

## Student Handbook

Victoria and South Australia

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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 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 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](mailto:admin@employease.com.au). Our Office hours are 8.30 am to 5 pm 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.

## 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. You must 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 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](http://www.training.gov.au)

## 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
- Ability to undertake the work at the qualification level
- Undertake Pre-Training Review (PTR)
- Complete the online Student Enrolment and Student Enrolment Agreement

### Computer requirements

EmployEase by Healthcare Australia Canvas Learning Management System (LMS) and 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 [Canvas Infrastructure](#) 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.

### What are Pre-Training Reviews (PTR)?

The purpose of the Pre-Training Review is to recommend the placement of the student into the course or qualification appropriate to their needs and that they can be anticipated to achieve success in. Students will answer some background information questions as part of your online enrolment application (Vet enrol).

The placement in the chosen course is based on:

- the student's performance in LLN Test
- the student's needs and goals,
- the information gathered through Enrolment Application Form and Pre-training
- review.
- Highest qualification gained in Australia or overseas, which has been assessed and
- deemed equivalent to Australian qualifications.

Students are encouraged to declare any learning disabilities/ language requirements as a part of the enrolment process. Once such requirements are identified, the relevant staff is alerted to the student's requirements and remedial processes can be implemented.

Mobile Phones or any translation devices are not permitted to be used during a pre-training review.

### 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.

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 <b>15 business days</b> 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 <b>15 business days</b> 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. 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](mailto: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.

Practical Placement providers require that all students seeking practical placements must have two vaccinations and at least one 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. There is no reduction in the course costs for an RPL assessment. All RPL will be charged as per the current RPL rate. 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)

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.

### 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 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.

### Reasonable Adjustment

Individual adjustments to training and assessment may be required based on the needs of the respective student. In cases where reasonable adjustments are made, they will be systematically recorded on the Reasonable Adjustment Form and will follow the Training and Assessment Policy and Procedure.

Any adjustments made must not compromise the integrity of this course and any content changes to the assessment methods must be mapped and pre-validated before use.

### Fees

Refer Statement of Fees issued as part of your Course Information Pack or by visiting our website at [www.employease.com.au](http://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 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 is discussed with you before enrolment and confirmed through the completion of the Evidence of Student Eligibility and Declaration. You must understand that accessing government funding through the Skills First Program may impact your eligibility for future training programs.

### **Refunds/ Course Withdrawals**

Where a student provides EmployEase with written notification (e.g., email) of their withdrawal from a course within no less than three (3) working days before the course scheduled commencement date will be refunded all tuition, service and amenities fees paid.

Where a student provides written notification (e.g., email) of their withdrawal from a course less than three (3) working days before the course scheduled commencement date, or within 28 days after the date the course commenced, they will be refunded all tuition, service and amenities fees paid less \$1,000. This includes 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/placement, Police Check with disclosures or non-participation.

Where a student provides EmployEase with written notification (e.g., email) 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 at (03) 9761 2156.

### **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.

### Qualification Transition

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 by Healthcare Australia will assist with their transition and credit transfers will apply where relevant.

### Your training plan

Students are provided with a training plan at the start of their course. Your training plans are stored in CANVAS and could be updated through your course.

### How is Training Provided - In person classes, blended face to face and zoom.

#### Orientation

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.

#### Course Orientation Session

This full-day 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, 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.

#### Zoom User Guide

As our courses are delivered using a blended delivery style, a digital Zoom User Guide resource will be provided to you as part of your enrolment material. You must work through this Guide, so you are confident with Zoom before your course commences. Although additional Zoom support is available to all students by calling (03) 9761 2156, a basic understanding of the Zoom platform and how to access Zoom is a requirement of this course. Sometimes, we must change the mode of delivery e.g. face-to-face to Zoom delivery in response to sudden health restrictions, this is unavoidable, and you will be notified as soon as possible via our administration text dispatch system if this occurs.

## 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

## How is the Training Provided - Online Supported

Our online supported courses involve a combination of:

### 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.

In general, you will be able to work your way through the learning material independently at a time and location that suits you. However, there are some mandatory attendance requirements.

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 your program you may be asked to attend other mandatory classes. For some units you study, you are required to demonstrate 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.

### 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 or 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 enrollment. 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.

### Record of Attendance

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.

### Active Participation

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.

