



# Student Handbook

**PO Box 3354, Birkdale 4159**

**P: (07) 3822 7362**

**F: (07) 3822 6705**

**E: [brad@edbtraining.com.au](mailto:brad@edbtraining.com.au)**

## Introduction

Welcome and congratulations,

We are thrilled that you have decided to undertake your studies with us and congratulate you on the commencement of this exciting learning journey.

As a Registered Training Organisation (RTO), we deliver nationally recognised vocational education and training that complies with the VET Quality Framework. This legislative framework ensures that you, the Student, can rest assured that quality processes and systems underpin both the way in which we conduct our business and the educational information you will receive throughout the course

In addition to this legislative framework, the nationally recognised training programs that we offer are based on qualifications from national training packages, ensuring that the skill, knowledge and attitudes you develop throughout your learning journey have been identified by industry, for industry. This, simply stated, means that you; whether you are looking for a job, a promotion or a change in career; will develop a set of competencies that sees you 'employable'.

This Student Handbook is designed to provide you with answers to most common student queries. It is not, however, designed as a replacement for conversations directly with our learners, so please, we invite you to build a relationship with your Trainer and with our support team below.

## Our team

### Administration

Head Office

PO Box 3354, Birkdale, 4159

P: (07) 3822 7362

F: (07) 3822 6705

E: [brad@edbtraining.com.au](mailto:brad@edbtraining.com.au)

## Nationally Recognised Training Offered by EDB Training Services:

BSB30115 Certificate III in Business

BSB30215 Certificate III in Customer Engagement

BSB30715 Certificate III in Work Health and Safety

BSB40215 Certificate IV in Business

BSB42015 Certificate IV in Leadership and Management

BSB50215 Diploma of Business

BSB51915 Diploma of Leadership and Management

SIT30616 Certificate III in Hospitality

SIT40416 Certificate IV in Hospitality

TLI31616 Certificate III in Warehousing Operations

TLI32416 Certificate III in Logistics

TLI41810 Certificate IV in Warehousing Operations



### **Our commitment:**

To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ sufficient suitably qualified and experienced Trainers, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments, with suitable resource and assessment that is fair and flexible.

Prior to commencement—should EDB Training Services cancel training before it commences, Students will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit the Students all fees paid by Students will be refunded in full within 10 days of the training being cancelled.

For training that has commenced—In the unlikely event that EDB Training Services is unable to deliver the training the Student will be offered the option to enrol with another RTO and EDB Training Services will assist in both finding a suitable RTO and in the transition to the new RTO.

### **Our service commitment:**

- Your questions are important to us. Please be aware that our Trainers are working with other Students as well as yourself. We are committed to returning your calls and emails but we ask that you allow us two (2) working days to respond.
- Assessment feedback will be given within 10 working days of our receiving the assessment in the office (not from the day it is posted).
- Statements of Attainment/Qualifications are issued within 30 calendar days of your completion.
- Please advise us as soon as possible if you would like to withdraw or cancel your enrolment for any reason. This enables us to issue your Statement of Attainment for units completed.

### **Access and Equity Policy:**

Based on the Access and Equity Policy for the Vocational Education and Training System, EDB Training Services will deliver training that is:

- Equitable for all people through the fair allocation of resources and involvement in Vocational Education and Training
- Providing equal opportunity for all Students
- Providing access for all to appropriate quality Vocational Education and Training programs and services
- Providing support services which enhance achievement of positive outcomes

### **Unique Student Identifier:**

Every participant, new or continuing required to supply EDB Training with their Unique Student Identifier (USI) as of 1<sup>st</sup> January 2015. The USI is required at the time of enrolment. We are unable accept enrolments without this number or notification of an exemption.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database. Allowing you easy access to your records.

In the event that you are unable or unwilling to get a USI please visit the following website for further information on what to do to be able to participate in training.

For more information, to apply for you USI or apply for an exemption go to: <http://usi.gov.au/Training-Organisations/Pages/how-students-create-uis.aspx>

**Step 1** You will need to get one form of ID from the list below ready:

- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
- Certificate Of Registration By Descent
- Citizenship Certificate
- ImmiCard

**IMPORTANT:** The details a student enters when they create their USI must match exactly with those shown on the ID.

**Step 2** Then go to 'Create your USI' on the USI website and agree to the Terms and Conditions.

**Step 3** Then click on 'Create USI'.

**Step 4** Then fill in some personal and contact details which must match exactly the details shown on your ID.

**Step 5** You will then be asked to enter the details from you ID from the list above.

**Step 6** You will be required to set their USI account password and questions for security purposes. More information about security check questions can be found on the Student USI check questions page.

