



Student Policies

Version History

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SECTION 1. POLICIES & PROCEDURES

This section contains the following policies:

- Access and Equity
- Complaints and Appeals
- Contractual Agreements
- Employer Information
- Employer Involvement
- Enrolment
- Harassment and Discrimination
- Issuing Certification
- Legislation
- Privacy and Student Records
- Recognition and Credit Transfer
- Refunds
- Rights and Responsibilities
- Student Assessment Appeals
- Student Assessment Extensions
- Student Attendance
- Student Conduct
- Student Deferment and Withdrawal
- Student Discipline
- Student Information
- Student Support Services
- Student Suspension or Expulsion
- Training Guarantee
- Unique Student Identifier (USI)
- Work Health and Safety (WHS)
- Working with Persons Under 18

Notes: A 'Policy' describes the RTO's general approach and the outcomes to be achieved. A 'Procedure' describes how the policy outcomes are achieved and includes the 'processes' (groups of related procedures) and 'procedures' (step by step actions) followed by RTO staff and clients.

ACCESS AND EQUITY POLICY

Purpose

The purpose of this policy is to guide and inform all staff and students in their responsibilities regarding access and equity and to address access and equity matters as part of operational duties.

Scope

This policy applies to all students and staff.

This policy is related to the following policies:

- Discrimination and Harassment
- Enrolment
- Student Support Services

Policy

Access and equity means policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Source: 'User Guide to Standards for RTOs 2015'

EnerTrain ensures that any vocational training or assessment we provide, is responsive to the individual needs of students, whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable learning outcomes.

EnerTrain is committed to practicing fairness and equal opportunity for all prospective and enrolled students. EnerTrain will ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their:

- gender;
- culture;
- linguistic background;
- race;
- socio-economic background;
- disability;
- age;
- marital status;
- pregnancy;
- sexual orientation;
- carer's responsibilities; or
- any other perceived difference in class or category.

Following this policy will ensure that any student who meets specified entry requirements, will be accepted into any program or course offered by EnerTrain.

Procedures

Student selection: entry requirements

Enrolment and entry into programs and courses is subject to meeting certain pre-requisite conditions.

Specific details of the pre-requisites for each program or course are contained in the relevant Program and Course Outlines which are made available to students (and employers) prior to enrolment via the EnerTrain website or upon request for customised programs.

In the case of customised programs, any pre-requisites for elective units (which may be different for each student or program) will be communicated to students (and/or employers) prior to student enrolment.

If a potential student does not meet the pre-requisite conditions for a program or course, staff will assist them in understanding their options for:

- meeting the pre-requisites;
- alternative learning and/or assessment pathways; and
- attending an alternative program.

Provision of the access and equity policy

Staff: New staff are provided with copies of the RTO Handbook at their induction. This handbook contains the access and equity policy and procedures they must adhere to in all of their operations as a staff member.

Students: Students are made aware of the access and equity policy via the Student Handbook where they are informed of their rights to receive access and equity support and how to request further information.

Employers: Employers are made aware of the access and equity policy via the Student Handbook where they are informed of their employee's rights to receive access and equity support and how to request further information.

Addressing access and equity issues

If any student, employer or staff member has issues or questions regarding access and equity or believes they have been treated unfairly, they will be directed to the National Manager or CEO for consultation.

COMPLAINTS AND APPEALS POLICY

Purpose

The purpose of this policy is to outline EnerTrain's complaints and appeals process for informal and formal complaints, and formal appeals.

Scope

This policy applies to all students, employers, clients, stakeholders and staff.

This policy is related to the following policies:

- Assessment Appeals
- Conduct
- Discipline

Definitions

A **complaint** is a client or staff member's right to communicate dissatisfaction with EnerTrain's policy, procedure or any other aspect of service delivery. An example may be a student complaining about not receiving their certification in a timely manner.

A **complainant** is the person making the complaint.

An **appeal** is a student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters. An example may be a student appealing a disciplinary action taken by EnerTrain (such as enrolment suspension).

The **appellant** is the person requesting the appeal.

Note: EnerTrain excludes assessment appeals from this policy as it has a specific process and approach and therefore warrants a policy of its own.

See the 'Student Assessment Appeals Policy' for details.

Policy

EnerTrain strives to ensure that each student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all students have access to rigorous, fair and timely complaint and appeal processes.

A complaints and appeals procedure is also available to any person wanting to make a complaint, request an appeal or object in any other manner to the conduct of:

- EnerTrain;
- EnerTrain staff;
- EnerTrain students; or
- third parties engaged to deliver services on EnerTrain's behalf.

This 'Complaints and Appeals Policy' therefore applies to:

- prospective students;
- enrolled students;
- employers of students;
- other EnerTrain clients; and
- EnerTrain staff.

EnerTrain has a defined complaints and appeals procedure that enables complaints and appeals to be addressed effectively and efficiently.

EnerTrain's Complaints and Appeals Policy:

- ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;
- are publicly available;
- sets out the procedure for making a complaint or requesting an appeal against decisions made for, or on behalf of, EnerTrain;
- ensures complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and

- provides for review by an appropriate party independent of EnerTrain and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.

EnerTrain will endeavour to resolve all complaints and appeals within 60 calendar days. In circumstances where EnerTrain considers that more than 60 calendar days are required to process and finalise the complaint or appeal, EnerTrain will:

- inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- regularly update the complainant or appellant (either in writing or verbally) on the progress of their matter.

EnerTrain:

- securely maintains records of all complaints and appeals and their outcomes in the Complaints Register or Appeals Register stored on the EnerTrain Dropbox network; and
- identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence – this is achieved by reviewing client evaluation and feedback on a continual basis and through informal discussions with staff and students.

The complaints/appeal procedure addresses both formal and informal complaints and formal appeals.

- All formal complaints or appeals must be submitted to EnerTrain in writing and will be heard and addressed, including a response to the complainant or appellant, within five (5) working days of receipt.

It is the responsibility of EnerTrain management to ensure adherence to the complaint/appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the complaint/appeal procedure and supply of complaint/appeal forms:

- The online and printable Complaint/Appeal Form is available from the website.

The Complaints Register and Appeals Register documents the details of the complaint or appeal, any courses of action taken and resolution outcomes for all formal complaints and appeals.

EnerTrain gathers feedback on the complainant or appellant's experience of the complaint/appeal procedure once the complaint/appeal is resolved

- The online and printable Complaint/Appeal Feedback Form is available on the website or is distributed by the Training Coordinator at the conclusion of the complaint/appeal process

All complaints and appeals are reviewed at EnerTrain RTO Meetings.

Continuous improvement

Any complaints or appeals substantiated by the complaints/appeals procedure, will be reviewed as part of the continuous improvement process; and where corrective action has been highlighted, it will be implemented as a priority.

Continuous improvement procedures may be actioned when the complaint/appeal procedure results in identification of factors appropriate for improvement to internal operations.

When the complaint identifies a problem with current EnerTrain policies and/or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

Procedures

Informal complaint/appeal

An initial complaint or appeal will involve the person communicating directly with EnerTrain verbally or by other appropriate means (e.g. email).

EnerTrain management (*CEO* and/or *National Manager*) will:

- be made aware of the person's complaint or appeal;
- make a decision;
- discuss their judgement with the complainant/appellant; and
- record the outcome of the complaint in the Complaints Register or the appeal in the Appeals Register.

Any complainants/appellants dissatisfied with the outcome of EnerTrain's decision after this informal procedure may initiate the formal complaint/appeal procedure.

Formal complaint/appeal

It is normal procedure that all formal complaints/appeals proceed only after the initial informal complaint or appeal procedure has been finalised.

The formal complaint or appeal is to be submitted in writing to admin@enertrain.com.au using the online or printable Complaint/Appeal Form available on the website.

The printable form can also be provided upon request by the *Training Coordinator*.

The submitted complaint/appeal is recorded by the *Training Coordinator* in the relevant Complaints Register or Appeals Register.

The *Training Coordinator* forwards the complaint/appeal to the *National Manager* who reviews the complaint/appeal and instigates an investigation with relevant parties.

Any resulting actions or outcomes are updated in the relevant register as they occur.

If the *National Manager* cannot resolve the formal complaint/appeal within 10 working days or the nature of the complaint/appeal is particularly serious, they will escalate the complaint/appeal to the *CEO*.

On receipt of a formal complaint, the *CEO* will convene the *Complaint/Appeal Committee* to hear the complaint.

The *Complaint/Appeal Committee* will consist of a panel with no previous involvement or vested interest in the outcome of the particular complaint or appeal. Members of the committee may include:

- a representative of EnerTrain management (e.g. *Chairman/CFO*, *CEO* or *National Manager*);
- an EnerTrain staff member (e.g. *Trainer*); and
- a person independent of EnerTrain (e.g. Richard Turner of TBS Consulting).

The complainant/appellant will be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or representation.

Staff member(s) involved will be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or representation.

The committee will reach a decision on the complaint or appeal after consideration of each case presented.

The *CEO* will inform all parties involved of the outcome in writing within five (5) working days of making the decision.

Complaints to ASQA

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and registered training providers (RTOs) to ensure nationally approved quality standards are met.

If the complainant or appellant is still not satisfied with the resolution of the complaint/appeal after following and exhausting the informal and formal complaints/appeal procedures, the student may contact ASQA and lodge a written complaint.

Students must first seek to have their complaint investigated through EnerTrain's complaints and appeals resolution processes. Only under exceptional circumstances, or after all opportunities to resolve the matter through the EnerTrain complaints process are exhausted, should students seek to have their complaint investigated by an external party (such as ASQA).

Complainants and appellants should read the 'Complaints' section on the ASQA website at www.asqa.com.au prior to completing the online [ASQA Complaints Form](#).

CONTRACTUAL AGREEMENTS POLICY

Purpose

The purpose of this policy is to outline EnerTrain's contractual approach to delivering services for clients.

Scope

This policy applies to students on accredited programs and their employers.

This policy is related to the following policies:

- Enrolment
- Rights and Responsibilities
- Terms and Conditions

Policy

Students who enrol in a program with EnerTrain need to be aware that they are entering into a contractual agreement with EnerTrain.

Additionally, employers who are paying for students to attend a EnerTrain program need to be aware they are entering into a contractual agreement with EnerTrain.

To meet our legal obligations as a business providing services to the public, EnerTrain will adhere to *Australian Consumer Law* including the *Trade Practices Act 1974* in the enactment of all service agreements with students and employers.

Procedures

Student enrolment declarations as service agreement

During the enrolment process, prospective students are provided with written confirmation of the services that EnerTrain is agreeing to provide as part of their program, including:

- details about the training and/or assessment program the student will be completing; and
- any required program fees, associated payment terms and payment methods available.

This confirmation is generally provided by email, prior to enrolment, but can be provided verbally if required.

Prospective students are also required to read and agree to the Accredited Program Terms and Conditions and read the Student Handbook prior to enrolment to ensure they are aware of their rights and responsibilities as a student of EnerTrain.

The paper-based and online Accredited Program Enrolment Form includes an opportunity for students to declare their agreement with the following conditions and requirements of their enrolment:

- a. I have discussed my learning needs with EnerTrain.
- b. The name of the person I consulted with.
- c. I have been provided with adequate information about this program, access to the Student Handbook and Assessment Instructions, my rights and responsibilities as a student, to make an informed choice about my learning.
- d. I agree to the EnerTrain Terms and Conditions for accredited programs.
- e. I agree to pay all program fees including the enrolment deposit and a non-refundable administration fee, according to the relevant payment schedule.
- f. I give EnerTrain permission to email my employer with an electronic copy of any AQF certificates I achieve from this program, at the time of issue.
- g. I, only if required, give permission for EnerTrain to provide my email address to the National VET Regulator ASQA (Australian Skills Quality Authority) to complete an online survey about my study experience with EnerTrain – see <https://www.asqa.gov.au/news-publications/publications/factsheets/student-surveys>.
- h. I give permission to be contacted about further study opportunities with EnerTrain.

Note that students are not mandated to answer 'Yes' to every declaration above and a 'N/A' response is provided for some statements (e.g. for e. when the program will be paid for by their employer); however, a 'Yes' response is required for c, d and e for the enrolment to proceed without further negotiation.

Once signed (if paper-based) or digitally signed (if completed online) and provided to EnerTrain, the signed enrolment form is considered to be the student's contractual agreement with EnerTrain for the duration of their enrolment.

Employer service agreement

As an outcome of consultation between EnerTrain and an employer wanting to engage EnerTrain to deliver accredited services with their employees, and prior to the enrolment process, employers who are paying program fees on behalf of students are provided with a paper-based Program Details and Proposal Form, generally via email.

This form outlines the services that EnerTrain is agreeing to provide in the delivery of the requested program including:

- details about the training and/or assessment program their employees will be completing including any pre-requisites;
- resources and equipment that may be required to be provided by the employer's workplace; and
- any required program fees, associated payment terms and payment methods available.

Once the employer signs and returns the form to EnerTrain (generally via email), this form is considered to be the employer's contractual agreement with EnerTrain for the duration of the program(s) specified in the form.

To ensure they are aware of their rights and responsibilities as an employer of an EnerTrain student, EnerTrain encourages employers to read the following on the EnerTrain website, prior to enrolment:

- 'Employer' pages;

STUDENT HANDBOOK

- Accredited Program Terms and Conditions; and
- Student Handbook.

Plain English

With a view to ensuring all students and employers are fully aware of their rights and obligations EnerTrain designs agreements, forms, and similar documentation using a logical format and simple English. This may include but is not limited to:

- wording that allows the perspective student to know what he/she is agreeing to;
- clearly explained disclaimers;
- no misleading or deceptive behaviour;
- no actions, omissions or dialogue (written or verbal) that may force or coerce the student; and
- fair dealings for disadvantaged students.

References

Related websites

www.treasury.gov.au/consumerlaw
www.accc.gov

EMPLOYER INFORMATION POLICY

Purpose

The purpose of this policy is to outline the information provided to employers of prospective and enrolled students in EnerTrain programs and courses.

Scope

This policy applies to employers.

This policy is related to the following policies:

- Contractual Agreements
- Employer Involvement
- Enrolment
- Privacy and Student Records

Policy

EnerTrain delivers specialised training and assessment services primarily for the gas industry. As such, it is vital that all employers are informed of, and understand the extent of, the program or course they are enrolling their staff in, as well as their rights and obligations as an employer of an enrolled student.

EnerTrain will provide all employers with relevant information about the training, assessment and support services that will be provided for their staff and about their rights and obligations as an employer of a EnerTrain student, prior to student enrolment or entering into a contractual agreement with EnerTrain.

Additionally, EnerTrain will make available, relevant information about a student's progress, to an employer, considering the confidentiality and privacy requirements of the student.

Procedures

Employer pre-enrolment information

At the first instance, EnerTrain staff will discuss an employer's requirements and desired outcomes for training and assessment for their employees. During this discussion, the employer may be directed to the website which holds most relevant information they will need to help them make an informed choice about which accredited program or non-accredited course is best suited to their required organisational outcomes and the needs of their individual employees.

From the website, employers are provided with the following information prior to enrolment:

- programs and courses available;
- Student Handbook including:
 - student and employer rights and responsibilities;
 - information about training and assessment; and
 - policies and procedures;
- Program or Course Outlines including:
 - program/course content and delivery details
 - fee information and payment schedule;
- Terms and Conditions for accredited programs and non-accredited courses; and
- how they can support their employees during their study – in particular, trainees and apprentices;
- how they can provide EnerTrain with feedback; and
- resources such as forms and surveys to use.

Employer contractual agreements

EnerTrain does not require employers to sign a contractual agreement when enrolling staff on non-accredited courses. The service agreement is generally an informal delivery proposal established during the service engagement process.

EnerTrain does however require that employers who are paying for students to complete nationally accredited programs enter a signed contractual agreement prior to enrolment.

This is generally completed by employers as the Program Details & Proposal Form during the pre-enrolment process.

See the 'Contractual Agreements Policy' for more information.

Employers enrolling students

Employers generally enrol their employees onto non-accredited courses through interaction with the Training Coordinator.

Students paying for their own program generally enrol themselves into the program. Students whose employers are paying for their program still enrol themselves onto the program once their employer has finalised the program details with EnerTrain, as enrolment requires signed agreement to the program terms by the student as the basis of their contractual agreement with EnerTrain.