### Extended Leave/Absence from Studies or Delayed Placement

Periods of leave for reasons including but not limited to illness, injury, pregnancy, and other family matters cannot extend beyond a period of 30 days. Extended periods of leave will be determined by the Training Manager on a case-by-case basis.

An enrolment will be closed when a student has commenced their studies, but they are then unable to show active participation for more than 30 days unless approved by the Training Manager (see Active Participation). This includes attendance in training and completion of assessment tasks or placement. The standard refund policy remains in place.

Where a student has commenced training and is eligible for placement, but is unable to participate due to illness, injury, pregnancy or any other family or personal matter, they must inform their trainer or lead trainer. They must be able to resume within 30 days, or their enrolment will be cancelled.

### What support is available?

EmployEase by Healthcare Australia is committed to providing students with educational and support services throughout their study. The nature of the support will be determined based on an assessment of the individual's needs. Once a student's needs are identified, a support

plan will be developed for them. If a student thinks they require additional support, they need to be sure to state this upon enrolment.

The following provides some examples of the support services EmployEase by Healthcare Australia provide at no additional cost.

- Language, Literacy and Numeracy: Assessment methods may be modified to enable students to be assessed and alternative assessment options may be provided where special needs are identified.
- Assistance in using technology: Computer software training (Word, Excel, PowerPoint).
- Student support team, who will guide students along the way to success in their course.

### **We're committed to these service standards as a minimum**

EmployEase by Healthcare Australia provides the following support to students studying any aspect of their course online:

#### **Trainers/assessors**

- Will provide details of availability to respond to queries at the commencement of each unit and in the calendar within each unit.
- Will endeavour to reply to queries within 24 hours and assessment will be returned within 14 days of submission.

#### **Administrative Support**

- Will be available for queries by phone and email between 8:30 am and 4:30 pm Monday to Friday.
- Will reply to queries within two business days

#### **Canvas Infrastructure and Zoom Technical Support**

- Will be available via phone or email between 8:30 am and 4:30 pm Monday to Friday.
- Will reply to queries within two business days

#### **Student Support services**

EmployEase by Healthcare Australia has student support officers who can help students adjust to life as a student, deal with hurdles along the way and succeed in their course. Our services are complimentary and confidential. Our student support officers can make contact with students via telephone or email upon request.

#### **The Learning Management System (LMS)**

You will receive an email from [Canvas](#) (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.

You will also receive the *Canvas Student User Guide* on how to access and use Canvas.

#### **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:

- 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, 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.

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

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 the RTO, 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.

## 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 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.

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.

## Course duration and student progression

### Course duration

The amount of time it takes to complete your course is dependent on your education background, work experience, work rate and time availability.

It's important you put aside study time each week. Study time is the time for you to do reading or study to reinforce key messages. We recommend you set aside 15- 20 hours a week for study. This can be participation in working through the course materials, watching a webinar, 1:1 support from your trainer, or independent study.

### Student engagement

We'll monitor your participation and ensure that you continue to progress through your course, sending you reminders about when your assessments are due.

Ongoing feedback will be provided as you study through:

- interaction with your trainers/assessors via email, phone, webinars and video conferencing
- responses to individual queries and tasks you complete.

Your *Course Handbook* and training plan outline what you need to do to successfully complete the course.

## Student progression

Once you commence your course, you'll be required to regularly participate in it. We'll contact you in the weeks following your enrolment to help ensure you've been able to successfully start and will send regular reminders about your progress and support options.

If you have not logged on within 1 month of commencing the course, we will make every attempt to contact you and if you fail to re-engage, you will be deemed to have withdrawn from the course.

## Non-progression

We may implement an 'intervention strategy' if you're not making satisfactory course progress. An 'intervention strategy' is a systematic plan of action adopted to address and reduce the causes of academic failure. It is developed to provide students with optional assistance to achieve satisfactory course progression.

Our team of trainers and admin support team are available to help you stay motivated, and organised and progress through your course. Keep in mind, non-progression (i.e. not completing units/modules by their due dates) may result in a unit needing to be repeated and incurring further debt when re-enrolling in that unit.

## Extensions and deferrals

We provide you with the opportunity to complete your course within the allocated timeframe according to your training plan. Formal extensions and deferrals are available to supplement the time allowed to complete the course under certain circumstances. These include "compassionate and compelling circumstances" that are generally those beyond your control and which have an impact on your course progress or wellbeing.