**Step 7** Your USI will be displayed on the screen.

**Step 8** You should write down your USI somewhere safe or enter it into their phone for safe keeping.

**Step 9** Students will also receive their USI by either email, phone or by mailing address (which ever they chose as their preferred contact method when creating their USI)

#### Admission and Entry Requirements

EDB Training requires that the participant can:

- Obtain a USI or evidence of an exemption
- Read and interpret workplace documentation
- Speak clearly and unambiguously in English
- Writing is required to the level of completing workplace forms

## Expectations of Students:

- To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all Students. Failure to do so may result in cancellation of your enrolment.
- Completion and return of Training Plan.
- Work towards achieving goals set within Training Plan and completion by anticipated completion date.
- Abide by Copyright and Plagiarism laws and legislation.
- Comply with workplace health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Comply with workplace harassment, victimisation and bullying regulations at all times.
- Ensure that behaviour is of a level acceptable to the workplace at all times.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your Trainer.
- Inform your Trainer in advance of any intended absences.
- Inform your Trainer immediately should you be unable to attend due to illness or other reasons.
- Inform your Trainer if you have a medical condition that may affect your participation or affect those with whom you may be training.

## Discipline

We expect that fair and equitable treatment is a reciprocal arrangement and as such have documented guidelines for management of inappropriate student behaviour.

### In the first instance:

Students will be asked to cease any behaviour considered inappropriate either by Trainers, Assessors, workplace or other Students. No argument will be entered into in relation to individual perceptions about 'appropriateness' – if the behaviour has offended, then it will be considered offensive and is therefore inappropriate.

### In the second instance:

Failure to desist will result in a second request for behaviour to cease and may include temporary and short-term ejection to allow for reflection and cooling off and/or written advice. These interventions will be used at Trainer/Assessor discretion.

### In the third instance:

Failure to cease inappropriate behaviour will result in ejection from class for the day. We reserve the right to permanently eject students for ongoing inappropriate behaviour without refund. This decision will be made on a case-by-case basis considering evidence at hand and level of inappropriate behaviour.

## Student Interviews

Prior to enrolment, it is our policy to conduct student interviews. All student interviews should be conducted in accordance with the following procedure:

1. A Trainer will contact the student following expression of interest. During this initial contact it will be determined whether a 'Phone' or 'Face to Face' interview is most appropriate;
2. If the student interview is to be conducted by phone, a time that is convenient to both the student and the trainer should be agreed and diarised, allowing adequate time for the student to receive the documentation outlined in the Student Induction Checklist;
3. At this point the appropriate forms and documentation should be dispatched to the student;
4. If the student interview is to be conducted 'Face to Face', a time that is convenient to both the student and the trainer should be agreed and diarised;
5. Whether by 'Phone' or 'Face to Face', all interviews must be conducted in accordance with the Student Induction Checklist;
6. If during the interview the trainer becomes aware of support needs, these are to be discussed with the student and a support plan be documented and included with the Training Plan. A Training Plan is to be developed and discussed with the student. This is to be signed by the student and the trainer.
7. Should Students require support outside of the services available through the existing staff at EDB Training Services we can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy, counselling, etc. Please note, such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the Student.

## First Aid

Please inform your trainer, or our support team upon enrolment or arrival of any medical conditions such as allergies.

Injuries or accidents should be reported to a member of staff immediately.

## Induction and Orientation:

To ensure you are ready to commence and completely comfortable with the journey you are about to embark on, your trainer and assessor will spend time with you, either individually or in a group to induct and orient you to the program.

This is your chance to ask questions, to work with the trainer/assessor to identify specific needs you may have and to customise the program to your learning needs.

## Student Support:

EDB Training Services is dedicated to providing a high standard of service to Students. Students can contact their Trainer by phone, email or post during office hours. We endeavour to respond to Students as quickly as possible but Students are reminded that our Trainers do have other Students and classes to attend to. We will provide feedback on Assessments within ten (10) working days and to all queries, telephone calls and emails within two (2) working days.

## Refund Policy

Refunds only apply to fees paid in advance. The RTO does not collect more than \$1000 in student fees prior to commencing and does not hold more than \$1500 in advance once the student commences.

**Before the commencement date**

If a Student cancels their enrolment before the commencement date of a course a 100% refund of all monies paid in advance is payable.

**Following commencement**

Students who cancel after commencement of the course may choose to defer. No additional payment is required for a deferred enrolment to recommence.

A prorata refund will be paid for fees paid in advance. This will apply from the date that the student advises the RTO that they will not be continuing. A Statement of Attainment will be issued for any units completed prior to withdrawing or deferment.

A written request must be provided using EDB Training's Refund Application Form which will be given to the student in person, via email or post on request of a refund or notification of cancellation.

**Disruptive students and/or students who fail to withdraw**

Students who are disruptive or misbehave and the RTO is required to cancel their enrolment will not be eligible for a refund of fees paid in advance.