Enrolment forms are available from the website and are located on Dropbox.

EnerTrain will provide the following enrolment forms to students and/or employers to distribute to their employees:

- the paper-based Non-Accredited Course Enrolment PDF Form - this may be completed by the employee or the employer, and is generally scanned and returned to EnerTrain via email;
- the paper-based Accredited Program Enrolment PDF Form - this may be completed by the employer but must be signed by the employee, and is generally scanned and returned to EnerTrain via email;
- the Online Accredited Program Enrolment Form - this may be completed by the employee or the employer from the website, but will need to be signed by the employee. The employee may sign the form electronically by Digital Signature within the online form, or in writing. In the latter case, a paper-based form is produced from the website once received by EnerTrain, sent to the employee via email and the signed copy is then scanned and returned to EnerTrain via email.

See the 'Enrolment Policy' for more information.

Online employer portal

EnerTrain is able to provide employers with access to an online Employer Portal in JobReadyRTO which is made available from the website. This portal will only be provided to employers who have more than 10 employees enrolled on programs or courses.

This portal can be used by employers to:

- enrol their staff;
- view reports on program enrolments and completion progress for their employees; and
- view invoicing and payment information (not yet activated in JobReadyRTO).

Employer access to student records

Employers are not entitled to access student records without the student's permission, regardless of whether they are paying for the student's program or course.

Students are entitled to privacy under legislation that includes withholding their confidential training and assessment records from their employer.

Many employers and students have agreements that require the student to share their training and assessment results under their employment contract. However, EnerTrain will only release student records to an employer with the student's written permission.

Students can provide consent to release their personal information by following the 'Privacy and Student Records Policy' in the Student Handbook which contains all policies and procedures relating to accessing student records.

Employer access to AQF certification

Students have an opportunity to provide permission for EnerTrain to release an electronic copy of AQF certification issued to them, to their employer, via a checkbox on the Accredited Program Enrolment PDF Form and Online Accredited Program Enrolment Form on the website.

EMPLOYER INVOLVEMENT POLICY

Purpose

The purpose of this policy is to detail the approach that EnerTrain will take to involve employers in their employees' training and assessment and to outline the contribution employers can make to their employees' training and assessment.

Scope

This policy applies to employers of students.

This policy is related to the following policies:

- Contractual Agreements
- Employer Information
- Evaluation and Feedback
- Industry and Employer Engagement
- Rights and Responsibilities
- Training and Assessment Strategies (TAS)

Policy

Students enrolled in an accredited program or non-accredited energy industry course, will generally be working for an employer in the gas industry. Students may be: full-time workers, trainees or apprentices, working for asset owner such as Jemena or Multinet, or working for contracting and sub-contracting companies who deliver services to the gas industry.

In almost all circumstances, employers pay all program or course fees for students to complete their study. Some employers may offer a contribution towards the cost of training and assessment for their employees. A minority of students are responsible for paying their own study fees to EnerTrain.

In whichever situation, student workplaces play a vital role in ensuring that students have a relevant context in which to apply their new skills and knowledge and in the case of accredited programs, to complete summative workplace assessment.

EnerTrain considers employer involvement to be a critical component of ensuring that the training and assessment we deliver is relevant for today's workplace and to ensure that our services continue to meet current industry and individual needs.

To maximise learning outcomes for students, EnerTrain takes every opportunity to connect training and assessment with employers and their workplace. Opportunities for employer involvement are developed in consultation with the relevant workplace personnel and responsibilities are clearly communicated to all involved.

Procedures

Involving employers

To achieve the outcomes of this policy EnerTrain will:

- connect training and assessment with the workplace wherever possible;
- involve workplace personnel in planning programs and courses, where they are relevant to the training and assessment content or delivery;
- ensure that training and assessment programs and courses make full use of learning opportunities, resources and equipment at the workplace wherever possible;
- monitor each student's learning progress and the support provided to them by their workplace personnel (e.g. workplace validation activities as precursor to final assessment; and workplace visits on trainee/apprenticeship programs);
- inform workplace personnel of any relevant training and assessment roles or responsibilities and support their delivery of these responsibilities;
- provide employers with sufficient and adequate information at pre-enrolment to ensure they can make an informed choice about their employees' training;

- engage employers in the development of the training and assessment strategy (TAS) for each accredited program and in the refinement of non-accredited courses, so our training and assessment delivery more effectively suits and meets current workplace needs;
- encourage and systematically collect employer feedback on program and course outcomes;
- consult with workplace personnel in the development of workplace training and assessment policy and procedures; and
- include employers in assessment validation processes wherever possible or relevant.

ENROLMENT POLICY

Purpose

The purpose of this policy is to outline information and requirements for enrolment and the process of student enrolment.

Scope

This policy applies to students, employers and the *Training Coordinator*.

This policy is related to the following policies:

- Access and Equity
- Contractual Agreements
- Employer Information
- Recognition of Prior Learning (RPL)
- Student Information

Policy

Enrolment is required for all students to complete study with EnerTrain and generally refers to the process of applying to reserve a place on a program or course.

Enrolment may be completed by students organising and paying for their own study or employers who are organising and paying for their employees.

The 'enrolment period' has three (3) stages:

1. Pre-enrolment;
2. Enrolment; and
3. Post-enrolment.

Stage 1: Pre-enrolment

The 'pre-enrolment' stage commences when a prospective student or employer contacts EnerTrain expressing interested in a nominated program or course.

This contact can take place face-to-face, via telephone, email or the website [Contact Us Form](#). Alternatively, a student or employer may review program and other relevant information on the website and decide to enrol based on the information provided there.

EnerTrain will provide accurate, appropriate and sufficient information during pre-enrolment to enable students and employers to make informed choices about enrolment on an EnerTrain program our course.

Any pre-enrolment enquiry will be directed to the website to access information and documentation available there including:

- [Program Outlines](#);
- [Course Outlines](#);
- [Accredited Program Terms and Conditions](#);
- [Non-Accredited Course Terms and Conditions](#)
- [Student Handbook](#) containing relevant policies and procedures;
- support services available;
- training, assessment and recognition of prior learning (RPL);
- privacy and confidentiality of student information;
- online [Pre-enrolment Questionnaire](#) to help identifies any special learning requirements;
- LLN skills assessment;
- [Accredited Program and Non-accredited Course Enrolment Forms](#)
- access to printable documents;
- frequently asked questions (FAQs); and
- VET glossary of terms.

During pre-enrolment, students and/or employers:

- consult with EnerTrain to select a program or course they (or their employees) would like to enrol in; and
- complete activities to apply for a place on a program or course such as completing an enrolment form and submitting it to EnerTrain.

Once an enrolment form is received, EnerTrain considers the suitability of any prospective students to the program or course requirements and advises the student (or their employer) of whether they have been successful in their application and are enrolled on the program or course.

Stage 2: Enrolment

The 'enrolment' stage:

- is the time-period during which a student is 'enrolled in' completing a program or course; and
- for an accredited program, starts once EnerTrain has sent a [Confirmation of Enrolment](#) email to the student and/or employer to initiate payment of program fees, and finishes when the student has been issued the relevant AQF certification for units/qualifications achieved as a result of their study.

Once enrolment commences, students may be asked to provide further documentation (such as certification for credit transfer) or evidence of meeting pre-requisites, for processing prior to program or course delivery.

See the 'Recognition & Credit Transfer Policy' for more information.

Stage 3: Post-enrolment

During the 'post-enrolment' stage:

- students and/or employers may be asked to provide additional feedback on their experience of studying or engaging with EnerTrain (e.g. completing an online [Learner Engagement Survey](#) or [Employer Satisfaction Questionnaire](#)); and/or

- students and/or employers may interact with EnerTrain about further study opportunities based on their achieved program or course outcomes.

See the 'Evaluation and Feedback Policy' for more information.

Procedures

Pre-enrolment activities for programs

Prior to enrolment on an accredited program, EnerTrain encourages all students to complete the following actions:

- access the website and:
 - review the relevant Program Outline;
 - read the Student Handbook; and
 - read the Accredited Program Terms and Conditions if student is paying for their own program or provide these to their employer;
 - complete the online Pre-enrolment Questionnaire and/or LLN Assessment to identify any special requirements and to ensure they have the required LLN abilities to meet program requirements;
- discuss their program with an EnerTrain staff member and/or with their employer if they are organising the program on their behalf; and
- contact EnerTrain to confirm or clarify any questions they may have.

Information required for program enrolment

The information required for enrolment on an accredited program is standardised and aligned to mandatory reporting requirements for the RTO (i.e. AVETMISS reporting). The EnerTrain enrolment process also collects customised details from students to ensure relevant industry requirements are met.

The following information is required about the student, to complete the enrolment process on an accredited program:

- personal details including name, gender and date of birth;
- contact details including home address, email, telephone;
- next of kin contact details;
- languages spoken;
- cultural background;
- nationality and citizenship status;
- prior education;
- any disabilities that may require support or assistance;
- employment status;
- employer details (if applicable);
- industry details (e.g. gas network, Construction Induction Card number)
- program details including units of competency to be achieved;
- personal program objectives;
- USI (if known) or permission for EnerTrain to create one on the student's behalf and identification details relevant to USI creation;

- privacy declaration;
- responses to statements/declarations as the basis of their contractual agreement with EnerTrain; and
- student signature (either digital or written) and date.

Pre-enrolment evaluation

The pre-enrolment procedure should identify that students who commence a EnerTrain program or course:

- are enrolling on the most suitable program or course and completion pathway;
- possess the abilities necessary to understand the material presented and complete any required learning and assessment activity; and
- have sufficient support to successfully complete their study.

Pre-enrolment consultation or information provided by the student, may indicate that a student may require additional support to successfully complete a program or course.

Information about a student's existing skill or knowledge level or any individual requirements are obtained from the student's completed:

- Enrolment Form;
- online Pre-Enrolment Questionnaire; and/or
- LLN Assessment results.

Pre-enrolment questionnaire

The purpose of the online Pre-Enrolment Questionnaire is to identify the most suitable training program or course for the student and provide information to support their individual needs as a student.

It is important for students to review the website prior to completing the questionnaire.

The survey identifies:

- the program or course the student is interested in enrolling in;
- what their required outcomes are;
- whether they are considering applying for RPL as part of their program;
- a self-assessment of LLN skills; and
- any special learning and/or support needs they may have.

The Training Coordinator or a Trainer will contact the student to discuss their questionnaire responses and evaluate any special requirements the student has indicated including whether there are any pre-requisites for the intended program or course.

Further support is then discussed with the student and/or other EnerTrain staff; and organised for the student as required.

Language, literacy and numeracy (LLN) assistance

To identify any LLN requirements a student may complete LLN Assessment.

Once completed, the student's results will be evaluated against any pre-requisite LLN skills for the student's intended program or course.

EnerTrain will endeavour to provide specialised assistance to students having difficulty with LLN to accommodate their needs. This assistance may take place prior to, or during the program / course delivery, depending upon the nature of assistance required.

In the event that a student's LLN needs exceed the ability of staff to assist, the student will be referred to an external support agency so they can have the opportunity to obtain the LLN skills required to complete the training program or course.

Enrolment forms

EnerTrain provides the following enrolment forms to students and/or employers to distribute to their employees:

- paper-based Non-Accredited Course Enrolment PDF Form - this may be completed by the employee or the employer, and is generally scanned and returned to EnerTrain via email;
- paper-based Accredited Program Enrolment PDF Form - this may be completed by the employer but must be signed by the employee, and is generally scanned and returned to EnerTrain via email;
- Online Accredited Program Enrolment Form - this may be completed by the employee or the employer from the website, but will need to be signed by the employee. The employee may sign the form electronically by Digital Signature within the online form, or in writing. In the latter case, a paper-based form is produced from the website once received by EnerTrain, sent to the employee via email and the signed copy is then scanned and returned to EnerTrain via email.

Enrolment forms are available from the website and are located on Dropbox.

Enrolment for RPL programs

Students who are interested in enrolling into RPL programs must:

- download the RPL Kit from the website; and
- discuss their RPL eligibility with an assessor prior to enrolment.

Students who enrol into RPL programs use the Online RPL Enrolment Form on the website, which includes submission of the student's completed:

- RPL Evidence Matrix; and
- RPL Enrolment Details Form.

The Training Coordinator reviews the student's RPL enrolment documentation and provides it to a suitable Trainer for a preliminary evaluation of the student's application.

Once the Trainer confirms the student's enrolment document is complete, the Training Coordinator:

- completes the student's enrolment in JobReadyRTO;
- establishes a student folder on Dropbox (if none already exists); and
- emails a Confirmation of Enrolment email to the student that details the RPL program fees and available payment methods.

The student (or their employer) then pays the RPL program fees using the instructions in the email.

See the 'RPL Policy' for more information.

Students and employers during enrolment

Employers generally enrol their employees onto courses through interaction with the Training Coordinator.

Students paying for their own program generally enrol themselves into the program and complete all enrolment activities independently.

Students whose employers are paying for their program still need to enrol themselves onto the program but usually after their employer has finalised the program details with EnerTrain.

Even though an employer may complete enrolment details on behalf of their employees, enrolment requires signed agreement to the program and program terms and conditions, by the student, as the basis of their contractual agreement with EnerTrain.

Enrolment processing for programs

Each student's enrolment application for an accredited program is assessed by the *Training Coordinator* to ensure the completeness of the information provided and that the student meets the pre-requisites for their nominated program or course.

Individual students and/or employers of students, are informed of successful enrolment via a Confirmation of Enrolment email that includes instructions on making program payments and a link to make online payment for their program.

The *Training Coordinator* commences a student file on Dropbox if none already exists, and stores all student records for the enrolment in this location. Any hardcopy files are stored according to the 'Records Management Policy'.

Students who do not meet the pre-requisites for their nominated program will be notified via telephone or email and invited to discuss any additional training that may be required, other alternatives for meeting pre-requisites or selecting a more suitable program to meet their needs.

Post-enrolment orientation

On successful completion of the enrolment process, students generally complete a program orientation, usually on the first day of their accredited program that includes:

- a general overview of the program or course including learning outcomes and delivery schedule;
- training and assessment procedures and activities;
- attendance requirements;
- distribution of resources and materials; and
- student expectations and objectives.

HARASSMENT AND DISCRIMINATION POLICY

Purpose

The purpose of this policy is to protect students, staff and clients from harassment and discrimination and to outline the procedure for dealing with situations involving these behaviours.

Definitions

By definition, harassment includes any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment, but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

In the event that a person considers that they have been, or are being harassed, the person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing matters the offending party, a *Trainer* or other staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff to follow EnerTrain policy procedures to rectify the situation.

Scope

This policy applies to staff, students, employers and any other stakeholder who interacts with EnerTrain.

This policy is related to the following policies:

- Conduct
- Discipline
- Complaints and Appeals

Policy

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so all staff and students are treated fairly and have the opportunity to feel safe, valued and respected.

All students and staff working with EnerTrain have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint. All discussions of this nature will be dealt with confidentially. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to EnerTrain policy and procedures.

EnerTrain ensures that all staff are adequately trained in dealing with harassment and discrimination in order to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace. In addition to relevant training, EnerTrain management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing of all forms of harassment and discrimination.

Principles

- It is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by EnerTrain
- When the CEO is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained
- All complaints presented to EnerTrain should be resolved by a process of discussion, cooperation and conciliation wherever possible. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue from the CEO
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution

Definitions

Staff and students are made aware of the following definitions through the staff induction process and the provision of the Student Handbook at program enrolment respectively:

Racial harassment

Involves a person or persons being threatened, abused, insulted or taunted in relation to their race, decent, nationality, colour, language, ethnic origin or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions or unfair treatment.

Sexual harassment

Involves any verbal or physical conduct of a sexual nature which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms non-work related communication, offensive noises or displays of sexually graphic or suggestive material.

Bullying

Involves any behaviour that suggests a real or perceived power over another party or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, sabotage of a person's work or their ability to work by withholding resources or information.

Confidentiality

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within the RTO this may refer to private verbal discussions, student assessments, managerial decisions and legal proceedings.

Discrimination

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

Harassment

Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel

Refers to all employees and contract staff employed by EnerTrain.

Victimisation

Involves any process which results in the unfavourable treatment of a person on unjust terms. It may include but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment or denial of access to work related resources.

