

*EduTrain Australia*



# **EduTrain Australia Pty Ltd**

**Registered Training Provider  
Provider No: 21273**

**5a Hartnett Close, Mulgrave VIC 3170**

# **Student Handbook**

## Table of Contents

<i>Student Handbook</i> .....	1
<i>Table of Contents</i> .....	2
<i>Welcome</i> .....	3
<i>Studying Through EduTrain Australia Pty Ltd</i> .....	3
<i>Our Obligation as your RTO</i> .....	3
<i>Our Contact Details</i> .....	3
<i>Courses Provided by EduTrain Australia Pty Ltd</i> .....	4
<i>Selection and enrolment</i> .....	5
<i>Unique Student Identifier (USI)</i> .....	5
<i>Credits</i> .....	5
<i>Recognition of Prior Learning</i> .....	6
<i>Course locations</i> .....	6
<i>Course induction</i> .....	6
<i>Student code of conduct</i> .....	7
<i>Course expectations and requirements</i> .....	8
<i>Attendance requirements</i> .....	8
<i>Assessment arrangements</i> .....	8
<i>Student plagiarism, cheating and collusion</i> .....	9
<i>Support services</i> .....	10
<i>External Support Services</i> .....	10
<i>Your feedback</i> .....	12
<i>Access to your records</i> .....	12
<i>Notifying you if things change</i> .....	12
<i>Legislation and you</i> .....	13
<i>Privacy Policy</i> .....	15
<i>Fees, Charges and Refunds</i> .....	19
<i>Complaints and Appeals</i> .....	23
<i>Issuing of certification documents</i> .....	26
<i>Student Forms</i> .....	26

## Student Handbook

---

### *WELCOME*

EduTrain Australia (ETA) welcomes all students to our services and would like to take this opportunity to encourage the use of this guide as an important resource throughout your training program.

### *STUDYING THROUGH EDUTRAIN AUSTRALIA PTY LTD*

ETA is a Registered Training Organisation (RTO) that is committed to delivering quality training and consultancy services to relevant industries. This is achieved by offering innovative and creative training programs that are flexible to suit the needs of students, employers and industries.

Over the course of the training program, students will work within a partnership model of training. ETA will guide them through the process with regular visits from a trainer/assessor, along with input from their employer and through their own efforts in gaining knowledge.

This partnership model is an effective strategy to ensure everybody achieves the most from their training program. One of the benefits of undertaking a training program offered by ETA is that we can offer a flexible mode of delivery using both on and off-the-job, resource-based, group or individual learning strategies.

A trainer/assessor will visit the trainee regularly over the course of the training and is always available by contacting the ETA office.

Our services are tailored to suit the needs of the student's workplace along with the requirements of the accredited training program that underpins their qualification.

### *OUR OBLIGATION AS YOUR RTO*

As a Registered Training Organisation (RTO) registered with Victorian Registration & Qualifications Authority (VRQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the VRQA Guidelines for VET Providers 2016 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with VRQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

### *OUR CONTACT DETAILS*

5a Hartnett Close  
Mulgrave, Victoria 3170  
Ph: (03) 8562 2226  
Fax: (03) 8562 2288  
Email: [edutrain@bigpond.com.au](mailto:edutrain@bigpond.com.au)  
Website: [www.edutrainaustralia.com.au](http://www.edutrainaustralia.com.au)

## Student Handbook

---

### *COURSES PROVIDED BY EDUTRAIN AUSTRALIA PTY LTD*

EduTrain Australia Pty Ltd offers the following courses:

#### **CHC30213 Certificate III in Education Support**

**Duration:** 40 weeks part time. There can be some flexibility with this after consultation with clients completing the course.

**Summary:** The purpose of the course is to provide the student with the required knowledge and skills to allow them to support the teacher in the education of children.

There is little Professional Development for Teacher/Integration Aides/School Support Officers in schools. This course allows them to build on their current skill set and collaborate with each other in a formal setting

Upon completion of the CHC30213 Certificate III in Education Support are student can enrol into CHC40213 Certificate IV in Education Support.

**Entry requirements:** Candidates require sufficient validated experience in directly supervised learning support roles as an education support worker.

All students will complete a Language, Literacy and Numeracy assessment (LLN) prior to enrolment to ensure their levels of LLN will allow them to effectively complete the course.

Entrants are required to be working in a school and have at least year 9 of Secondary School.

This course is targeted to Learning Support Officers currently working within primary and secondary schools looking to enhance their skills in supporting teachers and students in the classroom.