No refund will be issued to any Student who abandons the training without notifying the RTO of their intention to withdraw or defer.

**How to apply for a refund**

Applications for a refund must be made using the Refund Application Form. The Refund Application Form will be provided in person, by post or via email as soon as the Student advises the RTO of their intention to cancel. The completed form must be submitted to:

The Managing Director C/O EDB Training Services

a) PO Box 3354 Birkdale, 4159

b) [brad@edbtraining.com.au](mailto:brad@edbtraining.com.au)

Students will be notified of the outcome of their refund application in writing by means of the Refund Application Outcome Letter within 10 working days of the receipt of the Refund Application Form. Refunds will only be made to the person who paid the fees.

Refunds will be processed within 28 days of the written request being approved.

This Policy does not remove the right for a Student to take further action under Australia's Consumer Protection Laws.

## Competency Based Training and Assessment:

Students enrolled in training which will lead to either a Statement of Attainment or Certificate are required to complete Assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that Students can perform required skills and knowledge.

Assessments undertaken may include:

- Written/oral Assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Development of a portfolio
- Work samples
- Third party reports

Students will be given feedback on all Assessment Activities. Competency based assessment does not use a marking scale rather the Student is deemed “competent” or “not yet competent”.

Please make sure that you attach an Assessment Coversheet to all Assessments. These are provided by EDB Training Services and must be signed by you. Please always include the question/task you are addressing.

## Credit Transfer:

You may be eligible for a Credit Transfer if you have previously undertaken training through a Registered Training Organisation. Credit Transfer may be granted for one or more units or a full Certificate level. Three (3) major factors need to be considered:

1. How current the Qualification/Statement of Attainment is
2. Mapping to the current training and
3. If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a Credit Transfer you will need to provide the following:

- The original Statement of Attainment and/or Certificate for your Trainer to sight
- A copy of the Statement of Attainment and/or Certificate
- Or a certified copy of your signed Statement of Attainment and/or Certificate by a Justice of the Peace (JP)

## Recognition of Prior Learning (RPL):

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

You may be eligible for RPL for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your Trainer.



## Access to Student Records:

Students may wish to access their records to check on work completed, progress or for other reasons. Please organise with your Trainer a time suitable to view your training records. Other parties will not be permitted to access Student files without written consent from the Student.

## Release of Contact Details and Information:

To ensure that Registered Training Organisations meet the national standards and offer quality training to Students, ASQA conducts regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA may contact past and present training Students to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of Students and industry.

Upon request EDB Training Services is required to supply the following information to ASQA:

- Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, ASQA may request to view Student files. The purpose of this is to ensure compliance with regulations and standards.

## Change of Personal Details:

Should you change any of your personal details please request a Change of Enrolment Information Form from your Trainer. Such details include, address, surname, contact telephone number etc.

## Complaints and Appeals

EDB Training Services is dedicated to providing a high standard of service. Should a Student have a complaint or wish to appeal an assessment result, they are encouraged to do so by using the following processes:

### Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Participants, Staff and Contractors.

The following are examples of issues for which you may lodge a complaint:

- Enrolment
- training delivery
- training and/or assessment, including Recognition of Prior Learning
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, participant amenities, etc.

**First instance:** You are encouraged to speak immediately with your Trainer. If you are not comfortable addressing the issue with the Trainer you are encouraged to contact the Managing Director.

**Second instance:** If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

Outcomes of complaints will be provided to you in writing within fifteen (15) working days of the decision.

In the event that a complaint has been lodged, an Incident/Complaint Form must be completed and forwarded to the Managing Director immediately, even if the situation has been resolved to the satisfaction of all parties.

**Third instance:** If you are not satisfied with the outcome of this procedure you should be advised of your right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at; <http://www.asqa.gov.au/complaints/making-a-complaint.html>

### **Appeals**

Appeals are the expression of the dissatisfaction of an assessment result. This would occur when a Participant has been deemed not yet competent and does not agree with this decision.

There are various grounds for lodging an assessment appeal. These include, but are not limited to:

- not being fully informed of the assessment process
- Participant's needs not taken into consideration
- the assessment process is different to that outlined by the Trainer/Assessor
- assessment process not based on Training Package/Unit of Competence requirements
- an inappropriate method used to assess the Training Package/Unit of Competence
- alleged bias of the Trainer/Assessor
- alleged incompetence of the Trainer/Assessor
- faulty or inappropriate equipment or facilities

### **Step 1**

You must discuss appealing an assessment outcome and/or the assessment process with your Trainer/Assessor involved.

*(This step must commence within ten (10) working days of the assessment outcome being advised).*

### **Step 2**

If still not satisfied, you must complete the Assessment Appeals Form - Part A and forward to the Managing Director.