Procedures

Staff, students and clients will follow the 'Complaints and Appeals' procedures in relation to reporting, managing and dealing with issues of discrimination and harrasment.

ISSUING CERTIFICATION POLICY

Purpose

The purpose of this policy is to outline the conditions and process for issuing valid and AQF compliant certification to students.

Scope

This policy applies to:

- students enrolled on accredited programs
- staff responsible for issuing certification including *Trainers* and the *Training Coordinator*

This policy is related to the following policies:

- Assessment System
- Privacy and Student Records
- Recognition of Prior Learning (RPL)
- Unique Student Identifier (USI)

Policy

The AQF certificates that will be issued by EnerTrain are:

Student 'competency' achievement	What is issued
A single unit of competency	Statement of Attainment for a single unit of competency
Multiple units of competency that do not comprise a full qualification or skill set	Statement of Attainment listing all units of competency achieved
All units in a qualification	Testamur and Statement of Results for the qualification and units achieved

Validity of AQF certificates

To ensure validity and credibility of qualifications from the VET sector, EnerTrain will meet the requirements of the 'AQF Qualifications Issuance Policy' and include any additional information specific to the VET sector, as per Schedules 4 and 5 of the *Standards for RTOs 2015*. EnerTrain will:

- issue all certification documentation in a timely manner;
- issue AQF certification within 30 calendar days of the student's final assessment being completed or their exiting a program, providing all fees have been paid and their USI has been provided and verified, so students can provide proof of their competence to employers (or potential employers) and obtain any industry licences or accreditation;

- EnerTrain will issue certificates in JobReadyRTO and distribute certificates to students via email on the same day.
- issue students who have completed all units in a qualification with a:
 - testamur; and
 - record of results.
- issue a student who has completed one or more units (but not a full qualification) and has completed their training with EnerTrain including withdrawing from a program, with a statement of attainment (that may include a record of results);
- only issue AQF certification documentation when a student has completed their program of training and assessment with EnerTrain and will not issue 'interim' documentation at any time;
- retain records of qualifications and statements of attainment issued for 30 years:
 - gather and retain full AVETMISS data for students in JobReadyRTO which is sufficient data to be able to reissue a qualification or statement of attainment within this 30-year period; and
 - provide this AVETMISS information to ASQA in digital form if EnerTrain ceases to be a RTO.
- issue AQF certification documentation directly to the student, not to another party, such as an employer, unless given permission by the student to do so;
- ensure students can access records of certification issued to them by EnerTrain;

Issuance controls

EnerTrain has controls in place to ensure qualifications, statements of attainment and records of results are not issued unless a student is eligible and has met all enrolment, training package and AQF requirements.

There is significant risk to EnerTrain's RTO compliance with the *Standards for RTOs 2015* and reputation if invalid certification is issued or certificates are issued incorrectly or inappropriately. To reduce this risk, EnerTrain has systems in place to ensure certification is only issued to students after they have fully demonstrated competence in all program units and where evidence of this is recorded.

EnerTrain has the following mechanisms in place to reduce fraudulent reproduction of certification:

- unique EnerTrain logo watermark displayed on all certificate templates;
- restricted permission to issue AQF certificates - only the CEO has administrator permission in JobReadyRTO required to issue AQF certification; the Training Coordinator can re-print previously issued AQF certification when required; and
- password restricted access to JobReadyRTO where compliant certificate templates are stored and certificates are issued.

EnerTrain has sufficient controls in place to prevent certification being issued prior to all assessment being completed:

- JobReadyRTO has a validation process for issuing certificates that only allows the generation of an AQF certificate for an accredited program when the student's assessment results for all units of competency in the qualification, skill set or statement of attainment program, are marked with an AVETMISS valid unit outcome.
 - JobReadyRTO will not generate a AQF certificate until a valid unit outcome has been entered against all units of competency related to the qualification or statement of attainment certificate.
- Trainers are unable to issue certificates in JobReadyRTO. Only the CEO and Training Coordinator have administration access in JobReadyRTO which is required for the issue of AQF and other certificates in the system.

Additionally, as EnerTrain delivers at multiple locations we have centralised issuance of AQF certification by the CEO from our head office in South Wentworthville NSW, to strengthen controls.

To avoid possible delays in issuing AQF certification, EnerTrain will verify a student's USI well in advance of when certification is expected to be issued. This verification takes place during the enrolment process in JobReadyRTO and can also be verified at any time during the student's enrolment.

Note: JobReadyRTO has functionality that allows EnerTrain to restrict the issue of AQF certificates according to certain conditions such as only when:

- all units in a program have been assessed as 'competent' or another relevant and AVETMISS-valid unit outcome has been entered in the system; and
- a verified USI has been entered for students.

Additionally, EnerTrain will only issue AQF certificates once all program units to be achieved via credit transfer have been verified with the relevant training provider and recorded in the Student AQF Certification Verification Register.

Student access to AQF certificates

Through its participation in the USI scheme and annual AVETMISS reporting, EnerTrain ensures that current and past students are able to access records of their achievements:

- all students who hold a verified USI, and whose results have been reported into the USI system, will be able to access their records through the USI system; and/or
- if a student's achievements have not been recorded through the USI system, EnerTrain will ensure that a student can access their AQF records in another way. This may include re-print of existing certification at the student's request. There is no charge attached to this service.

Certificate templates

EnerTrain retains the following certificate templates in JobReadyRTO as evidence that qualifications and statements of attainment issued by EnerTrain meet all the requirements of the AQF and Schedules 4 and 5 of the *Standards for RTOs 2015*:

- qualification template including;
 - testamur; and
 - record of results.
- statement of attainment template;

EnerTrain certificate templates in JobReadyRTO show that at a minimum:

- EnerTrain has the following on all AQF certification:
 - our RTO;
 - name (EnerTrain);
 - code (41335);
 - logo;
 - unique watermark; and
 - authorised signatory (CEO);
 - a list of units of competency showing their full title and the national code for each unit;
 - the NRT Logo;
 - the words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units';

- Testamurs issued by EnerTrain contain sufficient information to correctly identify the:
 - issuing organisation as EnerTrain;
 - student who is entitled to receive the AQF qualification;
 - AQF qualification awarded by code and full title;
 - date of issue;
 - certificate number;
 - person at EnerTrain authorised to issue the documentation (CEO); and
 - authenticity of the document, in a form to reduce fraud such as EnerTrain's unique watermark.

Certification evidence

EnerTrain will be able to provide evidence of:

- certification being issued within 30 days of a student completing their training and/or assessment:
 - compliant dates on student assessment and certificate records in JobReadyRTO;
 - JobReadyRTO is configured to print the 'certificate issue date' as the last unit outcome date for the program;
 - Certificate Report in JobReadyRTO listing all certificates issued within a nominated date range;
 - Certificate Issue Register which calculates the number of days since student eligibility for certificate issue and the actual issue date.
- students receiving all documents they are entitled to, including records of results where applicable:
 - the CEO is the only person who distributes AQF certificates to students electronically and their mailbox retains copies of all certificates that have been distributed to students via email (and to employers when permission has been granted by students to do so); and
 - the method of certificate distribution (i.e. email and/or mail) and the date hardcopy certificates were mailed by the Training Coordinator are recorded in the Certificate Issue Register;
- how current and past students can access records of certification issued to them:
 - 'Issuing Certification Policy' in the Student Handbook and RTO Handbook
 - online Request to Reprint Certificate Form on the website;
 - procedure for requesting a certificate reprint in the Student Handbook and RTO Handbook.
- student certification records being retained for a period of 30 years:
 - student certification is electronically retained in a cloud-based, electronic, password secure, student management system JobReadyRTO whose servers are backed up twice a day.

AQF certification will not be issued to students unless they have:

- satisfactorily satisfied all conditions of enrolment;
- completed all program requirements;
- achieved valid outcomes for all relevant units of competency;
- paid all program fees; and
- provided a verifiable Unique Student Identifier (USI) to EnerTrain (if exemptions do not apply).

AQF certification will not be issued to employers of EnerTrain students unless permission to do is provided in writing by the student. This optional permission is available on the Accredited Program Enrolment Form.

Procedures

Issuing and distributing AQF certificates

Once a student has been assessed as 'competent' for all units in an accredited program, they are eligible for issuance of the relevant AQF certificate for the nationally recognised competencies they have achieved.

Trainers are responsible for recording each student's final unit outcome on completed student paper-based assessments. Online assessment outcomes are recorded automatically by the system (e.g. online theory assessment results are recorded in EnergySpace or TalentLMS) and by the Trainer in the case of paper-based or iAuditor online assessment records.

At program completion, the CEO reviews all completed student assessment records (online and paper-based) as a quality check and records the final assessment results on the RTO Training & Assessment Record created for each student. The CEO may, in the case of more complex programs or unclear assessment results, email the Trainer involved in assessment and ask them to confirm the final unit outcomes prior to issuing the student's certificate.

The CEO enters the final unit outcomes in JobReadyRTO for each student and issues the AQF certificate, storing a copy of the issued certificate in the student's program folder on Dropbox.

The CEO then distributes the certificate via email to the student (and employer if relevant) and records the issue and distribution details in the Certificate Issue Register.

The Training Coordinator prints and mails hardcopy certificates to student home addresses using the contact details in JobReadyRTO.

If a student has not provided an email address at enrolment, they will only receive the hardcopy of their certificate.

Using JobReadyRTO to issue or re-issue AQF certification

The 'Help' files in JobReadyRTO outlines the steps for issuing and re-issuing a certificate either from the:

- program record; or
- student record.

Recording of AQF certification issued

All qualifications and statements of attainment issued by EnerTrain will be recorded against the program and student records in JobReadyRTO. They are additionally recorded by the CEO in the Certificate Issue Register.

Use of NRT logo

EnerTrain uses the Nationally Recognised Training (NRT) logo in accordance with the NRT logo specifications on all AQF qualifications, academic records and statements of attainment issued within EnerTrain's scope of registration. Where the NRT logo is used in advertising or other materials, it is also used in accordance with specifications.

See Schedule 4 in Standards for RTOs 2015.

Templates

EnerTrain qualification and statement of attainment templates are stored in JobReadyRTO and are compliant with:

- conditions of the AQF; and
- NRT logo specifications.

See *JobReadyRTO* for copies of the EnerTrain AQF certificate templates.

Delayed issuance

Students are invited to contact EnerTrain if they have not received their certificate within 30 days of being advised of their final unit assessment result.

If an AQF certificate is not issued within the 30 day period required for compliance with the *Standards for RTOs 2015* the student (and their employer if they have been granted permission by the student) will be notified in writing of the delay and the reason should be noted in the Certificate Issue Register for notification to ASQA as part of the RTO's Annual Declaration on Compliance.

LEGISLATION POLICY

Purpose

The purpose of this policy is to demonstrate EnerTrain's adherence to all legislation that is relevant to the provision of training and assessment services.

Scope

This policy applies to students, clients and staff.

This policy is related to the following policies:

- Assessment System
- Rights and Responsibilities
- Work Health and Safety (WHS)

Policy

RTOs are subject to legislation pertaining to training and assessment, as well as business practice.

EnerTrain will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration and business operation.

EnerTrain will inform staff and clients of the legislative and regulatory requirements that affect their duties or participation in VET.

New staff are made aware of legislative requirements related to their role at EnerTrain during their induction.

EnerTrain recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

Examples of legislation relevant to the training business and its staff includes but is not limited to:

VET Quality Framework (VQF)

Standards for Registered Training Organisations (RTOs) 2015

Australian Qualifications Framework (AQF)

Financial Viability Risk Assessment Requirements

Data Provision Requirements 2012

Commonwealth legislation:

Commonwealth Age Discrimination Act 2004

Commonwealth Disability Discrimination Act 1992

Commonwealth Privacy Act 1988

Commonwealth Racial Discrimination Act 1975

Commonwealth Sex Discrimination Act 1984

Copyright Act 1968

Data Provision Requirements 2012

Disability Standards for Education 2005 under the Disability Discrimination Act 1992

Financial Viability Risk Assessment Requirements

National Vocational Education and Training Regulator Act 2011

NSW legislation:

Children and Young Persons (Care and Protection) Act 1998

Disability Services Act 1993

Fair Trading Act 1987

Work Health and Safety Act 2011

Examples of regulatory bodies that are relevant to a training business and its staff include but is not limited to:

Training authorities/regulators:

- Australian Skills Quality Authority (ASQA) – the National VET Regulator (NVR)
- Department of Education and Training (DET)
- Council of Australian Governments Industry and Skills Council (COAGISC)

Consumer protection

Australian Consumer Law provides information about the development of the Australian Consumer Law which will be a single, national law concerning consumer protection and fair trading, which will apply in the same way nationally and in each State and Territory.

Australian competition and consumer commission (ACCC)

The Australian Competition and Consumer Commission (ACCC) is an independent Australian Government statutory authority. It was formed in 1995 to administer the *Trade Practices Act 1974* and the *Prices Surveillance Act 1983*.

The ACCC promotes competition and fair trade in the market place to benefit consumers, business and the community. It also regulates national infrastructure services. Its primary responsibility is to ensure that individuals and businesses comply with the Commonwealth competition, fair trading and consumer protection laws.

In fair trading and consumer protection its role complements that of the state and territory consumer affairs agencies which administer the mirror legislation of their jurisdictions, and the Competition and Consumer Policy Division of the Commonwealth Treasury.

Procedures

Staff will be advised at induction and kept up-to-date with changes to legislation through Quarterly RTO Meetings and written correspondence.

Policies and procedures and associated tools and templates will be updated to reflect updates to legislation as soon practical following advice.

- These modifications will be added to the Continuous Improvement Register.

Any training for staff related to their knowledge of relevant legislation that is required will be organised in a professional and timely manner.

- Specific professional development sessions may be scheduled on an ad-hoc basis or be incorporated into other staff development including the Quarterly RTO Meetings and Annual Company Conference.

All staff and clients are encouraged to view current legislation online at: <http://austlii.edu.au>

References

Related websites

- Australasian Legal Information Institute <http://austlii.edu.au>
- ASQA: www.asqa.gov.au
- Department of Education and Training www.education.gov.au

PRIVACY AND STUDENT RECORDS POLICY

Purpose

The purpose of this policy is to maintain the accuracy, integrity and currency of all student information held by EnerTrain and ensure appropriate security of all records to uphold confidentiality and protect student privacy.

Scope

This policy applies to all students and staff.

This policy is related to the following policies:

- Records Management

Policy

EnerTrain considers privacy to be of utmost importance and will practice a high standard of care and concern to maintain student privacy in all aspects of business operations.

Any information retained by EnerTrain for the purpose of managing the student's completion of training or assessment with EnerTrain, is confidential, and only accessible by the student or EnerTrain staff who require access to the information to complete RTO activities related to the student's enrolment or reporting to ASQA.

To ensure student privacy:

- the collection of personal information from students is:
 - only for the purpose of enrolment;
 - to enable efficient delivery of training and assessment services;
 - to enable meet the Data Provision requirements of the *Standards for RTOs 2015* in the reporting of VET activity data to the the National Centre for Vocational Education Research (NCVER) to whom EnerTrain must submit student data annually.

- no student information is disclosed to a third-party without the student's consent, except as required by law or in adherence to the *Standards for RTOs 2015*.
- student consent to release personal information to a third-party must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained.
- any consent provided by students to release or disclose their confidential information to a third-party will be documented in the Consent to Release Student Information Register.
- any persons external to the organisation acting on behalf of EnerTrain are made aware of the privacy policy and procedures prior to commencing work with EnerTrain.
- EnerTrain records management processes will keep student information secure and confidential.

Privacy legislation

EnerTrain complies with all legislative requirements related to privacy including:

- *Privacy Act 1988*: Australian law which regulates the handling of personal information about individuals including the collection, use, storage and disclosure of personal information, and access to and correction of that information.
- *Privacy Amendment (Enhancing Privacy Protection) Act 2012*
- *Australian Privacy Principles (APP) (2014)*

Privacy principles

The privacy principles that underpin all aspects of EnerTrain's operations include:

Collection

EnerTrain will only collect necessary information pertaining to one or more specific operations. The student will be informed as to the purpose for which details are being collected.

Use and disclosure

EnerTrain will ensure student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student, unless a prescribed exception applies.