Students often range in an age bracket from 20 to 55 years. Students may have participated in study prior to the commencement of training and they are typically working full/part time.

#### **CHC40213 Certificate IV in Education Support**

**Duration:** 40 weeks (part time). There can be some flexibility with this after consultation with clients completing the course.

**Summary:** The purpose of the course is to provide the student with the required knowledge and skills to allow them to support the teacher in the education of children.

There is little Professional Development for Teacher/Integration Aides/School Support Officers in schools. This course allows them to build on their current skill set and collaborate with each other in a formal setting.

**Entry Requirements:** Candidates require sufficient validated experience in directly supervised learning support roles as an education support worker or successful completion of a qualification at Certificate III level or higher in education support, children's services or related area.

All students will complete a Language, Literacy and Numeracy assessment (LLN) prior to enrolment to ensure their levels of LLN will allow them to effectively complete the course.

Entrants are required to be working in a school and have at least year 9 of Secondary School.

**Enrolment:** Please contact EduTrain Australia Pty Ltd to apply for this course.

## Student Handbook

---

### *SELECTION AND ENROLMENT*

EduTrain Australia Pty Ltd accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) such as copies of qualifications, CV or other evidence.

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

Once you have completed your enrolment form and gathered all the necessary evidence, send it to EduTrain Australia Pty Ltd. You will be contacted within 7 days to let you know the status of your application/ enrolment and to confirm your details.

As part of the entry requirements you may be required to attend an interview. Details of the interview will be provided at this stage.

Upon approval of your enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

### *UNIQUE STUDENT IDENTIFIER (USI)*

#### **Unique Student Identifier (USI)**

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognised training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI.

### *CREDITS*

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

EduTrain Australia Pty Ltd can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

## Student Handbook

---

Make sure you attach certified copies of transcripts from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

### **RECOGNITION OF PRIOR LEARNING**

*Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.*

EduTrain Australia Pty Ltd has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply at any time into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with information that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to commence the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us.

For more information about submitting an application for RPL, contact our head office.

### **COURSE LOCATIONS**

The training and assessment will be held at our Head Office located at 5a Hartnett Close, Mulgrave, Victoria 3170 or at nominated schools who have offered to host the course.

You will be required to have a workplace where you will be practicing your skills and completing some assessment with your Supervisor.

### **COURSE INDUCTION**

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

General housekeeping arrangements are also discussed.

# Student Handbook

---

## STUDENT CODE OF CONDUCT

### Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Not be harassed, victimized or discriminated against on any basis.
- Learn in a supportive environment which is free from harassment, discrimination and victimization.
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimized.
- Have their personal details and records kept private and secure according to our Privacy and Personal Information Policy.
- Access the information EduTrain Australia holds about them.
- Have their complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to EduTrain Australia on the client services, training, assessment and support services they receive.

### Student Responsibilities

All students, throughout their training and involvement with EduTrain Australia, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimize, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to EduTrain Australia in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Progress steadily through their course in line with their training plan.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify EduTrain Australia if any difficulties arise as part of their involvement in the program.
- Notify EduTrain Australia if they are unable to attend a visit or training session for any reason at least twenty-four (24) hours prior to the commencement of the activity.
- Refrain from smoking at training venues and on the premises of EduTrain Australia.
- Make payments for their training within agreed timeframes.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

## Student Handbook

---

### ***COURSE EXPECTATIONS AND REQUIREMENTS***

The training and assessment offered by EduTrain Australia Pty Ltd focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our courses are delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally our courses may involve classes, workplace component and homework.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

### ***ATTENDANCE AND HOMEWORK REQUIREMENTS***

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected.

### ***ASSESSMENT ARRANGEMENTS***

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you’ll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

### ***Submitting your assessments***

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or sent by registered mail to:

EduTrain Australia Pty Ltd

5a Hartnett Close, Mulgrave VIC 3170

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.



## Student Handbook

---

### Assessment outcomes

You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). EduTrain provides multiple attempts to complete the task and achieve a satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your resubmission.

You may be required to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

### Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

### Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

## ***STUDENT PLAGIARISM, CHEATING AND COLLUSION***

EduTrain Australia Pty Ltd has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

## Student Handbook

---

### *SUPPORT SERVICES*

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.

Contact us at (03) 8562 2226 to discuss your support needs.

