete all assessment tasks honestly, and do not engage in plagiarism or cheating
- Follow EmployEase safety practices
- Not to behave disrespectfully, would offend, embarrass, or threaten others
- Comply with all lawful regulations, rules, or procedures of EmployEase that pertain to them
- Pay all fees 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 about maintaining course progress.

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's 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 training sessions

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

Where a student is observed to be using the mobile phone or communication device whilst training is being conducted, either with or without earphones, and this is considered by the Trainer to be non-

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productive, 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 exit the session and in the case of placement, leave the placement facility.

Using Zoom

Students are required to ensure they can activate Zoom and participate fully in training delivered via the Zoom platform. This includes having their camera active and always remaining visible to the Trainer. Students must have access to a microphone so they can contribute to discussions and participate in the learning. When a student is observed shutting down their camera and/or disengaging with the learning, the Trainer has the right to ask them to leave the training session and mark them as absent. EmployEase has the right to cancel any enrolment against which the student fails to actively participate in Zoom training. Please note that mobile phones are not suitable for engagement in Zoom training and no more than two students are to share the same screen as part of a Zoom training session (Refer to Computer Access).

Use of Laptops

Although students can use laptops and other digital devices for note-taking as part of class-based training sessions, students are not permitted to complete assessments during training time. Where a student is observed using their laptop for non-study purposes or for tasks not associated with the current training session, the Trainer has the authority to ask the student to close the device and exit the class. Appropriate use of electronic devices as part of Zoom sessions is also expected.

Use of Social Media

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

Academic Integrity - Plagiarism, Collusion and Cheating (and use of AI)

Learning to think and work independently is part of the educational process. Providing evidence of your 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. Generative AI tools like ChatGPT cannot accurately cite their own sources. Any references they provide may be false or non-existent – students should always check the original source for any references that are generated. References should provide clear and accurate information for each source and should identify where they have been used in a student's work. Please refer to the Academic Integrity policy.

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

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- Submitting all or part of another student's work under your 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 including power-points. When you submit work, you must make sure that what you write comes from your knowledge and that you use your own words. Taking content from the internet, or 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 assessments submitted must always reflect your work and knowledge.

EmployEase utilises a range of strategies to identify student work that may not be authentic. Where cheating or plagiarism has been identified in an individual item of work EmployEase holds the right to review all previous assessments and revert any existing results to Not Satisfactory if cheating or plagiarism is found.

Process for addressing suspected Cheating or Plagiarism:
The Trainer will first contact the student directly to discuss the matter and arrange for a resubmission of the work by the student.
- If the student disputes the claim of plagiarism or cheating an interview with the student a Lead Trainer and/or Training Manager will be held.
- In serious breaches the matter may be escalated to the RTO Manager.

Depending on the outcome of this interview the following actions may occur:
- The student will be allowed to resubmit your assessment.

The student will be required to undertake a verbal assessment or complete the assessment with an EmployEase staff member present. The student's enrolment in the course will be cancelled.

Need Help?

We pride ourselves on helping prospective and current students with any queries they may have. Call us on 1300 738 955 or email admin@employease.com.au

Alternatively, check out our website www.employease.com.au.

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 training sessions whichever comes last in your course. This means that all course requirements/evidence must be completed and submitted to be included in your outcome.

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If you have been approved to transfer to another group mid-course, rebook into a training session, extend your placement time or have been approved for an extension in submitting an online assessment, EmployEase will always consider your course end date before authorising these 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 a range of facts, your study history including your attendance and progress to date and overall, support previously provided 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 reasonable timeline and EmployEase does not guarantee that a student will:
• complete a training product on its scope of registration, and/or
• obtain a particular employment outcome where this is outside the control of the RTO

Keeping Students Informed

The Administration team will ensure students are informed of changes that may impact them, such as changes to agreed services, including changes to third-party arrangements or ownership by sending timely emails. EmployEase also regularly reviews marketing, advertising, and recruitment materials to ensure they are accurate and up to date.

Note: This Student Handbook is subject to change. The current version of the Student Handbook will always be published on our website.

Additional Support Services

Problem	Website	Phone no.
Emergency		000
Alcoholism	www.aa.org.au	1300 222 222
Abortion and family planning	MSI The Women's Clinic	1300 003 707 345 2832
Accommodation	http://gumtree.com.au https://www.domain.com.au https://www.realestate.com.au https://www.reiv.com.au	
Asthma	htpps://asthma.org.au	1800 278 462
Consumer credit and debt	National Debt Helpline Consumer Action Law Centre	1800 007 007 1800 466 477
Consular Services	https://dfat.gov.au	1300 555 135 (emergency)
Crime stoppers (report crime anonymously)		1800 333 000
Depression (National Initiative)	www.beyondblue.org.au	1300 224 636

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Domestic violence	Safe Steps Family Violence Response 1800RESPECT InTouch – Multicultural Centre Against Family Violence	1800 015 188 (24 hr) 1800 737 732 (24 hr) 1800 755 988
Drug addiction: Narcotics Anonymous Direct line Share Family Drug and Gambling Help	www.na.org.au https://directline.org.au Https://sharc.org.au	1300 652 820 1800 888 236 1300 660 068
Families & friends with mental illness	https://www.sane.org/information-and-resources/facts-and-guides/families-friends-carers	1800 187 263
Eating disorders	www.eatingdisorders.org.au	1300 550 236
Epilepsy	https://www.epilepsyfoundation.org.au	1300 761 487
Gambler's Help	http://gamblershelp.com.au	1800 858 858
LBGTIQ support - ReachOut	https://about.au.reachout.com/	8564 9596
Grief support - Griefline	www.griefline.org.au	1300 845 745
HIV/AIDS Support Living Positive Victoria Victorian HIV Service	https://livingpositivevictoria.org.au https://www.alfredhealth.org.au/services/statewide-services/victorian-hiv-service	03 9076 2000
Crisis support 24 hrs - Lifeline Beyond Blue	www.lifeline.org.au https://www.beyondblue.org.au	13 11 14
Legal information and advice	https://www.legalaid.vic.gov.au/get-legal-services-and-advice/free-legal-advice/	1300 792 387
Maternal and Child Health Line (24 hr)		13 22 29
Poison Information Centre		13 11 26
Pregnancy counselling (Royal Women's Hospital)	htpps://www.thewomens.org.au	1800 696 784
Low-cost and free counselling services in Melbourne	https://www.innermelbpsychology.com.au/low-cost-counselling-services-in-melbourne/	-
Relationship counselling – Relationships Australia Victoria	https://www.relationshipsvictoria.org.au/contact-us/	-
Sexual Assault Crisis Line CASA	https://www.sacl.com.au/ https://casa.org.au/contact-us/	1800 806 292
Smoking – Quit Victoria	www.quit.org.au	13 78 48

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Suicide Prevention	Beyondblue - www.beyondblue.org.au www.suicideprevention.com.au	1300 224 636 1300 360 980
Study Melbourne Student Centre (SMSC)	http://www.studymelbourne.vic.gov.au/help-and-advice/support-services/study-melbourne-student-centre	1800 056 449
Victims of crime support (8 am – 11 pm, 7 days)	www.victimsofcrime.vic.gov.au	1800 819 817