Data quality

EnerTrain will take all reasonable measures to ensure that all students' personal information that is collected, used or disclosed is accurate, current and complete.

Data security

EnerTrain will take all reasonable measures to ensure all collected students' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

Openness

EnerTrain will maintain documentation which detail how students' personal information is collected, managed and used. When a student makes an enquiry in relation to information collected, EnerTrain will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

Access and correction

EnerTrain will allow students access to personal information held in all circumstances unless prescribed exceptions apply. If the student identifies errors within the information, EnerTrain will correct and update to file.

Unique identifiers

EnerTrain will not assign students unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

Anonymity

EnerTrain will provide students the opportunity to interact with the business without requiring the student to make their identity known in any circumstances it is practical and possible to do so.

Trans-border data flows

EnerTrain privacy protection principles apply to the transfer of data throughout Australia.

Sensitive information

EnerTrain will request specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include, but is not limited to; information relating to a student's health, criminal record, racial or ethnic background.

Enrolment privacy notice and student declaration

To meet the RTO Data Provision Requirements and National VET Data Policy, EnerTrain has included the Privacy Notice and Student Declaration on the online and paper-based Accredited Program Enrolment Form.

The Privacy Notice and Student Declaration is a statement acknowledged by a student to indicate awareness that personal information collected from the student may be used together with training activity information. The privacy statement lists the ways information about the student is held, used, disclosed and managed.

Access to student records

Students have the right to request information about, or have access to, their own electronic and hardcopy records.

During enrolment, students will have access to their own training and assessment records via verbal or written application (e.g. email) to Trainers or the Training Coordinator. This access will commence at enrolment and may endure past the issuance of any certification gained from the program/course.

Students also have the right to request their hardcopy student file or any other information about them that can be supplied as a print-out from JobReadyRTO or in files stored on Dropbox.

Limited access to records

Access to student training and assessment records and personal information will be limited to those required by the *Standards for RTOs 2015* including:

- students;
- Trainers to access and update records of students with whom they are delivering training and assessment;
- management or administrative staff as required to ensure the smooth and efficient operation of the business; and

- employers funding a student's training and assessment only when the student has provided written consent to release confidential information to them;
- third parties that students have authorised the release of personal information to;
- officers of ASQA or their representatives for activities required under the *Standards for RTOs 2015*; and
- people permitted by law to access these records (e.g. subpoena, search, warrants, social service benefits, *Evidence Act*).

Staff will only release student records and personal information based on the guidelines outlined above.

Student records

Enrolment records

Enrolment initiates the establishment of the student's electronic record in JobReadyRTO and their student and program folders on Dropbox.

All paper-based enrolment records are uploaded to the student's program folder on Dropbox. A hardcopy manila folder file may be created to store any 'work in progress' records until they are uploaded to Dropbox.

During enrolment, student details are collected via the online or paper-based Accredited Program Enrolment Form and recorded in JobReadyRTO by the Training Coordinator. Completed enrolment forms are uploaded to the student's program folder on Dropbox.

Student records in JobReadyRTO

EnerTrain will collect personal student data that will enable AVETMISS compliant reporting to NCVET as part of the *Standards for RTOs 2015*.

This data is recorded on the student's record in JobReadyRTO and contains information from the Accredited Program Enrolment Form including:

- personal details including full name, gender, date of birth and birthplace information;
- contact details including telephone, email address, home address and mailing address;
- next of kin contact details;
- employment status;
- school education and VET qualification levels already achieved;
- reason for undertaking the intended study;
- learning objectives or goals;
- languages spoken;
- cultural heritage including Aboriginal and Torres Strait Islander origin;
- special needs for meeting language literacy and numeracy requirements;
- any disabilities that could impact a student's ability to study.

Other personal student information may be uploaded into SurveyMonkey, JobReadyRTO or Dropbox as part of enrolment including copies of:

- Pre-enrolment Questionnaire details;
- LLN assessment results;
- industry licences (e.g. Construction Industry Card (CIC) or Gas Passport (if working on Jemena or Multinet assets)).

- previously achieved qualifications or AQF certificates or other professional development evidence for the purpose of RPL and/or credit transfer; and
- curriculum vitae (CV) or workplace testimonials.

Note: Photo ID may be provided by the student for the creation of the student's Unique Student Identifier by EnerTrain on the student's behalf and is destroyed once their process is completed. The [USI Creation Register](#) holds details of when this personal information is destroyed.

JobReadyRTO also holds information about the student such as:

- program or course fees paid;
- training attended;
- assessments completed;
- assessment results; and
- file notes about any student issues or complaints.

Any student electronic records stored in JobReadyRTO are protected by password access by EnerTrain users. Each user only has access to the specific areas of the database that allow them to complete work in the database that is associated with their role.

Electronic student records

EnerTrain files are stored on the secure EnerTrain computer server.

Security of all records is ensured by maintaining up to date virus, firewall and spy ware protection software on the server and all computers connected to the EnerTrain network.

Electronic records for the EnerTrain business are copied to a portable hard drive, at the end of each four week period. The portable disc drive is stored off site.

Validation of student data

EnerTrain validates student data on a six-monthly basis. The [Training Coordinator](#) will check the accuracy and integrity of the data for a random 5% sample of active students and report their findings at RTO Meetings.

Updating student records

[Trainers](#) will maintain accurate and current records of each student's progress and achievement of competencies in the program.

These records will be entered on paper records or into relevant systems (e.g. EnergySpace, TalentLMS and iAuditor) during the completion of training and assessment activities on a program.

As students complete each competency, the [Trainer](#) will check the student's achievements against the relevant qualification packaging rules and sign off successfully completed competencies.

Details of fully or partially completed competencies will be recorded and recorded on the student's [Training & Assessment Record](#) which is stored on Dropbox in the student's program folder.

Completed assessments

Student online assessments are stored electronically in the relevant system (i.e. online theory assessments in EnergySpace or TalentLMS and online practical assessment records in iAuditor). These systems are cloud based, password protected and are only accessible by students for the completion of assessment related activities, [Trainers](#) for the recording of assessment results and relevant RTO staff for the retrieval of assessment records for the issue of AQF certification.

EnerTrain will retain hardcopy student assessment records for a minimum period of 12 months after the final assessment decision has been made. Any hardcopy student assessments will be filed alphabetically by student name in a lockable filing cabinet in EnerTrain's Head Office at South Wentworthville, NSW.

However, EnerTrain's preferred method of retaining student assessments is to scan all hardcopy assessment items and store them electronically on the Dropbox network for a period of thirty (30) years.

See the 'Assessment System Policy' for more information.

Assessment result records

Student unit outcomes are recorded electronically on student Training & Assessment Records and in JobReadyRTO by the CEO.

This information is used to issue AQF certification and report on annual VET activity and/or AVETMISS reports, as required.

EnerTrain will also retain sufficient information to be able to re-issue any AQF certificates as required.

Assessment results will be retained electronically for thirty (30) years.

AQF certification

AQF certificates issued to students are stored in the student's folder on Dropbox, in JobReadyRTO and in the CEO's email mailbox at distribution via email.

Non-accredited course certificates

Hardcopy certificates for energy industry training courses are distributed to students via mail by the Training Coordinator after the end of the course.

Ceasing operation

In the event that EnerTrain ceases to operate, all student records will be transferred to ASQA in the appropriate format as specified by ASQA at the time of ceasing operations.

All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.

EnerTrain will ensure that any confidential information acquired by the business, individuals, or committees or organisations acting on its behalf is securely stored.

Records management

EnerTrain has a records management system in place to:

- secure the accuracy, integrity and currency of all student records;
- keep documentation up-to-date; and
- secure any confidential information obtained by EnerTrain and committees, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the 'Record Management Policy' to ensure timely and accurate records and inform continuous improvement processes. These procedures ensure that all documentation providing evidence of compliance to the *Standards for RTOs 2015* is accurately maintained.

EnerTrain will ensure that any confidential information acquired by the business, individuals or committees or organisations acting on behalf of EnerTrain is securely stored.

EnerTrain software and hardcopy systems will retain student results for a period of not less than 30 years.

Enrolment materials and training and assessment materials will be provided in electronic format wherever possible.

Material that must be supplied in paper format, once utilised will be scanned and stored electronically.

Paper-based records (other than student assessments) will be scanned and securely shredded every twelve (12) months in accordance with the CEO's directions.

See the 'Records Management Policy' for more information.

Procedures

Student consent to release information to a third-party

A student may want to provide personal information that EnerTrain holds about them, to a third-party (such as an employer).

The student must provide consent in writing, using the online Student Consent to Release Personal Information Form on the website (or request the paper-based form to be sent to them from the Training Coordinator).

- The student must upload one form of photo identification with their consent form (e.g. copy of their driver's licence or passport photo)
- If the student is under 18, the student must also provide the name and contact details for their legal guardian on the form

Once the form is submitted, the Training Coordinator will verify the student's details (this may require a telephone or face-to-face conversation if the photo ID is not sufficient to establish the student's identity).

The Training Coordinator will then telephone or email the student to confirm they are the person who is providing consent.

Once identity is confirmed, the Training Coordinator completes the student's request and enters the details in the Consent to Release Personal Information Register.

Student requests for training and assessment records

A student may need to provide their training and assessment records or results to a third-party (such as an employer).

The student needs to make their request in writing using the online Student Request for Record Form on the website (or request the paper-based form to be sent to them from the Training Coordinator).

- The student must upload one form of photo identification with their request form (e.g. copy of their driver's licence or passport photo). This evidence will be destroyed once the record is provided to the student to ensure unnecessary private details are not retained by the RTO.

Once the form is submitted, the Training Coordinator will verify the student's details (this may require a telephone or face-to-face conversation if the photo ID is not sufficient to establish the student's identity).

The Training Coordinator will telephone or email the student to confirm they are the person who is requesting the student record.

Once identity is confirmed, the Training Coordinator completes the student's request and enters the details in the Consent to Release Personal Information Register.

Student requests for certificate reprint

A copy of AQF certificates issued for a student are stored in the student record in JobReadyRTO and in the student's folder on Dropbox.

If a student needs to request a hardcopy reprint of their already issued certificate they can do this using the online Student Request for Certificate Reprint Form available on the website. A paper-based version of the form is also available. There are no additional charges for this service.

RECOGNITION AND CREDIT TRANSFER POLICY

Purpose

The purpose of this policy is to outline EnerTrain's approach to recognition and credit transfer.

This policy specifically outlines how recognition and credit transfer will be applied to accredited program study with EnerTrain.

Definitions

Recognition can include:

- recognition of prior learning;
- recognition of current competency;
- credit transfer (including national recognition);
- trade recognition overseas qualification assessment; and
- mutual recognition of occupational licences.

Credit transfer refers to the transfer of academic credit obtained by students through the completion of courses or national training package units of competency or qualifications with other RTOs, towards a qualification or other accredited program offered by EnerTrain.

In the EnerTrain context, this policy most often applies when a student or staff member presents AQF certificates issued by other RTOs or industry licences as evidence for credit transfer, RPL or Trainer competency verification.

Scope

This policy applies to:

- students enrolled on nationally accredited programs
- Trainers who deliver nationally accredited programs for EnerTrain
- staff verifying certification presented by students

This policy is related to the following policies:

- Recognition of Prior Learning (RPL)
- Trainer Assessor Competency

Policy

EnerTrain recognises:

- AQF certificates (e.g. qualifications, skill sets and statements of attainment) issued by other RTOs; and
- valid industry licences issued in all States and Territories.

Recognition and credit transfer are available to all students enrolling in any accredited program offered by EnerTrain.

EnerTrain will transfer academic credit from a verified AQF certificate or relevant industry licence on the basis that the credit validates the student's competency in a relevant training package qualification or unit of competency on its scope of registration.

Licence recognition

EnerTrain recognises the following industry licence as being equivalent to, and acceptable evidence of, the skills and knowledge covered in the following unit of competency on our scope of registration.

Licence	Credited Unit of Competency	Conditions
Construction Induction Card (CIC) (also known as 'White Card', 'Red Card' or 'Blue Card' depending up on the State or Territory of issue)	CPCCOHS1001A Work safely in the construction industry	<p>The CIC is mutually recognised across all States and Territories regardless of where or when it was issued.</p> <p>Once training is completed, RTOs issue a statement of attainment with this unit; State/Territory WHS regulators issue the CIC once the unit is achieved; therefore the evidence provided by a student to gain credit for this unit may be either a CIC or a statement of attainment.</p> <p>EnerTrain acknowledges that currency in this unit may be demonstrated by:</p> <ul style="list-style-type: none"> • holding a valid Gas Passport; and/or • current employment/work in the gas industry. <p>Additionally, many competencies in this unit are replicated and retrained in many of the core and pre-requisite units in UEG11 qualifications and statement of attainment programs.</p>

EnerTrain will grant credit transfer for the following units of competency:

- a unit that is identical to the program unit (i.e. these units have exactly the same unit code and title);
- a superseded unit that is equivalent to a program unit (e.g. these units may have the same title but a different code); and
- an updated unit that is equivalent to the program unit (e.g. these units may have a different title and code).

EnerTrain will accept the following AQF certificates for credit transfer:

- hardcopy original AQF certificates verified by a Justice of the Peace;
- hardcopy original AQF certificates not verified by a Justice of the Peace; and
- electronic copies of AQF certificates not verified by a Justice of the Peace.

Any AQF certificates not verified by a Justice of the Peace will undergo verification by EnerTrain.

Note: Most students provide AQF certificates for credit transfer, via email to the relevant program Trainer.

EnerTrain will verify the authenticity of any unverified AQF certificates received from a student, with the relevant issuing RTO:

- prior to updating the student's training and assessment record; and
- prior to granting credit transfer and recording this credit against the relevant program unit as the unit outcome.

EnerTrain staff will ensure students understand which component(s) of their training and assessment (e.g. units of competency and training and/or assessment completion) are impacted by this credit transfer process.

EnerTrain will also verify the authenticity of any AQF certification provided by Trainers as part of their Competency Matrix records.

The CEO is the only person who can apply credit transfer to a student's unit outcomes in JobReadyRTO, prior to issuing certificates.

Procedures

Verification of student AQF certificates

Advising students

Prospective students on an accredited program will be made aware of this policy prior to enrolment, to offer them the opportunity to have any relevant qualifications or statements of attainment they hold, recognised as credit transfer, prior to the commencement of their program.

This will be achieved through the provision of the Student Handbook prior to enrolment (available on the EnerTrain website).

Trainers will also remind students of this policy at the start of, and throughout the delivery of, each nationally accredited program to allow students multiple opportunities to apply for any applicable exemptions.

Verification process

When a student presents an AQF certificate as part of their credit transfer or RPL evidence, the CEO will:

- identify whether the certificate is valid evidence of the student's competency by referring to the units of competency on the certificate academic transcript, transcript of results or statement of attainment;
- if the certificate is in hardcopy:
 - scan the certificate and upload it to the student's 'Other certificates' folder on Dropbox
 - name the scanned certificate file using one of the following conventions:
 - Student Name – Unverified SoA_[CertificateNumber] from [RTOName]; or
 - Student Name – Unverified [QualificationCode]_[CertificateNumber] from [RTOName].
- if the certificate is electronic:
 - upload the file to the student's 'Other certificate' folder on Dropbox
 - name the uploaded certificate file using one of the following conventions:
 - Student Name – Unverified SoA_[CertificateNumber] from [RTOName]; or
 - Student Name – Unverified [QualificationCode]_[CertificateNumber] from [RTOName].
- verify the AQF certificate with the issuing RTO before proceeding to recognise the certificate during credit transfer or RPL assessment.

The CEO will verify the certificate by contacting the issuing RTO via:

- email (preferred);
- the RTO's website (some RTO's provide a verification service via live chat or using technology available on their website); or
- telephone.

The CEO may use the following files to request verification:

- via email: Template - Verification of AQF Certification Issued by RTO; or
- via telephone: Template - AQF Certificate Verification Checklist.

Once the request for verification has been made, staff should record the details in the Student AQF Certification Verification Register on Dropbox.

The CEO will file any verification emails sent/received in a specifically named folder in their Outlook Mailbox for easy future retrieval.

If the RTO's website method is used the CEO must ensure they take a screen capture of the verification from the RTO's contact and upload the evidence to the student's 'Other certificates' folder on Dropbox.