### *EXTERNAL SUPPORT SERVICES*

For students requiring additional support with their studies, work or life, EduTrain Australia Pty Ltd provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

#### **Reading and Writing Hotline**

Telephone: 1300 655 506      Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

#### **Centrelink**

Telephone: 131021      Website: [www.centrelink.gov.au](http://www.centrelink.gov.au)

If you are completing a full time course you may be eligible for benefits through Centrelink.

#### **The Victorian Equal Opportunity & Human Rights Commission**

Telephone: (03) 9281 7100      Website: <http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

## Student Handbook

---

### Legal Aid Victoria

Telephone: 1800 677 402      Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

### Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

### Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

### Kids Help Line

Telephone: 1800 55 1800      Website: [www.kidshelpline.com.au](http://www.kidshelpline.com.au)

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

### Fair Work Australia

Telephone: 1300 799 675      Website: [www.fwa.gov.au/index.cfm](http://www.fwa.gov.au/index.cfm)

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

### Reach Out

Website: [www.reachout.com.au](http://www.reachout.com.au)

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

## Student Handbook

---

### *YOUR FEEDBACK*

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

### *ACCESS TO YOUR RECORDS*

You may access or obtain a copy of the records that EduTrain Australia Pty Ltd holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there may be a fee for photocopying.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file

### *Amendment to records*

If a student considers the information that EduTrain Australia Pty Ltd holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

### *NOTIFYING YOU IF THINGS CHANGE*

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

You can let us know of any changes to your details by using the Change of Details Form.

# Student Handbook

---

## *LEGISLATION AND YOU*

As a student, you have both rights and responsibilities under applicable legislation.

### **Workplace Health and Safety**

Under the Workplace Health and Safety Act 2011, EduTrain Australia Pty Ltd must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. EduTrain Australia Pty Ltd has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with EduTrain Australia Pty Ltd emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

### **Harassment, victimisation or bullying**

EduTrain Australia Pty Ltd is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. EduTrain Australia Pty Ltd will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per EduTrain Australia Pty Ltd Complaints and Appeals procedure and detailed in this Handbook.

## Student Handbook

---

### Equal opportunity

The principles and practices adopted by EduTrain Australia Pty Ltd aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with EduTrain Australia Pty Ltd.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

EduTrain Australia Pty Ltd provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

### National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the VRQA, we are required to comply with Education and Training Reform Act 2006. This involves meeting a series of Guidelines that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated guidelines.

### Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

## Student Handbook

---

### *PRIVACY POLICY*

In collecting your personal information EduTrain Australia Pty Ltd will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Victorian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent;
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - The disclosure is required or authorised by or under law; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

#### **1. Privacy Principles**

- Personal information is collected from individuals in order that EduTrain Australia Pty Ltd can carry out its business functions. EduTrain Australia Pty Ltd only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- In collecting personal information, EduTrain Australia Pty Ltd complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the state in which the RTO operates.
- This means EduTrain Australia Pty Ltd ensures each individual:
  - Knows why their information is being collected, how it will be used and who it will be disclosed to.
  - Is able to access their personal information upon request.
  - Does not receive unwanted direct marketing.
  - Can ask for personal information that is incorrect to be corrected.
  - Can make a complaint about EduTrain Australia Pty Ltd if you consider that your personal information has been mishandled.

## Student Handbook

---

### 2. Collection of information

- In general personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.
- The types of personal information collected include:
  - personal and contact details
  - employment information, where relevant
  - academic history
  - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
  - training, participation and assessment information
  - fees and payment information
  - information required for the issuance of a USI.

### 3. Unique Student Identifiers (USI)

- All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to EduTrain Australia Pty Ltd. Alternatively, EduTrain Australia Pty Ltd can apply for a USI on behalf of an individual.
- The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When EduTrain Australia Pty Ltd applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:
  - name, including first or given name(s), middle name(s) and surname or family name
  - date of birth
  - city, town, country of birth
  - gender
  - contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.
- In order to create a USI on behalf of a student, EduTrain Australia Pty Ltd will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.
- The information provided by an individual in connection with their application for a USI:
  - is collected by the Registrar as authorised by the Student Identifiers Act 2014.
  - is collected by the Registrar for the purposes of:
    - applying for, verifying and giving a USI
    - resolving problems with a USI
    - creating authenticated vocational education and training (VET) transcripts



- may be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - the purposes of administering and auditing VET, VET providers and VET programs
    - education related policy and research purposes
    - to assist in determining eligibility for training subsidies
  - VET Regulators to enable them to perform their VET regulatory functions
  - VET Admission Bodies for the purposes of administering VET and VET programs
  - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
  - schools for the purposes of delivering VET courses to the individual and reporting on these courses
  - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
  - researchers for education and training related research purposes
  - any other person or agency that may be authorised or required by law to access the information
  - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
  - will not otherwise be disclosed without the student's consent unless authorised or required by or under law
- The consequences to the student of not providing the Registrar with some or all of their personal information are that the Registrar will not be able to issue the student with a USI, and therefore EduTrain Australia Pty Ltd will be unable to issue a qualification or statement of attainment.

