
Student Handbook - South Australia

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

HLT33115 Certificate III in Health Service Assistance

CHC43115 Certificate IV in Disability

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Table of Contents

Student Handbook - South Australia	1
Table of Contents	2
Welcome.....	5
Our Mission.....	5
Our Vision	5
Our Values.....	5
Our Goals/Objectives	5
Purpose of Student Handbook.....	5
Vocational Education and Training.....	5
Competency Based Training and Assessment.....	5
Website relevant to VET in Australia	6
Quality of Training and Assessment	6
Credit Transfer (CT).....	6
Recognition of Prior Learning (RPL).....	6
Access and Equity	7
Course Information.....	7
Computer Access & Computer Skills.....	7
Pre-Enrolment	7
Pre-Training Review / Upfront Assessment of Need	7
Enrolment	8
Student Selection and Admission.....	8
Police Check.....	8
Working with Children Check.....	10
NDIS Worker Screening Check (CHC43115 Certificate IV in Disability students only).....	10
COVID-19 Vaccinations	10
Annual Flu Injection and Immunisations	11
Other Pre-Requisite Checks	11
Fees and Charges.....	11
Fee Protection.....	11
Government Subsidised Training.....	11
Refunds/Course Withdrawal	12
Cancellation of a Course	12
Orientation	12
Course Orientation	12
Return to Study (Online Learning Tool)	12
Zoom User Guide	13
Timetable.....	13
Attendance.....	13
Re-booking of Training Session.....	14
Non-Attendance Across a Complete Unit	14
Course Re-commencement.....	14
Transfer of different study group	14
Punctuality.....	14
Record of Attendance	15
Active Participation.....	15
Compulsory Review Quiz's	15
Written Assessments via Online Campus.....	15
Regular Attendance	16

Extended Leave/Absence from Studies or Delayed Placement.....	16
Deferring an Enrolment.....	16
Training and Assessment.....	16
Training Delivery	16
Holistic Learning.....	16
Methods of Assessment.....	17
Online Assessments.....	18
Closure of an Online Assessment.....	18
Applying for an Extension to Submit an Online Assessment	18
Practical Demonstration	19
In Class	19
Work Placement	19
Work Placement Tasks	20
Reasonable Adjustment	21
Employability Skills	21
Official Course End Date	21
Certificate and Statement of Attainment Issuance.....	22
Student Support	22
Individualised Training Plan	22
Trainer Academic Support	22
Study Support Sessions	23
Monitoring your Progress.....	23
LMS Support	23
Continuing Quality Improvement.....	23
Course Feedback	23
Safety and Student Code of Conduct.....	24
Student Code of Conduct.....	24
Student Rights	24
Student Responsibilities	24
Sexual Harassment	25
Use of Mobile Phones and Other Devices in training sessions	25
Using Zoom.....	25
Use of Laptops.....	25
Use of Social Media	25
Cheating / Plagiarism	26
Definition of Cheating.....	26
Definition of Plagiarism	26
After Hours Security and Safety Measures	26
Complaints and Appeals.....	27
Lodging a Formal Complaint	27
Assessment Result Appeal	27
Lodging an Assessment Result Appeal	28
Compliance and Other Matters.....	28
Marketing	28
Accessing Student Records	28
Changes in RTO	28
Legislative Compliance	28
Competition and Consumer Act 2010 (Cth).....	28
Copyright Act 1968 (Cth).....	29
Disability Discrimination Act 1992 (Cth)	29

Freedom of Information Act 1982 (Cth)	29
Workplace Health and Safety Act 2012	29
Privacy Act 1988 (Cth); Privacy Amendment Act 2012	30
Racial Discrimination Act 1975 (Cth).....	30
Sex Discrimination Act 1984 (Cth)	30
Children's Protection Act (Section 8B)	30
Other Compliance.....	30
Australian Qualifications Framework	30
Standards for Registered Training Organisations 2015.....	30
Australian Skills Quality Authority (ASQA)	30
Other Support Services.....	31

Welcome

The Management and Staff of EmployEase would like to welcome you. As a student undertaking accredited training with us, you have chosen to explore new options and acquire new or updated skills that will enhance your opportunities for employment. EmployEase is a Registered Training Organisation (RTO) and is responsible for the quality of your training and assessment in compliance with the Standards for Registered Training Organisations 2015. The training you receive is accredited and will provide you with a nationally recognised qualification upon successful completion of all units of competence.

We are here to support you. should you have any questions, please contact the relevant staff member or give our Head Office Administration team a call on (03) 9761 2156 or via email to admin@employease.com.au. Our Office hours are 8.30am to 5pm Monday to Friday.

Our Mission

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

Our Vision

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

Our Values

Integrity, Excellence, Collaboration, Dedication, Sustainability, and Innovation.