If the telephone method is used, the CEO will ensure that sufficient details are recorded in the verification register to enable auditing of the process undertaken and the outcome achieved.

Once the authenticity of the certificate has been verified by the issuing RTO:

- the certificate filename on Dropbox should be changed from "Unverified" to "Verified";
- the CEO may offer the student exemption from the relevant unit(s) of competency; and
- the CEO may enter "Credit Transfer" as the unit outcome in the student's assessment record in JobReadyRTO; and
- the Trainer may update the relevant Student Training Plan to reflect any exemptions granted.

REFUNDS POLICY

Purpose

The purpose of this policy is to outline the conditions under which a client may request and receive a refund of fees paid for an accredited program and the refund request procedure.

Scope

This policy applies to students enrolled on accredited programs, employers or other clients.

This policy is related to the following policies:

- Complaints
- Fees
- Payments
- Fees Paid in Advance

Policy

Refunds due to overpayment

If a student has overpaid an invoice issued by EnerTrain, the student will receive a refund to the value of the overpayment, within 10 working days of the overpayment.

Refunds and program start date

Refunds of program fees will be granted based on any amendment to enrolment on, or before, the program start date.

Refunds will not be made for program fees or other fees and charges paid by students who withdraw on, or after, the program start date. These students are liable for the full program fee amount even if they subsequently withdraw during the program study period.

Refunds due to deferral

Students can defer their studies without financial liability, any time prior to the program start date.

If students apply to defer before the program start date, and their deferral is accepted by EnerTrain, they may transfer their paid enrolment deposit and/or program fees to their replacement enrolment in a future program,

or have any payments already made automatically refunded, minus the non-refundable administration fee. The refunded amount generally includes: the enrolment deposit (due at enrolment) and the program fee (due at program start date).

Students who apply to defer their studies on, or after, the program start date are unable to transfer any paid fees or receive any refunds.

Students who defer on, or after, the program start date may apply for a refund under 'Special Circumstances' provisions, if their decision to defer is based on unexpected or extenuating circumstances.

Refunds due to withdrawal

If a student withdraws from their program before the program start date, any payments already made will be automatically refunded, minus the non-refundable administration fee. The refund generally includes: the enrolment deposit (due at enrolment) and the program fee (due at program start date).

However, if a student withdraws from a program on, or after, the program start date and they have paid program fees, all payments will be forfeited and any refund is not applicable.

Students who withdraw from a program on, or after, the program start date may apply for a refund under 'Special Circumstances' provisions, if their decision to withdraw is based on unexpected or extenuating circumstances.

Refunds under special circumstances

There are special circumstances under which students may be eligible to receive a refund for any pre-paid program fees related to training/assessment they have not yet undertaken.

To be eligible to apply for a refund due to special circumstances the student must:

- have remained enrolled in the program after the program start date; and
- not have successfully completed the program requirements.

Students applying for a refund due to special circumstances must demonstrate that the circumstances were:

- beyond their control;
- did not make their full impact known until on or after the program start date; and
- were such that they made it impracticable to complete the requirements for the program.

Special circumstances may include:

- sudden serious illness or hospitalisation;
- documented medical conditions causing an inability to continue study;
- significant financial hardship causing an inability to continue paying for the program;
- death in the family or other crisis that causes inability to continue the program; and/or
- bankruptcy.

Supporting documentation

When a student applies for a refund of fees under special circumstances:

- the student must submit a written application using the EnerTrain [Refund Request Form](#); and
- supporting documents must be provided.

Failure to provide supporting documentation will result in the student's application not being assessed, as privacy laws prevent EnerTrain from obtaining information about the student's circumstances from a third-party without the student's written consent.

Documentary evidence must be originals or Justice of the Peace certified copies of original documents.

Refunds related to termination of services or failure to provide services

Students have the right to obtain a full refund of fees paid for services not provided by EnerTrain if:

- the contractual agreement is terminated early by EnerTrain; or
- EnerTrain fails to provide the agreed services.

Refunds when conditions of enrolment are breached

Students who breach the Conduct Policy or Discipline Policy or any other policy provided to students in the Student Handbook, or who are suspended or expelled from their program, are not eligible for a refund of fees as adherence to EnerTrain policies and procedures is a condition of enrolment.

Refund amounts

Following are the levels of refund available depending upon timing during enrolment:

Timeframe or situation	Refund as % of fees paid
Prior to program start date	100% of enrolment deposit (less non-refundable administration fee) plus 100% of the first program fee in the payment schedule - see EnerTrain website for program fee amounts
After program start date, with no 'special circumstances'	0% of any fees paid
After program start date, under 'special circumstances' conditions	100% of any pre-paid training/assessment not yet undertaken
The contractual agreement is terminated early by EnerTrain	100% of all fees paid
EnerTrain fails to provide the agreed services	100% of all fees paid

Breach of conditions of enrolment

Students who breach the 'Conduct Policy' or 'Discipline Policy' or any other policy provided to students in the Student Handbook, or who are suspended or expelled from their program, are not eligible for a refund of fees as adherence to EnerTrain policies and procedures is a condition of enrolment.

Supporting documentation

The student must submit an application in writing using the EnerTrain Refund Request Form.

When a student applies for refund of fees under special circumstances supporting documents must be provided.

Failure to provide these will result in the student's application not being assessed as privacy laws prevent EnerTrain staff from obtaining information about the student's circumstances from a third-party without the student's written consent.

Documentary evidence must be originals or provided as Justice of the Peace certified copies of original documents.

Procedures

Requesting a refund

To request a refund, students must lodge a written application to EnerTrain using the Request For Refund Form available from the EnerTrain website or request the form via admin@enertrain.com.au.

The completed form must be submitted to admin@enertrain.com.au.

Requests for refunds will be processed within 10 working days of receiving the request, unless a written request to transfer enrolment to another program is received from the student during this period.

Refund complaints

The EnerTrain Complaints Policy in the Student Handbook outlines the appeal mechanism available to students who are not satisfied with determinations made by EnerTrain regarding refunds.

However, the availability of EnerTrain complaints processes does not remove the right of the student to take action under Australia's Consumer Protection Laws.

Students may lodge a formal written complaint to EnerTrain using the online Complaints Form available on the EnerTrain website or request a printable form via admin@enertrain.com.au.

RIGHTS AND RESPONSIBILITIES POLICY

Purpose

The purpose of this policy is to outline student and employer rights and responsibilities in a contractual agreement with EnerTrain.

Scope

This policy applies to all students, employers and clients.

This policy is related to the following policies:

- Conduct
- Terms and Conditions

Policy

EnerTrain rights and responsibilities

EnerTrain has a responsibility regarding the standards of programs and their delivery and the educational interests and welfare of its students. To fulfil these responsibilities, policies and procedures are developed and disseminated publicly; implemented consistently; and reviewed regularly to ensure quality and equity.

As a RTO, EnerTrain is responsible for:

- ensuring that students receive timely, sufficient and accurate information to enable them to make an informed choice about their study;
- delivering all services outlined to prospective and enrolled students wherever practicable; clearly communicating any instances where this may not be possible; and offering fair and reasonable alternatives or solutions when circumstances dictate;

- complying with the *Standards for RTOs 2015* to ensure the delivery of quality training, assessment and support services;
- supporting students to achieve their learning outcomes using our training and assessment experience and expertise.

Student rights and responsibilities

Prospective students are responsible for:

- reviewing the website to familiarise themselves with our services and approach to delivering training and assessment;
- reviewing the relevant program or course outline available on the website;
- being familiar with the relevant program fees and being able to meet the required payment schedule;
- reading the Student Handbook thoroughly;
- discussing their learning needs and any questions with EnerTrain staff so they can make an informed decision about their study; and
- reading and understanding the Terms and Conditions relevant to their intended program or course.

Enrolled students have the right to be provided with all services outlined:

- in the Student Handbook;
- in the relevant program or course outline;
- on the website; and
- by EnerTrain staff.

Enrolled students are responsible for:

- complying with the EnerTrain Code of Conduct and Personal Protective Equipment (PPE) Standards;
- following EnerTrain policy and procedures;
- raising any issues or concerns with EnerTrain so they can be addressed as quickly and efficiently as possible; and
- paying all program fees by their due dates or according to the schedule organised with EnerTrain.

Employer rights and responsibilities

Employers organising training and/or assessment with EnerTrain on a student's behalf have the following responsibilities:

- to sign-off on the training and assessment strategy (TAS) for the delivery of client-specific group programs (if applicable);
- to read the Student Handbook, relevant program or course outline and other information available on the website;
- follow EnerTrain policy and procedures;
- to pay all accredited program fees according to the program schedule or the schedule they have organised with EnerTrain;
- to pay non-accredited course fees prior to the course start date or according to the account payment plan organised with EnerTrain;
- be familiar with the requirements of their staff member's learning program and the activities they will be undertaking during their study;

- to provide a workplace that supports their staff member's learning;
- provide time for the student's workplace supervisor to complete any workplace validation activities they may need (if applicable);
- provide time for their staff member to complete any workplace learning;
- allow time and provide the environment for their staff member's completion of summative workplace assessment activities;
- communicate any issues or concerns to EnerTrain staff as required; and
- provide learning support so their staff member can practice their new skills and knowledge back at work.

Contractual agreement

Students who enrol in a training program with EnerTrain should be aware that they are entering into a contractual agreement.

With a view to ensuring all students are fully aware of their rights and responsibilities, EnerTrain will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- wording that allows the perspective student to know what they is agreeing to;
- clearly explained disclaimers;
- no misleading or deceptive behaviour;
- no actions, omissions or dialogue (written or verbal) that may force or coerce the student; and
- fair dealings for disadvantaged students.

Consumer rights

On 1 January 2011, the *Australian Consumer Law* commenced and the *Trade Practices Act 1974* was repealed and replaced by the *Competition and Consumer Act 2010*.

EnerTrain adheres to the *Australian Consumer Law* in all of our business dealings.

The *Australian Consumer Law* provides for:

- national consumer protection and fair trading laws;
- enhanced enforcement powers and redress mechanisms;
- a national unfair contract terms law;
- a new national product safety regime;
- a new national consumer guarantees law;

See the EnerTrain website 'Terms and Conditions' page to read the Factsheet from NSW Fair Trading on rights under Consumer Law related to Education and Training.

References

Related websites

- Australian Consumer Law: <http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>
- NSW Department of Fair Trading: <http://www.fairtrading.nsw.gov.au/>

STUDENT ASSESSMENT APPEALS POLICY

Purpose

The purpose of this policy is to provide the framework for a student's right to appeal the assessment decision of an EnerTrain Trainer.

Scope

This policy applies to students enrolled on qualification programs, Trainers and the National Manager.

This policy is related to the following policies:

- Assessment
- Assessment System
- Complaints and Appeals

Policy

EnerTrain strives to ensure that each student is satisfied with their assessment experience and outcome. In the unlikely event this is not the case, all students have access to a rigorous, fair and timely appeal procedure.

EnerTrain is committed to ensuring that students have the opportunity to appeal assessment decisions and that appeal requests are addressed effectively and efficiently.

The appeals procedure is concerned with a student's right to request change to assessment decisions.

It is the responsibility of the National Manager to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the appeal procedure and the supply of relevant forms.

Any assessment appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted it will be implemented as a priority.

Procedures

Assessment appeal

- In the case of a student's appeal against a specific assessment decision, the student should first discuss the decision with the relevant Trainer and request re-evaluation.
- The Trainer will hear the student's appeal, make fair judgement to the best of their ability as to whether a change to the decision is required, and discuss their final decision with the student.
- If the student is still dissatisfied with the Trainer's decision, they have the right to take the appeal to the National Manager.
- The student will need to complete the online or printable Student Assessment Appeal Form available from the website, and submit the form to EnerTrain at admin@enertrain.com.au within seven (7) days of notification of the outcome of the Trainer's re-evaluation.
- The student's notice of appeal must be submitted within the specified time frame or the original result will stand.
- Once received, the student's completed Student Assessment Appeal Form details will be entered by the Training Coordinator into the Assessment Appeals Register and provided to the National Manager.

- The *National Manager* will review the assessment appeal, discuss it with the relevant assessor, and if required, with another assessor and/or the *CEO*, to confirm any requirement to change the assessment decision.
- The *National Manager* will provide the student with the final assessment decision within 14 days of submission of the student's appeal, in writing (by email) and via telephone conversation or face-to-face meeting.
- If the appeal is resolved, the student will be asked to complete an online Complaints/Appeals Feedback Questionnaire to provide feedback on their assessment appeal experience.
- The student's feedback will be reviewed by the *National Manager* and added to the Continuous Improvement Register if appropriate.
- Appeals are reviewed at the Quarterly RTO Meetings.

Appeal deferral

- If a student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forwarded by the student, to the *National Manager*.
- The notice of deferral must be submitted to EnerTrain in writing (e.g. email) within three (3) working days of the date displayed on the medical certificate.

Appeal escalation

If the student is still not satisfied with the resolution of the appeal after the *National Manager's* final decision, the student may contact ASQA and lodge a written complaint.

Students should read the Complaints section on the ASQA website at www.asqa.com.au prior to completing the online ASQA Complaints Form.

Appeal review schedule

All assessment appeals will be reviewed at the Quarterly RTO Meetings and if appropriate, result in a continuous improvements process.

STUDENT ASSESSMENT EXTENSIONS POLICY

Purpose

The purpose of this policy is to provide the conditions and process for students requesting an extension on an assessment due date.

Scope

This policy applies to students enrolled on accredited programs and *Trainers*.

This policy is related to the following policies:

- Assessment
- Assessment System

Policy

Students are able to request extensions to their assessment due dates with their Trainer who will provide an extension, at their discretion, on a case by case basis.

The student must email their written request for an assessment extension to their Trainer no less than seven (7) days before the due date for it to be considered.

If seven (7) days' notice is not practicable due to unexpected circumstances, the student must contact the Trainer as soon as they know they need to request the extension, with as much notice as possible.

If a student's request for extension is approved by their Trainer, they will be advised verbally and in writing (e.g. email) of the new due date.

If the student's request for extension is not approved, the student may appeal the decision using the 'Assessment Appeal Policy' procedure.

In reviewing the student's request, Trainers must adhere to the assessment principles of fairness and flexibility and also consider whether reasonable adjustment principles apply to the student's situation.

Procedures

Requesting an assessment extension

- Students who need to request an assessment extension should first discuss their request with their Trainer as soon as possible.
- For short extensions (i.e. less than seven (7) days, Trainers may use their discretion to verbally approve a student's extension.
- The student should then complete the Student Request for Assessment Extension Form available in printable format on the website and submit it to EnerTrain at admin@enertrain.com.au.
- The student's completed form is reviewed by the Training Coordinator and forwarded to the relevant Trainer who approves the request.
- The Trainer enters the student's extension details into the student's record in JobReadyRTO.
- If a student's request is not approved, the Trainer will discuss strategies for assisting the student to complete their assessment within the original assessment due date.

STUDENT ATTENDANCE POLICY

Purpose

The purpose of this policy is to outline student attendance requirements for training and assessment programs.

Scope

This policy applies to students enrolled on accredited programs and Trainers.

This policy is related to the following policies:

- Conduct
- Discipline
- Complaints and Appeals

Policy

It is the student's responsibility to ensure they meet program attendance requirements.

To complete the requirements of their program, all students must attend a minimum of:

- 80% of all scheduled, face-to-face training workshops; and
- 100% of all scheduled practical and theory assessments.

Students will be informed of this policy and its consequences through:

- inclusion of information about attendance in the Student Handbook issued during the enrolment process;
- program orientation at the first training workshop; and
- Trainers reminding students of attendance policy during each program.

Students who do not display regular attendance at their program; fail to follow relevant procedures; and/or do not provide a medical certificate when required, may achieve a 'not yet competent' result in relevant units of competency and/or be required to attend a disciplinary meeting.

In the event of extended absence due to ill health or personal reasons, students need to discuss their position with the National Manager.