#### 4. Storage and use of information

- EduTrain Australia Pty Ltd will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location (locked filing cabinets) electronically in a secure environment to which only authorised staff have access.
- The personal information held about individuals will only be used to enable efficient student administration, provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes.
- EduTrain Australia Pty Ltd may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third party marketing companies without the prior written consent of the individual.

## Student Handbook

---

### 5. Disclosure of information

- The personal information about students enrolled in a Course with EduTrain Australia Pty Ltd may be shared with the Australian Government and designated authorities, such as VRQA (the RTO's registering body) and its auditors, the USI Registrar (as per above), and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.
- EduTrain Australia Pty Ltd will not disclose an individual's personal information to another person or organisation unless:
  - They are aware that information of that kind is usually passed to that person or organisation.
  - The individual has given written consent.
  - EduTrain Australia Pty Ltd believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
  - The disclosure is required or authorised by, or under, law.
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

### 6. Access to and correction of records

- Individuals have the right to access or obtain a copy of the information that EduTrain Australia Pty Ltd holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the *Request to Access Records Form*. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that EduTrain Australia Pty Ltd holds about them; however there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

### 7. Complaints about privacy

Any individual wishing to make a complaint or appeal about the way information has been handled within EduTrain Australia Pty Ltd can do so by following EduTrain Australia Pty Ltd's Complaints and Appeals Policy and Procedure.

# Student Handbook

---

## *FEES, CHARGES AND REFUNDS*

### **1. Information about fees and charges**

- EduTrain Australia Pty Ltd protects the fees that are paid in advance by students.
  - EduTrain Australia Pty Ltd does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.
- Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline as well as the RTO's website. In compliance with Condition 5 of the AQTF, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
  - All costs for the course including any materials fees or levies
  - Payment terms
- The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- Students have the right to a 'cooling off period'. The cooling off period is 7 days from the date they signed their Agreement. To exercise this right, the student must notify our office in writing within 7 days of enrolment.

### **2. Fees and charges for Skills First Program (SFP) funded students**

- Tuition Fees for SFP government-funded students are set in accordance with the Guidelines about Fees issued by the Department each year. Tuition fees will be based on a set rate per nominal hour in a student's course. Tuition fees may or may not be applicable to a course.
- For some courses, a Materials Fee applies which is additional to the Tuition Fees. Students cannot receive their resources and materials until this is paid.
- Tuition Fees will not be charged for any units that have a Credit applied.
- For RPL-approved funded providers, where a unit is to be completed by RPL, the relevant RPL Tuition Fee applies for those relevant unit/s.
- Concession fees apply to Tuition Fees for students enrolled in a Victorian government-funded course where applicable. To be eligible for concession rates, the student must hold a current Commonwealth Health Care Card, Pensioner Concession or Veterans Gold Card at the time of enrolment and provide a copy to our office. Concession fees will be 20% of the normal Tuition Fee. Concession rates cannot be applied to Materials Fees.
- The published Tuition Fees for government-funded students are subject to change given individual circumstances at enrolment.
- Tuition Fee waivers will be granted to the following individuals:
  - A student who is from the Lazarus Transition Centre (as a prisoner within the meaning of the Corrections Act 1986).

## Student Handbook

- A student who is required to undertake the course pursuant to a community based order made under the Children, Youth and Families Act 2005.
- A student who is referred with a standard Young People Transitioning form Care Referral Form.
- Tuition fee waivers as outlined above can only be granted where EduTrain Australia Pty Ltd has the appropriate evidence as required by the Department.
- All SFP government-funded students will receive a Statement of Fees prior to enrolment which is an individualised quote for the course they are enrolling in. This will include:
  - the code, title and currency of the training product in which the student is to be enrolled
  - the training and assessment, and related educational and support services EduTrain Australia Pty Ltd will provide to the student including the:
    - estimated duration
    - expected locations at which training and assessment will occur
    - name and contact details of any approved third party that will provide training and/or assessment, and related educational and support services to the learner on the RTOs behalf, and
  - the hourly tuition fees relevant to the individual enrolment taking account of any applicable concessions or waiver/exemptions
  - the approximate value of the government contribution expressed in dollars, and
  - any other applicable fees, such as student services, amenities, goods or materials.