### Extensions

Formal extensions are available to supplement the time allowed to complete the course and may be granted in exceptional circumstances such as medical conditions, overseas or interstate travel, work commitments and personal/family issues.

Requests will be approved on a case-by-case basis. To have an extension applied to your course duration, please email [admin@employease.com.au](mailto:admin@employease.com.au).

### Deferral from your course

You're able to defer from your studies, however, deferring may impact your continued funding eligibility. In order to formalise a request for deferral, please email [studentsupport@employease.com.au](mailto:studentsupport@employease.com.au) outlining your reason for deferral.

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.

### **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.

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:

cancellation of a course may affect eligibility for state funded training subsidies. sometimes a student may be required to withdraw from a course/qualification with us 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 cancelling an enrolment**

Cancellation of enrolment must be done in writing. Requests must be emailed to [studentsupport@employease.com.au](mailto: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.

Where we cancel an enrolment, you'll be informed via email and your enrolment will be immediately suspended. You have 28 days to appeal against the cancellation. If the complaint procedure is activated, the cancellation will take effect once the complaint procedure has been completed.

If you wish to recommence studies in a course after cancellation you are required to email [studentsupport@employease.com.au](mailto:studentsupport@employease.com.au).

NOTE: If your enrolment is cancelled halfway 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.

### Transition of nationally accredited training

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.

### Government funding

#### 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 answer the Pre-Training Questionnaire and to sit the Literacy and Numeracy assessment before you can enrol in training. You will complete this online using a link you will receive after you have sent back your enrolment form. 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.

Once the appropriate course has been determined students will receive a statement of fees outlining any fees and the approximate value the state government will contribute towards tuition costs.

### 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*.

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 (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

#### 3. Jobseeker - Employment Service Provider Referral to Training Form

- Referral form required for unemployed job seeker registered with an employment service provider. The form also collects information to enable us to determine student entitlement to 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. The UAN will assess suitability, support needs and literacy and numeracy capabilities. The UAN is completed online, using the link students are sent at enrolment. This must be done under the supervision of a trainer, which will be organised by Employease by Healthcare Australia.



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 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

### 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 supervisor or
2. Email [admin@employease.com.au](mailto: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 our Training Manager or RTO Manager.

### 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.

### Lodging a Formal Complaint

Complete an EmployEase Complaints/Appeal Form. Forms can be downloaded from [www.employease.com.au](http://www.employease.com.au)

Submit the completed form to EmployEase by emailing [admin@employease.com.au](mailto:admin@employease.com.au) or mail to:

RTO Manager  
EmployEase Pty Ltd  
Level 3, 312 St Kilda Road  
Melbourne VIC 3004

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](http://www.disputes.vic.gov.au). The cost of external mediation will be borne equally by EmployEase and the student. Refer to the EmployEase website for the entire Complaints Policy.

Please Note: Individuals have the option to register a complaint anonymously 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 by the Principles of Assessment and Rules of Evidence.

Students who feel they have been assessed unfairly should discuss this with the Assessor directly. If the matter is not resolved satisfactorily, it should be taken to the Training 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 Operations Manager in consultation with the Training 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](http://www.employease.com.au)
2. Submit the completed form to EmployEase by emailing [admin@employease.com.au](mailto:admin@employease.com.au) or mail to:

RTO Operations Manager  
EmployEase Pty Ltd  
Level 3, 312 St Kilda Road  
Melbourne VIC 3004

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 the EmployEase website for the entire Assessment Appeals Policy and Complaints and Appeals Policy.

### **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:

#### **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](http://www.aqf.edu.au)

#### **Standards for Registered Training Organisations 2015**

Standards that guide nationally consistent, high-quality training and assessment services in the vocational education and training system [www.asqa.gov.au](http://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 2015) [www.asqa.gov.au](http://www.asqa.gov.au)

### **Safety and Student Code of Conduct**

#### **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
- 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.

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's Sexual Harassment Policy can be viewed on our website at [www.employease.com.au](http://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-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**

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. 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
- 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.

### **After Hours Security and Safety Measures**

EmployEase has several 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 venues in pairs where possible
- Ensure that at least one student stays with the 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.

### **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](mailto:admin@employease.com.au)

Alternatively, check out our website [www.employease.com.au](http://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.