Our Goals/Objectives

- To deliver quality outcomes for our students and stakeholders.
- To employ best practice 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 is conducted. It is very important that you read the entire Student Handbook and ask questions about anything you do not understand.

Vocational Education and Training

Vocational Education and Training (VET) prepares people for jobs and careers by giving them the specific skills and knowledge they need. VET covers 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)
- clearly 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 demonstrating 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

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

Quality of Training and Assessment

EmployEase is solely responsible for the quality of the training and assessment undertaken in accordance with the Standards for Registered Training Organisations 2015 (RTOs) and for the issuing of an AQF qualification.

EmployEase does not engage in third party arrangements in the provision of formal training or assessment against a unit or units of competency, or in educational and support services (refer Work Placement).

Credit Transfer (CT)

Is a process that provides students with agreed and consistent credit outcomes for units in a qualification based on identified equivalence in content and learning outcomes between matched qualifications (see AQF Glossary).

To have a credit transfer applied you must provide EmployEase with either the original or a **certified copy** of your 'Statement of Attainment' to EmployEase, together with a current print-off of your USI Record as evidence that you have successfully completed the identical unit, or equivalent unit of competence.

Where a credit transfer application has been successful you will be exempt from attending the training and from completing assessment for the credited unit or units of study. However, in the instance where two units are clustered together for delivery and/or assessment, you may be required to attend the training and complete individual components of the assessment.

Where a student has applied for a Credit Transfer for a unit of study which incorporates Manual Handling i.e., WHS, the student is required to undertake a manual handling training session and assessment to ensure their skills are current, prior to progressing into the work-placement as an EmployEase student. There is no charge for this training.

Further enquiries about the credit transfer process should be directed to your Course Advisor.

You must apply for Credit Transfer at the time of your enrolment, prior to commencing your course. Credit Transfer applications will not be accepted once your course has commenced.

Recognition of Prior Learning (RPL)

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

You must apply for RPL at the time of your enrolment, prior to commencing your course.

RPL Applications will not be accepted once your course has commenced.

Access and Equity

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

EmployEase upholds the following:

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

Course Information

Information relating to any of our courses including how the course is delivered and assessed including work placement and information about government funding eligibility is readily available by contacting our Business Development Team and speaking to a Course Advisor.

A Course Outline is issued to you as part of your Course Information Pack and is also available from the EmployEase website www.employease.com.au. The Course Outline provides specific information about your specific course including entry requirements, units of competency, delivery, and assessment methods.

Computer Access & Computer Skills

EmployEase supports students to develop a range of skills and knowledge required in today's workplace. To support learning in 'using technology' our courses require active participation in virtual classroom training and electronic submission of assessment tasks. As such students who undertake training with EmployEase will need to have the following:

- Readily available access to a personal computer or laptop (***a mobile phone is insufficient***). Please note that no more than two students may share a computer screen for Zoom training and a working camera and microphone must be available and always activated.
- Readily available access to reliable internet
- MS Word
- Readily available access to a document scanner or digital uploading resource
- Basic understanding and skills in using the Zoom platform (digital User Guide is provided)

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

Basic to intermediate computer skills are essential including skills in word processing, file management, downloading and uploading documents and email. Information Technology skills will be addressed as part of the EmployEase Pre-Training Review (see Pre-Enrolment below).

Pre-Enrolment

Pre-Training Review / Upfront Assessment of Need

1. Pre-Training Review Candidate Background Information and Telephone Interview

The purpose of the Candidate Background Information and the later telephone interview is to identify your interests, your existing knowledge, skills, and experience and to gain an understanding of your short and long-term goals. Firstly, you will answer some background information questions as part of your on-line enrolment application (VETenrol). Then your Course Advisor will revisit these questions as part of a telephone interview. This is also an opportunity for your advisor to measure your oral language skills including your spoken language and listening skills as well as your ability to understand English and your skills in being a self-directed and independent learner. Refer also Individualised Training Plan

2. Online LLN Assessment (UAN) Judgement

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

EmployEase is unable to take responsibility for a student being unable to successfully completed the course, or for loss of course fees where a candidate has sought assistance either directly or indirectly in completing the Language and Literacy Assessment.

3. Assessment Summary and Learning Support Plan

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

4. Candidate Declaration

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

Enrolment

Student Selection and Admission

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

Admission procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts will be made to assist them to identify alternative options. Successful applicants will be advised in writing and an EmployEase on-line enrolment form must be completed in full, with all supportive evidence provided, prior to the candidate being formally enrolled in the program and being given access to student resources and the on-line campus.

Police Check

If you need to undertake work placement as part of your course, you will be required to provide a current Police Check with **NO** disclosures. This will be discussed 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 work placement, 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 prior** to 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 Official Course End Date).