*(This should occur within five (5) working days of Step 1)*

### **Step 3**

The assessment is to be reviewed by a different Assessor and the results of the review summarised on the Assessment Appeals Form. You are to be advised of the appeals outcome within ten (10) working days.

*(This should occur within ten 10 working days of Step 2)*

#### **Step 4**

If still not satisfied with the outcome of the appeal, your appeal is to be reviewed by the Managing Director will send an acknowledgement letter to you, record the receipt of the Assessment Appeals Form, then review. The Managing Director if necessary will convene a review panel to thoroughly examine the appeal.

*(You are to be advised of the outcome within ten (10) working days).*

#### **Step 5**

If you are not satisfied with the outcome of this procedure they should be advised of your right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at; <http://www.asqa.gov.au/complaints/making-a-complaint.html>

#### **Results:**

All Students will receive their Assessment feedback and result within ten (10) working days of submission.

On completion of a Qualification or Unit of Competence, EDB Training Services will issue Statements of Attainment/ Certificates within thirty (30) calendar days.

Please note: If you require a Statement of Attainment to be issued during your enrolment, you will need to notify the EDB Training Services office. You will then receive a Tax Invoice for \$55. This must be paid prior to receiving your Statement of Attainment and can be paid via Direct Debit, Credit Card or cheque.

#### **What if I need my Certificate or Statement of Attainment to be re-issued?**

In the event of a lost or damaged Certificate or Statement of Attainment, please complete the Change of Enrolment Information form to request re-issuance of a Certificate or Statement of Attainment and return with payment of \$55 (including GST).

#### **Evaluation:**

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. EDB Training Services encourages all Students to make contact should they wish to provide feedback or comments on any aspect of the service they have received.

## Relevant legislation - to be complied with:

### Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: <http://www.comlaw.gov.au/Series/C2011A00137>

### Transport Operation (Road Use Management) Act 1995

The overall objectives of this Act are, consistent with the objectives of the Transport Planning and Coordination Act 1994, to provide for the effective and efficient management of road use in the State; and provide a scheme for managing the use of the State's roads that will promote the effective and efficient movement of people, goods and services, contribute to the strategic management of road infrastructure in ways consistent with the Transport Infrastructure Act 1994, improve road safety and the environmental impact of road use in ways that contribute to overall transport effectiveness and efficiency, support a reasonable level of community access and mobility in support of government social justice objectives, and provide for the effective and efficient management of vehicle use in a public place.

For more information visit: [http://www.austlii.edu.au/au/legis/qld/consol\\_act/touma1995434/](http://www.austlii.edu.au/au/legis/qld/consol_act/touma1995434/)

### Liquor Act 1992 and the Wine Industry Act 1994

The purpose of the Liquor Act and Wine Industry Acts are to manage the sale and service of alcohol. Licensees are responsible for ensuring that all staff that serve or supply alcohol have the appropriate certification. Penalties apply for licensees who fail to comply.

The following people must complete RSA training within 30 days of starting employment and maintain a current RSA training course certificate during their employment:

- the licensee (if an individual), unless trained in RMLV
- any staff member of the licensed premises who is involved in the service or supply of liquor at the premises. This includes bartenders, glass collectors, floor staff and room service staff. It does not include people that are trained in RMLV, such as approved managers

For more information visit: <https://www.business.qld.gov.au/industry/liquor-gaming/liquor/guidelines>

### Industrial Relations Act 1988

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

[http://www.austlii.edu.au/au/legis/cth/num\\_act/ira1988242/](http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242/)

### Privacy Act 1988

The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit

the <http://www.privacy.gov.au>.

### Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to [www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm](http://www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm)

### National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit: <http://www.comlaw.gov.au/Details/C2012C00143>

### Equal Opportunity

- New South Wales Anti-Discrimination Act 1977
- Queensland Anti-Discrimination Act 1991
- South Australia Equal Opportunity Act 1984
- Victoria Equal Opportunity Act 2010
- Western Australia Equal Opportunity Act 1984

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to:

<http://www.equalitylaw.org.au/elrp/resources/>

### Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

### Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit: <http://www.accc.gov.au/content/index.phtml/itemId/815209>

### Children, Youth and Families Legislation

- New South Wales Children and Young Persons (Care and Protection) Act 1998
- Queensland Child Protection Act 1999
- South Australia Children's Protection Act 1993
- Victoria Children, Youth and Families Act 2005
- Western Australia Children and Community Services Act 2004

The objectives of the Children, Youth and Families legislations is:

- to provide for community services to support children and families
- to provide for the protection of children
- to make provision in relation to children who have been charged with, or who have been found guilty of, offences
  - For more information visit: <http://www.aifs.gov.au/nch/pubs/sheets/rs14/rs14.html>