Procedures

Attendance

- Students will sign the Training Attendance Sheet at the start of each workshop day of the program.
- The Trainer will then sign the Training Attendance Sheet at the end of each day to confirm the accuracy of the record.
- The Trainer will provide the signed Training Attendance Sheet to the Training Coordinator via email, fax or post, at the end of each program workshop delivered.
- The Training Coordinator will enter the attendance details in JobReadyRTO and then scan and/or electronically file the Training Attendance Sheet in JobReadyRTO.
- Students who are absent due to illness, must supply a medical certificate for all absences on their return to the program.
- Any medical certificates collected by the EnerTrain Trainer will be sent via email, fax or post, to the Training Coordinator, on the day they are received.
- The Training Coordinator will scan and/or electronically file the medical certificate against the student record in JobReadyRTO.
- If a student falls below the required 80% attendance for the program, the National Manager will arrange a meeting with the student and their Trainer to discuss a plan of action to restore their lost work and time.
- If the student's attendance does not improve considerably in the next 30 days, the Trainer will need to advise the student they are at risk of breaching their conditions of enrolment and may be subject to 'Discipline Policy' procedures if their attendance rate does not improve.

Non-attendance

- If a student is not able to attend their program, they must inform EnerTrain no later than the starting time for the workshops on that day.

- Students can inform EnerTrain of their absence via email at admin@enertrain.com.au or telephone.
- Making up for any missed classes is the responsibility of the student.
- If a student is absent on the day of an assessment due to illness, they must provide EnerTrain with a medical certificate validating their illness, when they return to the program.
- If a student fails to provide a medical certificate, a re-assessment charge may be incurred.
- When returning to the program after illness, the student must report to *Trainers* and make plans to complete the missed training and/or assessment.
- This is the responsibility of the student.
- In the case of illness, EnerTrain will endeavour to provide opportunity and learning support that will support the student to catch up.

STUDENT CONDUCT POLICY

Purpose

The purpose of this policy is to clearly outline the conduct, behaviour and safety guidelines expected from all EnerTrain students.

Scope

This policy applies to all students.

This policy is related to the following policies:

- Complaints and Appeals
- Discipline
- Rights and Responsibilities
- Work Health and Safety (WHS)

Policy

Students are expected to respect other students, staff and property so that learning, teaching and assessment can take place freely, safely and without barriers due to the misconduct of others.

Students are expected to comply with the EnerTrain:

- Code of Conduct;
- Rules and Regulations; and
- Personal Protective Equipment (PPE) Standards.

Students are informed of all expectations regarding their participation in programs and courses and appropriate behaviour prior to enrolment through the Student Handbook and at orientation on the first day of training.

Students who attend programs and courses must behave in a manner that is appropriate at all times.

Misconduct of a general or academic nature will be dealt with according to the nature and the extent of the misconduct under the Discipline Policy.

Students will have the opportunity to appeal suspensions, expulsions or penalties as a result of general or academic misconduct.

Students are expected to meet their responsibilities outlined in the 'Rights and Responsibilities Policy' provided in the Student Handbook.

Code of conduct

- Students will maintain high standards of behaviour and appearance in all areas and strive to maintain the good reputation of EnerTrain.
- Students will not engage in any form of physical or verbal abuse towards staff members, other students or members of the public.
- Students will not engage in inappropriate behaviour such as chewing gum, smoking or eating during class.
- Aggressive behaviour is not acceptable at any time, be it verbal, physical or via social media.
- Students will behave in a safe manner whilst moving around EnerTrain facilities or buildings or using EnerTrain equipment.
- Discrimination of any kind will not be tolerated.
- Students will not engage in bullying or harassment of another student either on campus, off campus or via social media.
- Students will not engage in disruptive behaviour that prevents other students from learning.
- Students will not cheat, plagiarise or engage in any form of academic misbehaviour.
- Students will meet the attendance requirements of their program.

Any breach of this Code of Conduct may result in disciplinary action, suspension or expulsion from the program or course.

Students may be asked to leave the training or assessment environment if a staff member feels the student has displayed inappropriate behaviour.

Any form of physical or verbal abuse towards staff members, other students or members of the public will result in immediate expulsion from the program.

If a student is found cheating, it will result in immediate termination of their learning contract and expulsion from the program or course.

The agreement signed with EnerTrain specifies that no refunds will be issued under the above circumstances.

Rules and regulations

Following are the EnerTrain rules and regulations that must be adhered to by students.

Mobile phones

Mobile phones are to be switched to silent or turned off during class time. If students need to be contacted in an emergency, staff will contact the student during class time or pass on any important messages.

Taking photos

Students are not permitted to take photos of fellow students without the permission of those students and staff. At no time are students allowed to publish any photos obtained during an EnerTrain program on websites or social media pages as this may conflict with privacy laws and those of EnerTrain and fellow students.

Alcohol/drugs

Any student found under the influence of drugs or alcohol will be immediately dismissed from the program. No student will be allowed to attend class if they have had an alcoholic drink during class hours including lunchtime.

Smoking

Smoking is restricted to class break times and to allocated smoking areas, away from the EnerTrain building.

Personal protective equipment (PPE) standards

Safety is a priority at EnerTrain. The safety of staff and students and the protection of equipment and surroundings is critical during the delivery of training and assessment, and at all other times.

Students will need to provide their own personal protective equipment as specified in the relevant Program Outline or Course Outline.

EnerTrain will provide any additional PPE as required for each program or course.

If PPE is provided for students to use during training or assessment, this equipment must be used according to the Trainer's instructions, to ensure the student's personal safety, the safety of others and the protection of equipment and the surrounding environment.

Any student who does not agree to, or does not willingly follow, EnerTrain's safety guidelines and their Trainer's instructions will be given formal notice and/or suspended or expelled from the program or course depending upon the severity of the breach.

EnerTrain's Work, Health and Safety (WHS) System outlines safety guidelines for PPE and contains information and documentation related to WHS procedures.

STUDENT DEFERMENT AND WITHDRAWAL POLICY

Purpose

The purpose of this policy is to outline the conditions and process for student deferral (postponement) or withdrawal (cancellation of enrolment) from an enrolled program.

Scope

This policy applies to students enrolled in qualification programs, the CEO and National Manager.

This policy is related to the following policies:

- Suspension and Expulsion
- Terms and Conditions

Policy

A student may withdraw from their studies at any time. However, there are conditions attached to withdrawing or deferring from a qualification program, without incurring financial liability.

This policy and the EnerTrain Accredited Program Terms and Conditions outline these conditions.

Program start date

The program start date is the last date in the study period to defer or withdraw from a program without incurring a financial liability. The *program start date is 14 days after the program start date.*

Deferral

- Students may apply to defer from a program they have enrolled in, to a future program.
- The maximum period of deferment is one (1) year.
- Students are able to defer their studies without financial liability, any time prior to the program start date. Students are unable to transfer any paid fees or receive any refunds if they apply to defer their studies after the program start date in accordance with EnerTrain's Refund Policy.
- If students apply to defer at least 28 days before the program start date and their deferment is accepted, their paid enrolment deposit and/or program fee will be transferred to their enrolment for the following year.
- Students who defer after the program start date may apply for a refund under the 'Special Circumstances' provisions of the if their decision to defer is based on unexpected or extenuating circumstances.
- Students must request to defer their studies in writing.
- Applications for deferment are accepted at EnerTrain's discretion.

Withdrawal

Students can withdraw from a program without incurring financial liability as follows:

- By the program start date; or
- After the program start date, with special permission from the CEO, with a 'Withdrawn' status recorded on their student record.

Before program start date

If a student withdraws from their program before the program start date, they will have any payments they have already made, automatically refunded, minus the non-refundable administration fee. These refunded payments generally include: the enrolment deposit (due at enrolment) and the program fee (due at program start date).

After program start date

If the student has commenced the program and the program start date has passed and they have paid their scheduled program fees, all paid fees will be forfeited, and any refund is not applicable, in accordance with the EnerTrain Refund Policy.

Students who withdraw after the program start date may apply for a refund under the 'Special Circumstances' provisions of the if their decision to withdraw is based on unexpected or extenuating circumstances.

Procedures

Deferral

- Students who wish to defer from a program without financial liability must submit a Student Request to Defer Form to EnerTrain prior to the program start date.
- This form is available through request to EnerTrain via telephone, email or from the website and may be submitted by email to admin@enertrain.com.au.
- Upon receipt of the completed form, the Training Coordinator will contact the student to confirm the request has been received.
- The request is reviewed and approved by the National Manager and/or CEO.

- Student are notified in writing either via email, fax or post, when their request has been approved and any relevant refunds or transferral of fees are processed.

Withdrawal

- Students who wish to withdraw from a program must submit a Student Request to Withdraw Form to EnerTrain by the program start date.
- This form is available through request to EnerTrain via telephone, email or from the website and may be submitted by email to admin@enertrain.com.au
- Upon receipt of the completed form, the Training Coordinator will contact the student to confirm the request has been received.
- The request is then reviewed and approved by the National Manager and/or CEO.
- Student are notified in writing either via email, fax or post, when their request has been approved and any relevant refunds are then processed.

STUDENT DISCIPLINE POLICY

Purpose

The purpose of this policy is to outline the conditions that will instigate formal disciplinary actions by EnerTrain and stages in the formal and informal disciplinary process.

Scope

This policy applies to all enrolled students; staff; the National Manager, and the CEO.

This policy is related to the following policies:

- Conduct
- Suspension or Expulsion

Policy

EnerTrain ensures that all students receive fair and equal treatment. However, EnerTrain will also not tolerate any general misconduct or academic dishonesty and will invoke disciplinary action to address any such behaviour.

EnerTrain make every effort to practice co-operation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

Any trainer or staff member who is dissatisfied with the behaviour or performance of a student has the authority to:

- warn the student that their behaviour is unsuitable;
- ask a student to leave the class, without refund or acceptance into another course; or
- immediately cancel the class.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the EnerTrain complaint procedure.

Staff are expected to maintain a professional and ethical working relationship with all other staff members, management and students. Breaches of the disciplinary standards will result in discussion between the relevant staff member and the CEO and appropriate action will be taken.

Misconduct

Misconduct in this context is that which:

- contravenes any legislation or regulations
- prejudices the good name or reputation of EnerTrain
- acts dishonestly in relation to admissions to EnerTrain or fails to comply with conditions agreed to in the learning contract
- fails to comply with any penalty imposed for breach of discipline
- obstructs any member of staff in the performance of their duties
- alters any official documents or records
- harasses or intimidates another student, a member of staff, a visitor to EnerTrain or any other person while the student is engaged in study or other activity as an act student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason
- misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others including the misuse in any way, of any computing, communications or other EnerTrain equipment
- steals, destroys or damages a facility or property of EnerTrain
- would be considered improper conduct

EnerTrain may impose serious disciplinary actions up to and including suspension and expulsion or reporting of criminal activity to relevant authorities.

Academic dishonesty

All students are expected to maintain high standards of academic honesty and integrity.

Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task or assisting other students to do so.

Students are considered guilty of cheating if they seek to gain advantage by unfair means or facilitate dishonesty such as:

- intentionally using or attempting to use unauthorised materials, information or study aids
- fabrication or intentional falsification or invention of any information or citation
- plagiarism i.e. intentionally or knowingly representing the words or ideas of another as one's own.

EnerTrain may impose serious academic sanctions as a result of academic dishonesty up to and including suspension and expulsion.

Penalties

General and academic misconduct will be dealt with according to the nature and extent of the misconduct and may include reporting any criminal behaviour.

Penalties imposed will take into account the nature and the extent of the misconduct.

If a student is unable to abide by Code of Conduct, Rules and Regulations and Personal Protective Equipment (PPE) Standards they may be requested to leave EnerTrain premises and not return until further action is taken by the National Manager.

If the student admits to any alleged misconduct or academic dishonesty, the National Manager may impose one or all of the following:

- a charge for the cost of damage to facilities and equipment;
- expulsion from the relevant program or course; or
- reporting to the police in the case of breach of law or criminal behaviour.

Procedures

Disciplinary action

- Students will be issued with a 'Cause For Concern Notice' if they are found to have:
 - failed to comply with the EnerTrain Code of Conduct;
 - failed to comply with the EnerTrain Rules and Regulations;
 - breached Personal Protective Equipment (PPE) Standards; or
 - carried out an act of academic dishonesty.
- Prior to issuance of the first notice, the Trainer or other staff member will discuss the relevant student non-compliance with the National Manager.
- If the National Manager agrees that the student has breached any of these conditions, they will issue a 'Cause for Concern Notice' to the relevant student.
- The National Manager will discuss the Cause for Concern Notice with the relevant student.
- Both parties will sign the first Cause for Concern Notice.
- The signed notice will be scanned and filed electronically in JobReadyRTO by the Training Coordinator.
- If a second Cause for Concern Notice is required, the Trainer or other staff member will discuss the student non-compliance with the National Manager.
- If agreed the National Manager agrees that the student has breached any of the applicable conditions, they will issue a second Cause for Concern Notice to the relevant student.
- The National Manager will discuss the second Cause for Concern Notice with the relevant student.
- Both parties will sign the second Cause for Concern Notice.
- The signed notice will be scanned and filed electronically in JobReadyRTO by the Training Coordinator.
- If the student continues with the identified behaviour a third meeting will be scheduled with the National Manager.
- Details of this discussion will be documented by the National Manager using the Disciplinary Action Form.
- The student will be asked by EnerTrain to justify their continued enrolment on the program.
- Based on the National Manager's discretion, the final disciplinary outcome will be decided and communicated to the student.
- Both parties will sign the Disciplinary Action Form.

- The signed Disciplinary Action Form will be scanned and electronically filed in JobReadyRTO by the Training Coordinator.
- No refund will be provided to the student if suspension or expulsion is the final outcome of this process.
- The student has the right to appeal. If the student is unhappy with the outcome of the disciplinary process, they may follow the 'Complaint and Appeal Policy' procedures.

STUDENT INFORMATION POLICY

Purpose

The purpose of this policy is to outline the information that is provided to students to help them make informed choices about their learning.

Scope

This policy applies to all prospective and enrolled students.

This policy is related to the 'Enrolment Policy'.

Policy

It is important that all prospective students are well informed about the options available to them for achieving their required learning outcomes so they can make informed decisions about undertaking training and/or assessment with EnerTrain.

EnerTrain provides prospective students with the following prior to enrolment or entering into a contractual agreement with EnerTrain:

- the code, title and currency of the AQF qualification, skill set or VET course into which the student is to be enrolled, as published on the National Register;
- detailed information about the training, assessment and support services available;
- detailed program outlines and fee information;
- the services that will be provided to the student including the:
 - estimated duration of the services;
 - expected locations at which the services will be provided;
 - expected modes of delivery;
- name and contact details of any subcontractor who will provide training and assessment to the student (if relevant);
- any materials and equipment that the student must provide; the educational and support services available to the student;
- the student's rights and responsibilities;
- any requirements that EnerTrain requires the student to meet to enter and successfully complete their chosen AQF qualification;
- what will be provided over the period of enrolment;
- what is expected of students during training and assessment;

- policies and procedures relevant to students;
- instructions for common student-related procedures;
- access to electronic resources such as online forms and surveys.

This information will be clear and readily available on the website through the various pages or by accessing the relevant [Program Outline](#) or [Course Outline](#).

Information can also be provided via email as a response to a student's enquiry using the [Contact Us Form](#). These enquiries are managed by the [Training Coordinator](#) and may be referred to a [Trainer](#) if the student requires technical advice about program or course content.

Where there are any changes to agreed services, EnerTrain will advise the student as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

See the 'Training Guarantee Policy' for more information.

Training guarantee

While EnerTrain guarantees that all students will receive the full training and assessment services paid for, it does not guarantee a student will successfully complete the program or course in which they are enrolled or that the student will obtain a particular employment outcome outside the control of EnerTrain.

See the 'Training Guarantee Policy' for more information.

Student advice

EnerTrain takes a systematic approach to establishing and recognising the needs of each student. It is a requirement that all staff do their utmost to meet the needs of students and that students have access to the useful information that helps them select the program or course that best suits their existing skills and competencies and their individual learning requirements.

Prior to enrolment or the commencement of training and assessment, whichever comes first, staff are available via telephone, email or face-to-face conversation, to provide advice to prospective students about the training program or course that is the most appropriate for their needs, taking into account their existing skills and competencies. This conversation may also identify opportunities for Recognition of Prior Learning (RPL) that the student may be eligible for.