At 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 (draw down from the NCC system) just prior to your placement taking place.

Unfortunately, due to timelines set by 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 in your enrolment document and discuss this 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.

EmployEase has strict protocols of 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 or a person in their care, violence or threats of violence or crimes of a sexual nature	Enrolment will not proceed or will be cancelled
A conviction, or a disclosure showing without conviction, regardless of whether the student was imprisoned, relating to dishonesty (including but 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., drink driving, driving under the influence, dangerous driving. Culpable driving	Enrolment will not proceed or will be cancelled
A conviction, or a disclosure showing without conviction, regardless of whether the student was imprisoned, relating to dishonesty (including but not limited to fraud and theft) or of drug offences more than five years prior	Students will be offered the opportunity to source a suitable placement within 15 business days of the disclosure being identified, not pursue enrolment, or cancel their enrolment
Incidental traffic/driving offences (no more than two) e.g., drink driving, driving under the influence, dangerous driving	Students will be offered the opportunity to source a suitable placement within 15 business days of the disclosure being identified, not pursue enrolment, or cancel their enrolment.

It should be noted that the decision 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 prior to 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 (CHC43115 Certificate IV in Disability students only)

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 an NDIS Worker Screening Check once you have been in your course **for 1 month**. You can apply for your NDIS Worker Screening Check on-line through Government of South Australia – Department of Human Services. 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 \$117.70 (correct as at 31st March 2022). 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 successfully 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.

COVID-19 Vaccinations

For most up to date information, please visit:

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19>

Information relating to COVID-19 vaccinations requirement is provided to students prior to enrolment.

At the time of this publication, the Australian Health care, Aged care and Disability sectors are mandated to be **fully vaccinated**. This includes students who are required to undertake placement as a part of their course of study.

As of 11:59pm, Wednesday 12th January 2022, the Government has also made the third Covid-19 Booster shot mandatory for all Healthcare, Aged Care and Disability workers.

This means that all students wishing to enrol in any course of study with EmployEase must have received three doses of COVID-19 vaccine.

EmployEase must sight and record either your proof of vaccination or a valid medical exemption and will be required share this information with health and aged care facilities and services in relation to arranging the work placement component of your course.

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

You will be given instructions at your course Orientation on how to provide evidence of COVID-19 vaccination.

Information about how to access your digital vaccination record in preparation for submitting to EmployEase can be found by visiting:

<https://www.servicesaustralia.gov.au/how-to-get-proof-your-covid-19-vaccinations?context=60091#gettingproofonline>

Annual Flu Injection and Immunisations

Aged Care facilities, hospitals and some disability services are now requiring students to have proof of immunisation including the flu vaccination prior to 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 asap.

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. Please refer to your Course Handbook for more information or speak directly with your Course Advisor or Placement Coordinator.

Fees and Charges

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

Fee Protection

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

Government Subsidised Training

EmployEase courses are delivered using Commonwealth and State Government Funding. Eligibility for a government funded position is discussed with you prior to enrolment. It is important that you understand that accessing government funding may impact on your eligibility for future training programs.

Refunds/Course Withdrawal

EmployEase is unable to defer or suspend an enrolment/course once it has commenced (see Course Deferment).

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

Where a student provides written notification (e.g., email) of their withdrawal from a course less than three (3) working days prior to the course scheduled commencement date, or within 28 days after the date the course commenced, they will be refunded all tuition, 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 on (03) 9761 2156.

Cancellation of a Course

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

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

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 on-line campus, study requirements and study skills. If for whatever reason you are unable to attend this session, it is imperative that you contact our Box Hill office to organise a rebooking.

Return to Study (Online Learning Tool)

Students will receive a link to this program as part of their enrolment and commencement process. Return to Study builds on the Course Orientation session and is a useful reference tool for you as you travel through your course. Again, it is very important that you complete this learning tool immediately following your Course Orientation session at the very latest.

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. It is vital that you work through this Guide, so you are confident with Zoom prior to your course commencing. 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, it is necessary for us to 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 despatch system if this occurs.

Timetable

It is important that you regularly refer to your timetable. However, sometimes it is necessary for us to change your timetable due to unforeseen circumstances. This might include Trainer illness, a change in health advise, 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.

Attendance

As a student of EmployEase you are required to attend all classes and expected to participate in the class for the timetabled period. Good attendance shows strong employability skills.

If you are not going to be able to attend class, you must call EmployEase **before 9am** so we can notify your Trainer.

When you look at your timetable you will see that different units are delivered over a different number of days. You must attend a minimum number of training sessions in a unit before you can be assessed. See below.