### 3. Course fee inclusions

- Course and tuition fees include:
  - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling.
  - Copies of the required resources and learning materials for each student unless otherwise stated on the Course Outline.
  - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).  
Re-issuance or additional copies of these documents will attract a fee of \$20 per document.
- Course and tuition fees do not include:
  - Any optional textbooks and materials that may be recommended but not required to complete a course.
  - Replacement resources if original copies are lost or misplaced. Stationery such as paper and pens.
  - Uniform (if required for placement).
  - Re-assessment if required, as outlined above.
  - Re-issuance of AQF certification documents – a cost of \$20 per document applies.
- EduTrain Australia Pty Ltd cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

## Student Handbook

---

### 4. Payments

- Payments can be accepted by electronic transfer or cheque.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- EduTrain Australia Pty Ltd reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

### 5. Refunds for fee-for-service students

- A full refund of any fees will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is 7 and applies from the date of first enrolment or sign-up.
  - A full refund of any fees paid will apply if EduTrain Australia Pty Ltd is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- A refund of fees paid may also apply in the following circumstances:
  - Where EduTrain Australia Pty Ltd (or any related third parties delivering training and assessment) ceases to operate, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
  - Where EduTrain Australia Pty Ltd ceases to deliver the course in which a student is enrolled and the agreement is terminated, a partial refund may apply. The refund will be for any fees paid for training that is not able to be delivered.
  - *In the unlikely event that EduTrain Australia Pty Ltd is unable to deliver the course as promised, the student will be issued with a refund for any portion of the course that was not provided. The refund will be a pro-rated amount per unit that was not able to be delivered.*
- In any of the above situations, EduTrain Australia Pty Ltd will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by EduTrain Australia Pty Ltd to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedure*.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- RPL application fees are non-refundable.

## Student Handbook

### 6. Refunds for SFP funded students

- A full refund will be granted for SFP government funded students if they cancel their enrolment at least 14 days prior to their course commencing. The cancellation must be notified in writing to our head office.
- A full refund will also apply if EduTrain Australia Pty Ltd is required to cancel a course due to insufficient numbers or other unforeseen circumstances.
- SFP government-funded students who withdraw from a course and wish to seek a refund must request this in writing using the Application for Refund Form. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund.
- Refunds will not be provided for materials fees if the student has received any or all course materials.
- The outcome of the refund assessment will be provided in writing to the student's registered address, within 28 business days outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.

### 7. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

### 8. Publication

- EduTrain Australia Pty Ltd will publish in a prominent place on its website the following:
  - Standard tuition fees payable for each qualification/ course it offers under the VET Funding Contract, including concession rates and any other fees including but not limited to student services, amenities, goods, materials or administration fees.
  - Costs for fee for service programs.
  - This Fees and Refunds Policy.

#### *Additional Fees and Charges (if required)*

EduTrain Australia Pty Ltd has the following of additional charges/ Details are found in the written agreement that you signed at the commencement of your course.

<p><b>Re-issuing of testamur and statements of results</b> All course fees include the cost for issuing of one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.</p>	<p>\$20 per document</p>
---	--------------------------

# Student Handbook

---

## COMPLAINTS AND APPEALS

### 1. Nature of complaints and appeals

- EduTrain Australia Pty Ltd responds to all allegations involving the conduct of:
  - The RTO, its trainers and assessors and other staff.
  - Any third party providing Services on behalf of EduTrain Australia Pty Ltd.
  - Any student or client of EduTrain Australia Pty Ltd.
- Complaints may be made in relation to any of EduTrain Australia Pty Ltd 's services and activities such as:
  - the application and enrolment process
  - marketing information
  - the quality of training and assessment provided
  - training and assessment matters, including student progress, student support and assessment requirements
  - the way someone has been treated
  - the actions of another student
- An appeal is a request for a decision made by EduTrain Australia Pty Ltd to be reviewed. Decisions may have been about:
  - course admissions
  - refund assessments
  - response to a complaint
  - assessment outcomes / results
  - other general decisions made by EduTrain Australia Pty Ltd

### 2. Principles of resolution

- EduTrain Australia Pty Ltd is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, EduTrain Australia Pty Ltd ensures that complaints and appeals:
  - Are responded to in a consistent and transparent manner.
  - Are responded to promptly, objectively, with sensitivity and confidentiality.
  - Are able to be made at no cost to the individual.
  - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- EduTrain Australia Pty Ltd will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

## Student Handbook

---

- Where a student chooses to access this policy and procedure, EduTrain Australia Pty Ltd will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

### 3. Timeframes for resolution

Complaints and appeals will be finalised as soon as practicable or at least within thirty (30) calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

### 4. Records of complaints and appeals

EduTrain Australia Pty Ltd will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*, which will be securely stored according to the Privacy Policy and Procedures.