[Trainers](#) are also able to provide technical advice on program content that could impact a student's choice or could lead to enrolling on a different learning pathway (such as a combination of training and assessment and assessment-only or RPL). The student may reduce their training attendance requirement and/or program/course cost as a result of this advice.

Reviewing the website prior to enrolment will also ensure that students have information they need to select the right program or course as there is important information provided there such as the [Student Handbook](#) and [Program Outlines](#).

Additionally, the online [Pre-enrolment Questionnaire](#) can be completed by a student to identify their individual learning needs and which program or course may be best suited to them. This questionnaire can be instigated by the student from the website or be emailed to the student at their enquiry by the [Training Coordinator](#).

Where a student's need is outside the scope or skill of EnerTrain they will be referred to an appropriate service or an alternate training organisation.

Procedures

Provision of information to students

Information is provided to students via the following:

- the website
- the Student Handbook
- program and course outlines
- online forms and surveys
- discussions with EnerTrain staff
- emails from EnerTrain staff
- program and course orientation sessions
- training and assessment resources provided in the online student learning portal

STUDENT SUPPORT SERVICES POLICY

Purpose

The purpose of this policy is to outline the educational and support services that EnerTrain has available to meet the needs of students undertaking training and assessment with EnerTrain.

Scope

This policy applies to all students.

This policy is related to the following policies:

- Enrolment
- Information

Services mean training, assessment, related educational and support services and/or any activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.

Source: Standards for RTOs 2015

Policy

EnerTrain will make all reasonable effort and utilise a variety of available methods to assist all students in their efforts to complete training programs. EnerTrain will determine the support needs of individual students and provides access to the educational and support services necessary for the individual student to meet the requirements of the AQF qualification, skill set or VET course as specified in training packages. EnerTrain will continue to develop strategies to make support available where gaps are identified.

Trainers are responsible for ensuring that all students are aware they can contact their trainer or other EnerTrain staff members in the event that they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of EnerTrain to assist them in achieving the required level of competency in all nationally recognised qualifications.

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact EnerTrain who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties.

In the event that a student's needs exceed the capacity of the support services EnerTrain can offer, they will be referred to an appropriate external agency. EnerTrain staff members will assist students to source appropriate support.

While the aim of any LLN support provided by EnerTrain is to positively impact the learning experience for the individual student, it is important that this not interfere with the effectiveness of the learning for other program students. Therefore, a specialised support plan will need to be developed and implemented to address any special requirements while continuing to address the learning needs of any group who may also be impacted by the change in learning methodology or resources required.

Educational and support services

Educational and support services available to students include:

- Pre-enrolment materials;
- One-on-one study support via telephone or email throughout the program or course;
- Learning materials in alternative formats, for example, in large print (as required);
- Referral to Language, Literacy and Numeracy (LLN) support resources or services;
- Referral to counselling or crisis services (see below);
- Access to learning and assessment resources through the online student learning portal;
- Flexible scheduling and delivery of training and assessment; and
- Learning and assessment programs customised to the workplace.

Priority needs

If a student identifies with one or more of the following priority groups they may be able to receive additional assistance:

- Aboriginal and/or Torres Strait Islander people;
- Carers of people who are ill, aged or who have a disability;
- People with a disability;
- Women and girls who are returning to education and training;
- Women and girls who are seeking training opportunities in non-traditional roles;
- Young people aged 15 to 25;
- Australian South Sea Islanders;
- Parental job seekers;
- People with English language, literacy and numeracy needs;
- Mature aged workers who require up-skilling;
- Long-term unemployed and disadvantaged jobseekers;
- People from different cultural and ethnic backgrounds; and
- People who speak a language other than English.

Pre-enrolment special needs assessment

Prior to enrolment students may complete the online [Pre-Enrolment Questionnaire](#) available from the website. The purpose of this questionnaire is to identify the most suitable training program or course for each student and provide EnerTrain with information that will allow us to support individual student needs.

Once the student has completed the questionnaire, the [Training Coordinator](#) reviews each student's responses and contacts each student to confirm their requirements and begin the process of determining the best approach required to meet their needs.

Special needs – counselling and crisis support

EnerTrain does not provide specialist counselling, mediation or Information and Computer Technology (ICT) support services.

See Appendix C and D for referral information to specialised counselling and other crisis support services that may be required by students or staff.

Flexible delivery and assessment procedures

EnerTrain recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of EnerTrain respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include, but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

EnerTrain staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services EnerTrain can offer, they will be referred to an appropriate external agency.

Reasonable adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/not yet competent decisions (and/or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and/or individual being assessed; otherwise comparability of standards will be compromised.

Language, literacy and numeracy (LLN) assistance

EnerTrain program information and materials contain written documentation and in some cases, numerical calculations.

EnerTrain recognises that not all students will have the same level of ability in relation to reading, writing and performing calculations. When an issue is identified by EnerTrain staff or requested by a student, a language, literacy and numeracy assessment will be provided to assess the student's ability. This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

EnerTrain will endeavour to provide assistance to students having difficulty with language, literacy or numeracy to accommodate their needs during the delivery of programs and courses.

However, in the event that a student's needs exceed the ability of EnerTrain staff to assist, the student will be referred to an external support agency so they have the opportunity to obtain the skills required to complete the training program.

Pre-enrolment LLN assessment

To support the identification of potential LLN issues prior to enrolment, an LLN assessment may be used to evaluate a student's LLN levels, in alignment with the ACSF.

This information is available to students via the website, the [Student Handbook](#) and the online [Pre-enrolment Questionnaire](#). LLN assessment can also be completed during the initial stages of a program or course, at the [Trainer's](#) request.

The results of any LLN assessment are intended to provide information about the level of LLN support the student may need to complete a nationally accredited training program or non-accredited course with EnerTrain.

Currently, the LLN assessment is delivered by [Trainers](#) on a case-by-case basis and may involve:

- verbal questions; and
- paper-based assessment tools.

Support referral

If a student is found to need additional LLN support EnerTrain may offer to provide one-on-one assistance during the program or course to facilitate the learning process, or if the LLN support required is beyond EnerTrain's capability to provide, refer the student to specialist LLN support services.

[Trainers](#) may need to address student LLN needs during the delivery of a qualification program or non-accredited course. This may involve the use of alternative learning tools and methods such as using graphics instead of text, using larger font printed workbooks, additional tutoring in performing calculations, or providing a support person during classroom activities as a language interpreter or allowing the student to use online translation programs.

To support EnerTrain's LLN capability, all [Trainers](#) will achieve the TAELLN411 Address Adult Language, Literacy and Numeracy Skills unit as part of their required upgrade to the TAE40116 Certificate IV in Training and Assessment, by April 2019.

STUDENT SUSPENSION AND EXPULSION POLICY

Purpose

The purpose of this policy is to outline the conditions under which a student may be suspended or expelled from program or course and the process that occurs when this occurs.

Scope

This policy applies to all enrolled students.

This policy is related to the following policies:

- Complaints and Appeals
- Conduct
- Discipline

Policy

EnerTrain endeavours to assist all students and to treat all students as individuals and in a fair and equal manner at all times.

All students are required to comply with all EnerTrain policies and procedures.

EnerTrain reserves the right to suspend or expel students who do not or cannot comply with the policies and procedures as set out in the Student Handbook and as explained at their program orientation.

If a student finds difficulty in following EnerTrain policies and regulations, they may be asked to leave the program for a specified time as stated by the National Manager. This is considered 'suspension' from the program and may be a short-term disciplinary action taken by EnerTrain to immediately protect the safety and wellbeing of other students enrolled on the program.

EnerTrain reserves the right to suspend or expel a student for:

- Theft of any kind;
- Non-payment of fees;
- Non-attendance;
- Continued disruptive behaviour, rudeness to staff and fellow students;
- Violence and bad language;
- Attending class under the influence of drugs or alcohol;
- Not complying with the Code of Conduct, Rules and Regulations or Personal Protective Equipment (PPE) Standards;
- Racist behaviour or comments;
- Bullying or harassment; and/or
- Academic or general misconduct.

A student will be suspended for varying lengths of time depending on the severity of the incident and at the discretion of the National Manager.

No refunds are given to students who have been suspended or expelled from a EnerTrain program.

Procedures

Suspension and/or expulsion

- An initial meeting is held between the student and the National Manager during which a verbal warning is provided and documented in writing using the Verbal Warning Notice.
- Both parties sign the completed Verbal Warning Notice.
- The signed form is scanned and filed electronically in JobReadyRTO in the student's record.
- If the inappropriate or non-compliant behaviour continues, a second meeting is held with the student and the National Manager during which the Formal Warning Notice is provided to the student.
- At this meeting, the student is also advised they have one final warning remaining before expulsion or suspension will occur.
- If the behaviour does not improve after the formal warning has been provided, a third meeting is held between the student and the National Manager.
- At this meeting, the student is provided with a Suspension or Expulsion Letter which contains the facts and events that have led to this point.

- During the meeting the student will be asked for their opinion of their behaviour and on the content of the letter.
- The student's response will be noted in writing by the *National Manager* on the Suspension or Expulsion Letter.
- The Suspension or Expulsion Letter will be scanned and filed electronically in JobReadyRTO in the student's record.
- The student will be asked to leave EnerTrain immediately.
- Once the student has left EnerTrain, the final outcome of the suspension or expulsion process is documented in the Formal Suspension or Expulsion Letter and sent to the student.
- In the letter, the student is advised:
 - Of their enrolment status (suspended or expelled);
 - They can appeal if dissatisfied with the outcome; and
 - They can request an external party to formally present their case (in this case EnerTrain will supply a written report of the case to the third-party).
- The Formal Suspension or Expulsion Letter is scanned and filed electronically in JobReadyRTO in the student's record.
- If a student wishes to formally appeal the suspension or expulsion decision, they need to follow the formal complaints/appeals policy and procedures.

TRAINING GUARANTEE POLICY

Purpose

The purpose of this policy is to inform and protect students on accredited programs of their rights and responsibilities with regard to service guarantee and terms and conditions of enrolment.

Scope

This policy applies to students and employers.

This policy is related to the following policies:

- Fees
- Refunds
- Fees Paid in Advance
- Student Information

Policy

EnerTrain does not guarantee that:

- a student will successfully complete a training product on its scope of registration;
- a training product can be completed in a manner which does not meet the requirements of the *Standards for RTOs 2015*; or
- a student will obtain a particular employment outcome where this is outside the control of EnerTrain.

While EnerTrain guarantees that all students will receive the full training and assessment services paid for, it does not guarantee a student will successfully complete the course in which they are enrolled or that the student will obtain a particular employment outcome outside the control of EnerTrain.

The corporate structure, governance and financial management systems and processes guarantee the training for students enrolled with EnerTrain.

Specifically, the integrity, business experience and training expertise of the CEO ensure continuity of training and completion of training is guaranteed for all students.

The continuous improvement and quality management practices followed by the CEO and staff are designed to:

- pro-actively identify any anomaly that might cause a business interruption or training failure; and
- address this situation before any students are affected.

Training continuity and training completion is also guaranteed by the policy and procedure system developed by EnerTrain.

For example; the recruitment, induction and staff professional development policies and procedures ensure best practice and minimise the potential for business interruption or training failure.

It is the intention of the CEO that all students will receive the full services paid for, at all times. These services include, but are not limited to:

- training;
- training and assessment;
- assessment-only; and
- recognition of prior learning.

See the website for the 'Accredited Program Terms and Conditions' with the guarantee EnerTrain provides to complete any training and/or assessment once students have commenced a program.

Provider default

In the event that EnerTrain cancels a student's enrolment due to provider default, students will be notified in writing and given the option to:

- transfer their enrolment to another EnerTrain program or study period; or
- be offered a place in a similar program leading to a comparable qualification with another nominated institution:
 - with full credit for subjects successfully completed at EnerTrain; and
 - without any requirement to pay the new provider any fees for replacement subjects that the student commenced with EnerTrain but did not complete because the subject ceased to be offered.

Changes to agreed services

Where there are any changes to agreed services, EnerTrain will advise students as soon as practicable, generally within five (5) working days.

Changes related to training delivery may include but are not limited to:

- training venue;
- training dates;
- training start or end times; or
- Trainer.

Changes relating other relevant information may include:

- policies or procedures;
- existing third-party arrangements;
- any new third-party arrangements; or
- a change in ownership.

Third-party arrangements

EnerTrain does not use third parties for the delivery of services on its behalf.

In the case that EnerTrain did use third parties for the delivery of services on its behalf, a written agreement would be in place which would be systematically monitored to ensure compliance.

UNIQUE STUDENT IDENTIFIER (USI) POLICY

Purpose

The purpose of this policy is to outline EnerTrain's implementation of the unique student identifier in the delivery of training and assessment services for students.

Scope

This policy applies to students and staff.

This policy is related to the following policies:

- Enrolment
- Issuing Certification

*The **Unique Student Identifier (USI)** scheme, enabled by the Student Identifiers Act 2014, allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. The online system provides each student with a USI.*

The USI scheme will provide a national online authenticated record of student's training attainment and will serve as a building block for a range of vocational education and training rPDF Forms. Over time, the ability of students to access and share their training records will make enrolment processes more efficient for training providers and students. Training providers will have access to an online information source to manage student transfers between training providers, and the assessment of credit transfer and pre-requisites.

Policy

EnerTrain will only issue a qualification or statement of attainment to a student once the student has provided a verified USI or EnerTrain applies for a USI on behalf of the student.

To avoid any delays in issuing certification documentation EnerTrain will ensure that student USIs are applied for or verified at the time of enrolment.

EnerTrain uses a student management system (JobReadyRTO) that is enabled to accept USIs from students during enrolment, or to create a USI from the relevant website during the enrolment process, on the student's behalf.

EnerTrain will protect the security of all information related to USIs. Security measures are in place to protect both digital and hard-copy records from loss, damage or unauthorised access. EnerTrain stores paper-based records in locked cabinets. AQF certification documentation issued by EnerTrain is kept for thirty (30) years.

When reporting AVETMISS data about student training and assessment completion, each record of nationally recognised training provided to the National Centre for Vocational Education Research (NCVER) will include the student's USI.

The student's USI will be used for data collection in real time. This means that, in the future, students will be able to draw down a record of their VET achievements from one place. They can view this online at the USI website or they can use the data to develop a transcript that they can attach to a job application, for example.

The USI will be increasingly useful for EnerTrain when the data builds, as EnerTrain (with the student's permission) will be able to draw down information about that student's previous VET attainments throughout Australia. This will assist with assessing student's admission to courses, for credit transfer and in some circumstances, their eligibility for funding.

EnerTrain will provide students with information about the USI, how to create their USI using the USI Student Portal and how to provide EnerTrain with permission to access their USI data, on the EnerTrain website.

Procedures

Verifying USIs

Students who already hold a USI will provide it on the Accredited Program Enrolment Form.

The Training Coordinator will verify student USIs during the entry of enrolment details in JobReadyRTO.

Creating USIs for students

Students who do not yet have a USI will be prompted during the completion of their Accredited Program Enrolment Form to authorise EnerTrain to create a USI on their behalf and consent to the collection, use and disclosure of their personal information for this process.

Students will need to provide additional details in the case of USI creation by EnerTrain on their behalf:

- City of Birth;
- one (1) of the following:
 - Australian Driver's Licence;
 - Medicare Card;
 - Australian Birth Certificate;
 - Australian Passport;
 - Non-Australian Passport (with Australian Visa);
 - Immi Card;
 - Citizenship Certificate; or
 - Certificate Of Registration By Descent.

EnerTrain will use JobReadyRTO to create the student's USI (or alternatively, can use the USI Organisation Portal available online at www.usi.gov.au) as this automatically enters it in the student's record.

The Training Coordinator will communicate the new USI to the student once created.

References

Related website documents

- USI Student FactSheet
- Student Instructions for the USI Portal

Related websites

- USI: www.usi.gov.au

WORK HEALTH AND SAFETY (WHS) POLICY

Purpose

The purpose of this policy is to provide a brief overview of the more comprehensive work, health and safety (WHS) system that EnerTrain has established to keep all staff and clients safe while they are completing training and assessment programs and courses.

Scope

This policy applies to students, clients and staff.