1 training session unit	You must attend the training session or apply to rebook
2 training session unit	You must attend both training sessions or apply to rebook
3 training session unit	You must attend all three training sessions or apply to rebook
4 training session unit	You must attend at least three training sessions or apply to rebook
5 training session unit	You must attend at least four training sessions or apply to rebook
6 training session unit	You must attend at least five training sessions or apply to rebook

Where a student has not attended the minimum number of training sessions for a unit, the student is ineligible to submit an assessment or have assessments marked for that unit until such time as the student has had a rebooking approved, and has attended the required training (see also Non-Attendance Across a Complete Unit)

Assessments are sometimes completed in class, this means that you must attend all in-class assessment days, otherwise you must contact our administration office to request a rebooking opportunity (also refer Official Course End Date).

When engaged in Zoom training your camera and audio **must** remain on throughout the session unless you are instructed to turn off audio by the trainer. Where a student turns off their camera during a training session, they risk being marked as absent in the training session.

EmployEase has the right to cancel a student's enrolment for continued absence resulting in non-participation. Standard refund policy applies.

Re-booking of Training Session

Re-bookings are at the full discretion of EmployEase. If approved you may be entitled to a maximum of two-unit re-bookings (irrespective of the number of sessions attached to the unit), across the length of your course. Re-bookings for a third and subsequent unit will incur an \$80 per unit rebooking fee, irrespective of the number of sessions involved.

It is important to understand that rebooking a training session which is delivered in the classroom may cause a lengthy delay in you completing your studies as the rebooking is dependent on available courses being delivered at the time.

Re-bookings are not available for any previous absences where a student's scheduled training timetable is now complete.

Non-Attendance Across a Complete Unit

Where a student does not attend any of the timetabled training sessions for a unit, or attends only partially, they will be required to apply to re-book into the unit. No assessment evidence will be accepted or marked until minimum attendance occurs. Re-bookings are at the sole discretion of EmployEase.

Course Re-commencement

Where a student has a current enrolment with EmployEase and through direct consultation and with the prior approval of EmployEase it has been deemed appropriate to recommence a student in their course with a different study group, a \$100 transfer fee will apply. A maximum of one transfer is permitted per student per enrolment.

A recommencement cannot be applied where the student's scheduled training in their original timetable is now complete, irrespective of the student's actual attendance or participation in the training or their circumstances.

Transfer of different study group

Where a student has future training sessions scheduled but has requested to transfer to a different timetable e.g., weekday to evening course for the remainder of their course, this will be at the discretion of EmployEase, and a \$100 transfer fee will apply. A maximum of one transfer is permitted per student per enrolment.

Consultation regarding re-bookings, recommencements and transfers must be made directly to our EmployEase Head office via admin@employease.com.au

Punctuality

Training is scheduled from 9.30am to 3.30pm or 6.15pm to 9.15pm, except for Zoom evening training sessions which are 6pm to 9pm.

It is important to be ready to commence your training at the scheduled time. Again, this is an employability skill. Please check your timetable for session start and finish times. If you are late for your training, we ask

that you respect other students by ensuring as little disruption as possible occurs as you either enter the classroom or join your Zoom training session.

Where a student arrives for class or logs on to their Zoom training more than 30 minutes but less than 1 hour late or leaves more than 30 minutes or less than 1 hour early, they will be marked as having a “partial attendance” and they may be required to rebook into the training.

Where a student arrives for class or logs on to their Zoom training more than 1 hour late, or leaves more than 1 hour early, or is observed turning off their camera on their Zoom session, the student will be deemed absent, irrespective of the level of engagement in-between these times. All attendances, partial absences and absences will be recorded on the student’s individual records.

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

Record of Attendance

The Trainer will record your arrival and departure from training each session. This will be automatically recorded on your student file via our on-line 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 on 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 government, as such EmployEase is required to collect evidence of participation from our students.

There are several ways we do this:

Compulsory Review Quiz’s

Although the online quiz is not an assessment, it is however compulsory and provides important evidence that you are continuing to engage in learning and is attached to your government funding (if applicable). You are required to complete each quiz as it appears on your online campus and continue to complete each quiz the whole time you remain a student with EmployEase. If you are receiving government funding towards your studies, should you decide to withdraw from the course before you complete your studies, you must have completed a **quiz within the past 30 days**. If needed, EmployEase will be in contact with you and ask you to complete a quiz as part of the withdrawal/cancellation process.