### 5. Making a complaint or appeal

- Complaints about a particular incident should be made within ninety (90) calendar days of the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the Complaints and Appeals Form, or other written format and sent to EduTrain Australia Pty Ltd 's head office at 5a Hartnett Close MULGRAVE VIC 3170 attention to the Chief Executive Officer.
- When making a complaint or appeal, provide as much information as possible to enable EduTrain Australia Pty Ltd to investigate and determine an appropriate solution. This should include:
  - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
  - Any evidence you have to support your complaint or appeal.
  - Details about the steps you have already taken to resolve the issue.
  - Suggestions about how the matter might be resolved.
- All complaints and appeals will be acknowledged in writing via email or post within seven (7) days.

### 6. Resolution of complaints and appeals

- Some or all members of the management team of EduTrain Australia Pty Ltd will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering Services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.



## Student Handbook

### 7. Independent parties

- EduTrain Australia Pty Ltd acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by EduTrain Australia Pty Ltd
- EduTrain Australia Pty Ltd may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.
- The independent party recommended by EduTrain Australia Pty Ltd is Melbourne Commercial Arbitration and Mediation Centre who have a cost of \$950.00 per matter; however complainants and appellants are able to use their own external party at their own cost.
- EduTrain Australia Pty Ltd will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

### 8. External complaint avenues

- EduTrain Australia Pty Ltd agrees to respond to and cooperate in good faith with any complaints handling mechanism or process established by the VRQA or the Department from time to time for the purpose of resolving student complaints or other issues in relation to the delivery of services.
- Complaints can be made externally through the following avenues:
- National Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday - Friday, 8am to 6pm nationally.
- Email: [skilling@education.gov.au](mailto:skilling@education.gov.au)

For more information about the National Complaints Hotline, refer to the following webpage: <http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/FrequentlyAskedQuestions.aspx#>

- Victorian Registration and Qualifications Authority
  - For more information on how to make a complaint to the VRQA, refer to the following webpage: <http://www.vrqa.vic.gov.au/complaints/Pages/default.aspx>
  - Email: [vrqa.complaints@edumail.vic.gov.au](mailto:vrqa.complaints@edumail.vic.gov.au)
  - Address:  
Complaints Unit - VRQA  
GPO Box 2317  
Melbourne, Victoria 3001
- Department of Education and Training

Complaints relating to government funded training under the SFP Funding Contract can be made to the Department of Education and Training. The Department is principally concerned with complaints

## Student Handbook

regarding RTO misconduct including unethical and fraudulent practices. If a party wishes to make a complaint to the Department, they can do so by:

- Downloading the Department's complaint form, available at <http://www.education.vic.gov.au/about/contact/Pages/compliancecomplain.aspx> ; and
- Returning the completed form to the following email address [SFP.feedback@edumail.vic.gov.au](mailto:SFP.feedback@edumail.vic.gov.au) ; or
- Alternatively the party can post the completed complaint form to:  
Deputy Secretary, Higher Education and Skills Group  
c/- Executive Director, Training Market Operations  
GPO Box 4367  
Melbourne, Victoria 3001

### 9. Publication

- This policy and procedure will be published in the Student Handbook and on EduTrain Australia Pty Ltd's website to ensure it is publicly available.

### *ISSUING OF CERTIFICATION DOCUMENTS*

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

EduTrain Australia Pty Ltd reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where EduTrain Australia Pty Ltd is not permitted to do so by law.

EduTrain Australia Pty Ltd must have a valid USI on file for the student for a qualification or Statement to be issued.

### *Re-Issuing Statements and Qualifications*

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

### *STUDENT FORMS*

Credit Application Form

Enrolment Form

Eligibility Declaration Form

Student Agreement

Student Change of Details Form

Complaints and Appeals Form

Withdrawal Form

Refund Application Form