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

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	<a href="http://www.aa.org.au">www.aa.org.au</a>	1300 222 222
Abortion and family planning	MSI The Women's Clinic	1300 003 707 345 2832
Accommodation	<a href="http://gumtree.com.au">http://gumtree.com.au</a> <a href="https://www.domain.com.au">https://www.domain.com.au</a> <a href="https://www.realestate.com.au">https://www.realestate.com.au</a> <a href="https://www.reiv.com.au">https://www.reiv.com.au</a>	
Asthma	<a href="https://asthma.org.au">https://asthma.org.au</a>	1800 278 462
Consumer credit and debt	National Debt Helpline Consumer Action Law Centre	1800 007 007 1800 466 477
Consular Services	<a href="https://dfat.gov.au">https://dfat.gov.au</a>	1300 555 135 (emergency)
Crime stoppers (report crime anonymously)		1800 333 000
Depression (National Initiative)	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	1300 224 636
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	<a href="http://www.na.org.au">www.na.org.au</a> <a href="https://directline.org.au">https://directline.org.au</a> <a href="https://sharc.org.au">https://sharc.org.au</a>	1300 652 820 1800 888 236 1300 660 068



Families & friends with mental illness	<a href="https://www.sane.org/information-and-resources/facts-and-guides/families-friends-carers">https://www.sane.org/information-and-resources/facts-and-guides/families-friends-carers</a>	1800 187 263
Eating disorders	<a href="http://www.eatingdisorders.org.au">www.eatingdisorders.org.au</a>	1300 550 236
Epilepsy	<a href="https://www.epilepsyfoundation.org.au">https://www.epilepsyfoundation.org.au</a>	1300 761 487
Gambler's Help	<a href="http://gamblerhelp.com.au">http://gamblerhelp.com.au</a>	1800 858 858
LBGTIQ support - ReachOut	<a href="https://about.au.reachout.com/">https://about.au.reachout.com/</a>	8564 9596
Grief support - Griefline	<a href="http://www.griefline.org.au">www.griefline.org.au</a>	1300 845 745
HIV/AIDS Support Living Positive Victoria Victorian HIV Service	<a href="https://livingpositivevictoria.org.au">https://livingpositivevictoria.org.au</a> <a href="https://www.alfredhealth.org.au/services/statewide-services/victorian-hiv-service">https://www.alfredhealth.org.au/services/statewide-services/victorian-hiv-service</a>	03 9076 2000
Crisis support 24 hrs - Lifeline Beyond Blue	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a> <a href="https://www.beyondblue.org.au">https://www.beyondblue.org.au</a>	13 11 14
Legal information and advice	<a href="https://www.legalaid.vic.gov.au/get-legal-services-and-advice/free-legal-advice/">https://www.legalaid.vic.gov.au/get-legal-services-and-advice/free-legal-advice/</a>	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)	<a href="https://www.thewomens.org.au">https://www.thewomens.org.au</a>	1800 696 784
Low-cost and free counselling services in Melbourne	<a href="https://www.innermelbpsychology.com.au/low-cost-counselling-services-in-melbourne/">https://www.innermelbpsychology.com.au/low-cost-counselling-services-in-melbourne/</a>	-
Relationship counselling - Relationships Australia Victoria	<a href="https://www.relationshipsvictoria.org.au/contact-us/">https://www.relationshipsvictoria.org.au/contact-us/</a>	-
Sexual Assault Crisis Line CASA	<a href="https://www.sacl.com.au/">https://www.sacl.com.au/</a> <a href="https://casa.org.au/contact-us/">https://casa.org.au/contact-us/</a>	1800 806 292
Smoking - Quit Victoria	<a href="http://www.quit.org.au">www.quit.org.au</a>	13 78 48
Suicide Prevention	Beyondblue - <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a> <a href="http://www.suicideprevention.com.au">www.suicideprevention.com.au</a>	1300 224 636 1300 360 980
Study Melbourne Student Centre (SMSC)	<a href="http://www.studymelbourne.vic.gov.au/help-and-advice/support-services/study-melbourne-student-centre">http://www.studymelbourne.vic.gov.au/help-and-advice/support-services/study-melbourne-student-centre</a>	1800 056 449
Victims of crime support (8 am - 11 pm, 7 days)	<a href="http://www.victimsofcrime.vic.gov.au">www.victimsofcrime.vic.gov.au</a>	1800 819 817