Written Assessments via Online Campus

You are required to submit your assessments as per your assessment schedule/task due date and in the correct sequence. Again, assessments show evidence of your active participation in your studies. If you are shown not to be actively participating in your course or you are falling behind in submitting your work, EmployEase will contact you to talk to you about what support you might need and to see if your training plan needs to be adjusted. Alternatively, you should contact our Education Support Team via admin@employease.com.au

Regular Attendance

Demonstrated via the class attendance record and your log on/off records and the Trainer attendance record for Zoom sessions. It is important to understand that EmployEase has the right and is obligated to cancel the enrolment of any student who has not actively participated in the program for more than 30 days. EmployEase has the right to cancel an enrolment where a student, consistently fails to submit evidence by the agreed time, fails to meet the agreed conditions of a Study Agreement or fails to progress in their studies.

Extended Leave/Absence from Studies or Delayed Placement

Your course or your enrolment cannot be deferred once it has commenced.

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.

Should you anticipate being absent from your course for a period of more than 30 days, you must be able to show continued active participation in your studies for the enrolment to remain open (see Active Participation). You must contact EmployEase immediately to discuss any options available to you. Rebooking of units of competency are not guaranteed and are at the full discretion of EmployEase.

An enrolment will be closed where a student has commenced their studies, but they are then unable to show active participation for a period of more than 30-days. This includes attendance in training, completion of assessment tasks or placement. The standard refund policy remains in place.

Although we acknowledge that there may be a delay in securing placements due to COVID-19, placements are still occurring. Where a student has commenced training and is eligible for placement, but unable to participate due to illness, injury, pregnancy or any other family or personal matter, they must be able to resume within a 30-day period, or their enrolment will be cancelled.

Deferring an Enrolment

EmployEase is unable to defer or suspend an enrolment/course once it has commenced. A student may be approved to transfer to a new group or to recommence their studies again at the discretion of EmployEase (see Course Re-commencement and Transfers)

Training and Assessment

Training Delivery

EmployEase uses a blended delivery model. This means that some units are timetabled for face-to-face classroom-based training, whilst others are timetabled for Zoom delivery. All training, whether in class or via Zoom are led by fully qualified industry Trainers and Assessors. As part of each training session, you will take part in a range of small and large group learning activities, discussions, and practical demonstrations. Refer to your Course Handbook for more information.

Holistic Learning

At EmployEase we recognise that the work of a qualified community services support or care worker is made up not of a set of individual and distinct tasks, but a holistic approach to the care and support of another human being. As you work through your training plan and timetable, Trainers will support you to gain an understanding of how your new knowledge and skills apply to other areas of your practice. For example, whilst learning how to support client's health and wellbeing and providing individualised support you will

also be considering safe work practices. At EmployEase we call this holistic learning. Holistic learning allows you to be able to practice and consolidate your learning in different contexts, over and over, through small and large group activities, discussions, and practical demonstrations. For more information about how your program is delivered, please refer to your Course Handbook.

Methods of Assessment

(See also In-class Assessment)

All assessment is conducted by qualified Workplace Assessors. EmployEase uses a range of assessment methods to measure your knowledge, skills, and attitudes against the requirements of each unit or units of competency in any particular qualification. Some are completed on our on-line campus, some in the classroom setting and some in the workplace. The process of assessment is designed to be fair, valid, reliable, and flexible. Methods of assessment used by EmployEase include:

- Written questions, Case Studies/Scenarios, Research Tasks (On-line Assessments)
- Practical Demonstration/Observation including Role Plays (In-Class Assessments and Work Placement)
- Written tasks/Reports, Journals/Logbooks, Third Party Reports (Workplace Tasks)

Most qualifications delivered by EmployEase require a compulsory practical work placement with minimum hours attached (refer Work Placement). Although the Advanced Diploma of Community Sector Management does not include a specific work placement, it is workplace based and students enrolled in this course with EmployEase are required to complete tasks referenced and applicable to their current employment and supported by a workplace mentor. For additional information please read your Course Handbook.

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

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

Please note that assessments cannot be undertaken for a unit/s for which you did not attend the minimum number of training sessions (see Attendance). For more information about assessment in your program, refer to your Course Handbook.

To be awarded an individual unit you must receive a satisfactory outcome for each assessment method attached to the unit. You cannot gain competency in a unit until you have successfully completed all written tasks, practical demonstration in the workplace, all workplace tasks and all in class assessments attached to that unit, and as a result be deemed Competent in that unit.

To successfully complete the full qualification, you must be deemed Competent in each individual unit of study within the timeline of your course.

Where a student is unable to achieve a Competent outcome for a particular unit at the conclusion of their course, they will receive a Statement of Attainment for any unit against which they did successfully meet all required evidence to the standard required (see Statement of Attainment).

Online Assessments

Online assessments provide partial evidence of your competency in a particular unit or combination of units. Most of the online assessments are completed directly on the online campus or may involve you uploading documents to the campus.

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

You are permitted a total of **three (3) attempts** to receive an outcome of satisfactory for an on-line assessment. If you are deemed Not Yet Satisfactory after marking your Assessor will provide you with constructive feedback and set a resubmission date. You must resubmit your work by this date or risk having the task closed.

If you are unable to achieve a satisfactory outcome following your 2nd attempt, you will be encouraged by your Assessor to:

- Speak to an EmployEase Trainer after your class
- Book into the next available Study Support Session by contacting our Administration via admin@employease.com.au
- Consider rebooking into all or part of the unit to refresh your knowledge (this is at the discretion of EmployEase)

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

“You have not successfully completed this assessment after three attempts. This means that you are currently Not Competent in this unit/s. To attempt the unit/s again you must contact Administration via admin@employease.com.au or call (03) 9761 2156 to apply to rebook into the unit and attend the training again (please read Official Course End Date). Re-bookings are at the full discretion of EmployEase”.

Closure of an Online Assessment

EmployEase reserves the right to close an assessment that has not been submitted or resubmitted by the advised due date or within three attempts. The task will be marked as Not Yet Satisfactory and as a result the student will not meet the requirements of the individual unit or units of competency.

If the task is a placement pre-requisite, this may impact on the student’s ability to progress to placement and place continuation of your enrolment at risk. The opportunity to rebook into the unit will be at the full discretion of EmployEase and may incur additional charges.

Applying for an Extension to Submit an Online Assessment

The expectation is that you will submit each of your assessments by their due date and in their correct sequence. However, should something occur which means you are unable to submit an assessment on time, you must contact your Trainer prior to your due date to request an extension. If you do not have your Trainer’s direct contact details, please call our Administration Office on (03) 9 7612156 or email admin@employease.com.au.

An initial once off extension of up to one week (may be applied by administration, your individual trainer or the Education Administration Assistant and a note will then be placed on your student file. Any change to an assessment due date which extends beyond one week, or where the initial revised due date is not being met, the student will be referred to our Education Administration Assistant for approval and ongoing monitoring.

Where a student fails to submit an assessment by the due date and has not been in contact with EmployEase to seek an extension, efforts will be made to contact the student to follow up on their progress, identify any support requirements and to arrange a Study Plan or Student Agreement.

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

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 prior to 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 prior to 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)

Work Placement

It is important to understand that practical demonstration in the workplace may provide evidence of most, if not all of 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 pre-requisites you need to meet to be eligible to undertake placement at the scheduled time. It is important that you read your Course Handbook, so you are clear about what your pre-requisites 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 cases 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 prior to your final assessment, or you choose to end your placement, this will be counted towards your first or second placement opportunity.

Where a situation occurs that you are unable to continue with your placement e.g., family emergency, significant injury, or illness, you must discuss this with your Placement Coordinator. Unfortunately, EmployEase is unable to take responsibility for a student who is unable to successfully complete the qualification due to an unforeseen or planned absence from placement. Refer also 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 successfully complete your workplace tasks. If you do not achieve a satisfactory outcome for a task or tasks, 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 placement. This means that submission of this work must be current and in line with your scheduled workplace practical assessment. Some programs require workplace tasks to be completed prior to arranging a final workplace assessment. Please refer to your Course Handbook for more information on timelines for completing Workplace Tasks.

Reasonable Adjustment

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

See also Individualised Training Plan

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 which are essential to employment including teamwork, communication; problem solving; initiative; planning and organising; self-management; learning and technology. Each unit within your qualification will include 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, to use technology or show communication skills by reading workplace policies and procedures, writing a workplace report, using the internet to complete your assessment, or showing initiative and teamwork in class or in the workplace. Students are expected to demonstrate strong employability skills throughout their training, including in the classroom and on placement.

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 timeline which is reasonable and EmployEase does not guarantee that a student will:

- successfully 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 information about this additional training opportunity.

Certificate and Statement of Attainment Issuance

As an RTO, EmployEase are required to issue a Certificate within 30 calendar days of a student being assessed as competent in the training program they are enrolled in. If you do not receive your Certificate, please contact the Administration Team on 03 9761 2156 or via email to admin@employease.com.au

Where a student is unable to meet the full requirements of the qualification, they will receive a Statement of Attainment for any unit against which they did successfully meet all required evidence to the standard required. Statement of Attainments are not issued for Manual Handling as this is not a unit of competency, but a training session attached to a unit of competency.

Please note that Certificates and Statement of Attainments are not released to students with outstanding accounts. Replacement Certificates or Statements of Attainment are available at a cost of \$33 (incl. GST) each.

Student Support

EmployEase uses a range of strategies to support students who are undertaking training with us. It is important to understand that with any type of support, it will be provided to a level which is deemed by us to be reasonable and achievable and where issues of equity and fairness are considered. See also Course Orientation, Return to Study and Zoom User Guide.

Individualised Training Plan

Where at the time of enrolment a candidate has applied to enrol in a course with EmployEase and has declared on their enrolment form that they live with a chronic illness (physical or mental) or disability, we strongly encourage the candidate to discuss this with their Course Advisor as part of their pre-enrolment.

It is very important that we understand how an illness or disability might present as an additional challenge to a prospective student during their studies either in the classroom or in the workplace before their enrolment is formalised. Our Course Advisor may wish to consult with one of our Industry Lead Trainers to explore what strategies might be needed and importantly are achievable to ensure the candidate has every opportunity to be successful in their course. Once we are confident that the required level of support can be provided, or in fact no additional support is required, enrolment will proceed.

The Lead Trainer will then develop an individualised Training Plan in direct consultation with the student to document the agreed support strategies.

Of course, a student may choose not to declare an illness or disability on their enrolment form or may choose not to have the matter referred to a Lead Trainer, this is their right.

EmployEase cannot be held responsible for a student's inability to meet the requirements of the course, where required support strategies were not declared discussed or formulated prior to their enrolment.

Trainer Academic Support

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

If you wish to get in touch with your Trainer and they have not provided you with their direct email or mobile phone number, please contact admin@employease.com.au or call (03) 9761 2156 to leave a

message. Please understand that our Trainers/Assessor may be delivering training and may not be available at the time you contact them, so you may need to be patient.

Lead Trainers are also available to provide specific academic support in consultation with the respective unit trainer.

Study Support Sessions

Zoom Study Support sessions provide an opportunity for you to receive additional Trainer support. A Zoom study session is timetabled into each course, however you can book into additional study sessions with other groups, if the need arises. At Study Sessions you can spend 1:1 time with a Trainer. Trainers can revisit class content from a particular unit, explain questions or give feedback, or direct you to additional resources. Additional sessions are readily available by contacting the Administration staff on (03) 9761 2156 to register. You will be provided with a list of scheduled sessions for all campuses at your Course Orientation.

Monitoring your Progress

A full time Education Administrative Assistant (EAA) is available to you Monday to Friday 8.30am to 4.30pm to give encouragement, support, and strategies to help you continue to move forward with your studies. Our EAA can view your on-line campus, see what assessment tasks you still need to complete, talk to you about achievable submission dates, apply extensions where appropriate and monitor your attendance.

Where EmployEase refers a student to an external support service, it is a student's responsibility to pay for any relevant service charges.

LMS Support

Students are expected to have minimum computer skills. Additional support with our on-line campus is available by contacting our LMS Coordinator on 03 9 7612156 or via email to our Administration team at our Box Hill Office to have our Coordinator contact you.

Continuing Quality Improvement

Course Feedback

EmployEase welcomes feedback from student across all areas of our service delivery. Throughout your training you will be asked to provide feedback via completion of an online survey. An email with a link will be sent to you. Please take the time to complete and submit each survey as your input is invaluable to us. However, you don't have to wait until you receive a survey or until your course is finished to give us your feedback, you can access a survey on your on-line campus at any time. Or alternatively you can contact our Training Manager or RTO Operations Manager.

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

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, on-line or interacting with a member of our training team or staff will always conduct themselves in a respectful and professional manner.

Where EmployEase considers a student's behaviour is or has been disrespectful, 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
- Lodge a complaint without fear of retaliation or victimisation
- To work and study in a safe, clean, smoke free, orderly, and cooperative environment
- The right to express and share ideas and to ask questions.

Student Responsibilities

All students have a responsibility to:

- Treat other students, Trainers and staff with respect and fairness
- Follow any reasonable verbal or written direction from a Trainer or member of staff
- Refrain from using indecent or abusive language
- Behave responsibly by not harassing fellow students, Trainers, or staff
- Behave responsibly by not damaging stealing or 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 not engage in plagiarism or cheating
- Follow EmployEase safety practices
- Not to behave in a way that is disrespectful, would offend, embarrass, or threaten others
- Comply with all lawful regulations, rules, or procedures of EmployEase that pertain to them
- Pay all fees and charges to EmployEase within the required time frames

- Attend all interviews required by EmployEase to discuss your course progress
- Meet or carry out all activities required by EmployEase in relation to maintaining course progress.

Refer to EmployEase Student Behaviour Guidance Policy and Procedure.

Sexual Harassment

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

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

Sexual harassment is a specific and serious form of harassment and is unlawful. It is unwelcome sexual behaviour, which could be expected to make a person feel offended, humiliated, or intimidated.

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

Use of Mobile Phones and Other Devices in training sessions

Students are not 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. Where 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 Computer Access).

Use of Laptops

Although students can use laptops and other digital devices for note taking as part of class-based training session, 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 which is shown to breach the Student Code of Conduct or is deemed to be cheating will result in the student's enrolment being cancelled.

Cheating / Plagiarism

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

Definition of Cheating

Cheating is defined as obtaining or aiding another to obtain credit for work by any dishonest or deceptive means. Cheating includes, but is not limited to:

- Copying from another student's assessment or work, completing assessments together or seeking answers from another student or past student including via social media
- Providing answers either directly or indirectly to another student
- Submitting all or part of another student's work under your own name
- Giving copies of any part of your completed assessments/tasks to other students.
- Providing access to your online system/log-in details to another student

Definition of Plagiarism

In the context of this course plagiarism is using others' ideas and passing them off as your own. For example, copying, cutting, and pasting text from an electronic source (internet), or a published text or resource including power-points. When you submit work, you must make sure that what you write comes from your own knowledge and you use your own words. Taking content from the internet, or from a text simply means that you can copy from the internet or a text, it does not show that you understand what you have written. It should be noted that EmployEase encourages students to talk to staff, fellow students and other people who may be able to contribute to a student's learning, but assessments submitted must always reflect your own work and knowledge.

EmployEase utilises a range of strategies to identify student work which 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 firstly 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 Operations Manager.

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

1. the student will be given the opportunity to resubmit your assessment
2. the student will be required to undertake a verbal assessment or complete the assessment with an EmployEase staff member present.
3. 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 6:15pm
- 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 stay with Trainer until they lock up and leave the premises.

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

Complaints and Appeals

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

Lodging a Formal Complaint

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

EmployEase will strive to resolve any complaint within 15 working days of lodgment. Students will be notified of the outcome of a formal complaint, including reasons for the decision. Complaints must be lodged within 12 months of completion of course class times.

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

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

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

Assessment Result Appeal

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

Students who feel they have been assessed unfairly should discuss with the Assessor directly. If the matter is not resolved satisfactorily, it should be taken to Training and Development Manager who will refer it firstly to the Lead Trainer for review. Should the student still be dissatisfied, they have the right to lodge an Assessment Result Appeal which will be managed by the RTO Manager in consultation with the Training and Development Manager.

Lodging an Assessment Result Appeal

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

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

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

EmployEase will strive to resolve any Assessment Result Appeals within 28 working days of lodgment.

Students will be notified of the outcome.

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

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

Compliance and Other Matters

Marketing

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

Accessing Student Records

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

To request access to student records:

1. Call EmployEase on (03) 9761 2156 and speak to the Administration Manager **or**
2. Email admin@employease.com.au

Requests will be actioned within 7 business days.

Changes in RTO

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

Legislative Compliance

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

Competition and Consumer Act 2010 (Cth)

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

Copyright Act 1968 (Cth)

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

Key points:

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

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

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

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

Current and further detailed information can be located on the Australian Copyright website

www.copyright.org.au.

Disability Discrimination Act 1992 (Cth)

The objects of this Act are:

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

Freedom of Information Act 1982 (Cth)

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

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

Workplace Health and Safety Act 2012

The purposes of this act are:

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

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

Privacy Act 1988 (Cth); Privacy Amendment Act 2012

EmployEase is committed to protecting the privacy of your personal information. Our Privacy Policy sets out the way personal information is handled and can be accessed via www.employease.com.au
Only information that is required by government bodies and is directly relevant to effective service delivery is collected. EmployEase adheres to the 13 Australian Privacy Principles. The APPs set out standards, rights and obligations for the handling, holding, accessing and correction of personal information (including sensitive information). These can be accessed via the following website: www.privacy.gov.au

Racial Discrimination Act 1975 (Cth)

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

Sex Discrimination Act 1984 (Cth)

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

Children's Protection Act (Section 8B)

The purpose of this Act is to assist in protecting children from sexual or physical harm by ensuring that people who work with, or care for, them have their suitability to do so checked by a government body. The purpose of a Working with Children Check is to establish a process for assisting in determining whether a person is suitable to work in child related work.
Student's undertaking HLT33115 Certificate III in Health Services Assistance are required to have a Working with Children Check (WWCC) prior to work placement.

Other Compliance

EmployEase complies with the requirements of the:

Australian Qualifications Framework

The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.
Current and further detailed information can be located via www.aqf.edu.au

Standards for Registered Training Organisations 2015

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

Australian Skills Quality Authority (ASQA)

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

Other Support Services

Accommodation	
Department of Human Services Ph: 08 8226 8800	Tenants Information and Advisory Service Ph: 1800 060 462
Women's Domestic and Sexual Assault Support Services Ph: 1800 800 098	
Health Services	
Alcohol and Drug Foundation Ph: 1300 85 85 84	Alcoholics Anonymous Australia Ph: 1300 222 222
Lifeline Ph: 131 114	