This policy is related to the following policies:

- Legislation

Policy

The Work Health and Safety Act 2011 outlines the requirements for establishing and maintaining workplace health and safety standards. Adhering to the Act requires EnerTrain to:

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

EnerTrain has a comprehensive WHS system that is a framework for safely delivering services for our clients and staff. The system includes procedures, policies, guidelines and work instructions that support ongoing commitment and implementation of WHS at each site used for training delivery and at the EnerTrain office premises.

Health safety and environment management system (HSEMS)

EnerTrain has a complete and documented Health Safety and Environment Management System (HSEME) located on the Dropbox network. This contains policies and procedures related to WHS for the EnerTrain business and operations.

Work health and safety (WHS)

The following is a brief overview of EnerTrain's work health and safety system and provides guidance for meeting the requirements of *Work Health and Safety Act* on EnerTrain's premises thereby ensuring a high standard of workplace health and safety at all times.

It is obligation under legislation that all EnerTrain employees and management contribute to and assist in maintaining WHS and risk management operations as part of their role within the RTO.

The CEO is responsible for providing the following standards as part of its commitment to employees and clients:

- a safe workplace, with a safe system of work;
- adequate WHS professional development for EnerTrain students, employees, management and stakeholders;
- properly maintained facilities and equipment; and
- a clean, tidy, suitably designed workplace with the safe storage of goods.

The following procedures and standards are observed by EnerTrain to achieve a safe working and learning environment:

- maintain a safe, clean and efficient working environment;
- evacuation plan (fire, bomb, major incident);
- emergency control;
- accident/incident reporting;
- rehabilitation;
- risk identification reporting;
- PPE/chemicals (storage);
- manual handling techniques and training;
- store and dispose of waste according to WHS regulations;
- equipment checks and maintenance;
- equipment safe storage;
- fire hazards identified and fire prevention;
- student safety;
- unsafe situations identified and reported; and
- first aid and safety procedures displayed, for all staff, students and clients to see.

WHS and training venues

Trainers and other staff who deliver services or visit EnerTrain training venues, must adhere to the WHS policies and procedures of the site where the training and assessment is being delivered.

For example, the majority of EnerTrain training and assessment is delivered at the Jemena Learning Centre in Pemulwuy. EnerTrain Trainers are aware of, and follow, Jemena WHS documented protocols at all times, and in particular will follow the Jemena emergency and evacuation procedures as required.

EnerTrain Trainers are also inducted at the Jemena or other employer work sites as required to conduct workplace training or assessment.

Additionally, EnerTrain Trainers hold their:

- Construction Induction Card; and
- Gas Passport (an industry requirement for working on gas assets).

References

Contact details for WHS regulators

Safe Work Australia	https://www.safeworkaustralia.gov.au/
SafeWork NSW	http://www.safework.nsw.gov.au/ Phone: 13 10 50 Email: contact@safework.nsw.gov.au
WorkSafe ACT	https://www.accesscanberra.act.gov.au/app/home#/workhealthandsafety Phone: 13 22 81
WorkSafe Victoria	https://www.worksafe.vic.gov.au/ Advisory service: 1800 136 089 24/7 emergencies: 13 23 60
WorkSafe Tasmania	https://www.worksafe.tas.gov.au/ Helpline: 1300 366 322 Email: wstinfo@justice.tas.gov.au
SafeWork SA	www.safework.sa.gov.au Phone: 1300 365 255 Email: help.safework@sa.gov.au
WorkSafe WA (Department of Mines, Industry Regulation and Safety)	https://www.commerce.wa.gov.au/worksafe Phone: 1300 307 877 Email: safety@dmirs.wa.gov.au
NT WorkSafe	http://www.worksafe.nt.gov.au Phone: 1800 019 115 Email: safetyadvice@nt.gov.au
Workplace Health and Safety Queensland (WorkCover Queensland)	https://www.worksafe.qld.gov.au/ Phone: 1300 362 128
Commonwealth	https://www.safeworkaustralia.gov.au/contacts-your-stateterritory/contacts-commonwealth <ul style="list-style-type: none"> • Australian Maritime Safety Authority • Civil Aviation Safety Authority • Comcare • National Industrial Chemicals Notification and Assessment Scheme • National Offshore Petroleum Safety and Environmental Management Authority

WORKING WITH PERSONS UNDER 18 POLICY

Purpose

The purpose of this policy is to outline how EnerTrain complies with the legal responsibilities for working with children under 18 years of age.

Scope

This policy applies to students under 18 years of age, *Trainers* and staff.

This policy is related to the following policies:

- Trainer Competency

Policy

According to the law, a child or young person is considered any individual less than 18 years of age.

Students under 18 years of age may enrol with EnerTrain.

As we deliver training and assessments to apprentices and trainees who may be under 18 years of age, EnerTrain takes all measures to comply with legislative requirements for working with children.

Working with children check

The Chairman/CFO, CEO and National Manager must have a current 'Working with Children Check' clearance in NSW.

Trainers (including contractors) must have a current 'Working with Children Check' clearance in NSW and VIC as a standard, to enable them to deliver training and assessment services in both of the EnerTrain delivery locations.

Staff may also achieve a current equivalent 'Working with Children Check' clearance relevant for other states as required.

See <http://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check> for more information.

Procedures

Reporting to authorities

EnerTrain will ensure that all students under 18 are protected from all forms of harm, including bullying, harassment, discrimination and intimidation.

All staff are required to report to the CEO, any behaviour that can reasonably be considered harmful or potentially harmful to under age students, or where it is reasonable to believe that the student has been harmed or requires protection from harm.

In cases where allegations or information indicate it is reasonable to believe an under-age student has suffered from, or may require protection from, harm, EnerTrain will report the issue to the Police or the Department responsible for child protection in the relevant State or Territory.

The information that a child protection officer may require is:

- The name, age and address of the child or young person
- The reasons you suspect the child or young person may have experienced or is at risk of experiencing harm
- The immediate risk to the child or young person
- Contact details - the caller may remain anonymous; however, it is preferable to provide details in case further information is needed

References

Related websites

Australian Federal Police: <http://afp.gov.au>

SECTION 2. STUDENT DECLARATION

This section contains information about:

- Acknowledging receipt and understanding of this handbook

DECLARATION

EnerTrain is committed to ensuring that you and/or your employer:

- are provided with sufficient, relevant and accurate information to be able to make an informed choice about your study program
- have access to all information and resources required to successfully complete your program and achieve your required outcomes

The EnerTrain online and paper-based 'Accredited Program Enrolment Form' available from our website, contains a declaration from each student, confirming they have:

- been provided with sufficient, adequate information to make an informed choice regarding their program/study; and
- understand the information and policies/procedures provided as they relate to their program/study.

Note: The following 'Student Declaration' form will only be requested by EnerTrain for specific programs or situations, as required.

STUDENT DECLARATION

I acknowledge that I

(*INSERT FULL NAME*) have read and fully understand the contents of the **EnerTrain Student Handbook**, which outlines information about the programs and services provided by EnerTrain and my rights and responsibilities as a student of EnerTrain.

Your signature:

Date:

Name of witness:

Witness signature:

Date:

Please return a copy of this signed declaration page to EnerTrain upon request

SECTION 3. VET GLOSSARY

This section contains information about:

- VET terms as defined in the *Standards for RTOs 2015*

GLOSSARY OF VET TERMS

In the *Standards for Registered Training Organisations (RTOs) 2015*, unless the contrary intention appears:

Access and equity means policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Accredited short course means a course accredited by the VET Regulator in accordance with the Standards for VET Accredited Courses that leads to an AQF statement of attainment.

AQF certification documentation is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.

AQF qualification means an AQF qualification type endorsed in a training package or accredited in a VET accredited course.

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

Assessment system is a coordinated set of documented policies and procedures (including assessment materials and tools) that ensure assessments are consistent and are based on the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

Assessors are persons who assess a learner's competence in accordance with Clauses 1.13 to 1.16.

Audit means an audit or compliance audit undertaken by the VET Regulator.

Australian Qualifications Framework (AQF) means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.

Authenticated VET transcript has the meaning given in the *Student Identifiers Act 2014*.

Client means a learner, enterprise or organisation that uses or purchases the services provided by an RTO.

Code means the unique identifier for units of competency, skill sets, VET accredited courses, modules, AQF qualifications or training packages as required by the Standards for Training Packages and Standards for VET Accredited Courses.

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Current industry skills are the knowledge, skills and experience required by VET trainers and assessors and those who provide training and assessment under supervision to ensure that their training and assessment is based on current industry practices and meets the needs of industry.

Current industry skills may be informed by consultations with industry and may include, but is not limited to:

- a) having knowledge of and/or experience using the latest techniques and processes;
- b) possessing a high level of product knowledge;
- c) understanding and knowledge of legislation relevant to the industry and to employment and workplaces;
- d) being customer/client-oriented;
- e) possessing formal industry and training qualifications; and
- f) training content that reflects current industry practice.

Data Provision Requirements are the requirements for data provision as agreed by the Industry and Skills Council and implemented by the VET Regulator as required by its governing legislation.

Educational and support services may include, but are not limited to:

- a) pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- e) learning resource centres;
- f) mediation services or referrals to these services;
- g) flexible scheduling and delivery of training and assessment;
- h) counselling services or referrals to these services;
- i) information and communications technology (ICT) support;
- j) learning materials in alternative formats, for example, in large print;
- k) learning and assessment programs contextualised to the workplace; and
- l) any other services that the RTO considers necessary to support learners to achieve competency.

Executive officer means:

- a) a person, by whatever name called and whether or not a director of the organisation, who is concerned in or takes part in the management of the RTO; or
- b) an administrator, receiver and manager, or liquidator of the organisation (other than a receiver and manager, or liquidator, appointed by a court); or
- c) if the RTO is a body corporate:
 - i. a person who, at any time during a period for which the organisation is registered, owns 15% or more of the organisation; or
 - ii. a person who, at any time during a period for which the organisation is registered, is entitled to receive 15% or more of dividends paid by the organisation; or
 - iii. the administrator of a deed of company arrangement executed by an organisation; or
 - iv. a trustee or other person administering a compromise or arrangement made between the organisation and another person or other persons.

Financial Viability Risk Assessment Requirements means the requirements made under section 158 of the *National Vocational Education and Training Regulator Act 2011* or equivalent requirements made or adopted by the VET Regulator of a non-referring State as the case requires.

Government entity means:

- a) a Department of State of the Commonwealth; or
- b) a Department of the Parliament established under the *Parliamentary Service Act 1999* of the Commonwealth;
- c) an Executive Agency, or Statutory Agency, within the meaning of the *Public Service Act 1999* of the Commonwealth;
- d) a Department of State of a State or Territory; or
- e) an organisation that:
 - (i) is not an entity; and

- (ii) is either established by the Commonwealth, a State or a Territory (whether under a law or not) to carry on an enterprise or established for a public purpose by an Australian law; and
- (iii) can be separately identified by reference to the nature of the activities carried on through the organisation or the location of the organisation whether or not the organisation is part of a department or branch described in paragraph (a), (b), (c) or (d) or of another organisation of the kind described in this paragraph.

High managerial agent means an employee or agent of the organisation with duties of such responsibility that his or her conduct may fairly be assumed to represent the organisation in relation to the business of providing courses.

Independent validation means, for the purposes of Clause 1.25, that the validation is carried out by a validator or validators who:

- a) are not employed or subcontracted by the RTO to provide training and assessment; and
- b) have no other involvement or interest in the operations of the RTO.

Industry means the bodies that have a stake in the services provided by RTOs. These can include, but are not limited to:

- a) enterprise/industry clients, e.g. employers;
- b) group training organisations;
- c) industry organisations;
- d) industry regulators;
- e) industry skills councils or similar bodies;
- f) industry training advisory bodies; and
- g) unions.

Industry and Skills Council means the Commonwealth, State and Territory ministerial council established by the Council of Australian Governments (COAG), or its successor.

Industry engagement, for the purposes of Clauses 1.5 & 1.6, may include, but is not limited to, strategies such as:

- a) partnering with local employers, regional/national businesses, relevant industry bodies and/or enterprise RTOs;
- b) involving employer nominees in industry advisory committees and/or reference groups;
- c) embedding staff within enterprises;
- d) networking in an ongoing way with industry networks, peak bodies and/or employers;
- e) developing networks of relevant employers and industry representatives to participate in assessment validation; and
- f) exchanging knowledge, staff, and/or resources with employers, networks and industry bodies.

Industry regulator means a body or organisation responsible for the regulation and/or licensing arrangements within a specific industry or occupation.

Learner means a person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation.

Licensed or regulated outcome means compliance with an eligibility requirement for an occupational licence or a legislative requirement to hold a particular training product in order to carry out an activity.

Mode of delivery means the method adopted to deliver training and assessment, including online, distance, or blended methods.

Module means a group of learning outcomes in a VET accredited course where it can be established that it is not possible to develop an appropriate unit of competency.

National Register means the register maintained by the Commonwealth Department responsible for VET and referred to in section 216 of the *National Vocational Education and Training Regulator Act 2011*.

Nationally Recognised Training (NRT) Logo means the logo used nationally to signify training packages and VET accredited courses.

Operations of an RTO include training, assessment and administration and support services related to its registration, including those delivered across jurisdictions and offshore.

Person includes a body politic or corporate as well as an individual.

Professional development means activities that develop and/or maintain an individual's skills, knowledge, expertise and other characteristics as a trainer or assessor. This includes both formal and informal activities that encompass vocational competencies, currency of industry skills and knowledge and practice of vocational training, learning and assessment, including competency based training and assessment. Examples of professional development activities include:

- a) participation in courses, workshops, seminars, conferences, or formal learning programs;
- b) participation in mentoring, professional associations or other learning networks;
- c) personal development through individual research or reading of publications or other relevant information;
- d) participation in moderation or validation activities; and
- e) participation in industry release schemes.

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);
- b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- c) informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Record means a written, printed, or electronic document providing evidence that activities have been performed.

Registrar has the meaning given in the *Student Identifiers Act 2014*.

Registration means registration as an RTO by the VET Regulator, where that registration is then entered on the National Register.

RTO means a Registered Training Organisation.

RTO code means the registration identifier given to the RTO on the National Register.

Scope of registration means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:

- a) both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or

- b) provide assessment resulting in the issuance of AQF certification documentation by the RTO.

Services mean training, assessment, related educational and support services and/or any activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.

Skill set means a single unit of competency or a combination of units of competency from a training package which link to a licensing or regulatory requirement, or a defined industry need.

Standards for VET Accredited Courses are the standards made under subsection 188(1) of the *National Vocational Education and Training Regulator Act 2011* or the equivalent requirements adopted by a non-referring State.

Statement of attainment means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.

Statistically valid means for the purposes of these Standards, a random sample of appropriate size is selected to enable confidence that the result is sufficiently accurate to be accepted as representative of the total population of assessments being validated.

Student Identifier has the meaning given in the *Student Identifiers Act 2014*.

Third party means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

Trainers are persons who provide training in accordance with Clause 1.13, 1.14 and 1.16.

Training is the process used by an RTO or a third party delivering services on its behalf, to facilitate learning and the acquisition of competencies in relation to the training product on the RTO's scope of registration.

Training and assessment strategies and practices are the approach of, and method adopted by, an RTO with respect to training and assessment designed to enable learners to meet the requirements of the training package or accredited course.

Training Package means the components of a training package endorsed by the Industry and Skills Council or its delegate in accordance with the Standards for Training Packages. The endorsed components of a Training Package are: units of competency; assessment requirements (associated with each unit of competency); qualifications; and credit arrangements. The endorsed components form part of the requirements that an RTO must meet under these Standards. A training package also consists of a non-endorsed, quality assured companion volume/s which contains industry advice to RTOs on different aspects of implementation.

Training Product means AQF qualification, skill set, unit of competency, accredited short course and module.

Unit of competency means the specification of the standards of performance required in the workplace as defined in a training package.

Validation is the quality review of the assessment process. Validation involves checking that the assessment tool/s produce/s valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the training package or VET accredited courses are met. It includes reviewing a statistically valid sample of the assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes and acting upon such recommendations.

VET means vocational education and training.

VET accredited course means a course accredited by the VET regulator in accordance with the Standards for VET Accredited Courses.

VET Quality Framework comprises:

- a) the Standards for Registered Training Organisations
- b) the Australian Qualifications Framework

- c) the Fit and Proper Person Requirements
- d) the Financial Viability Risk Assessment Requirements
- e) the Data Provision Requirements

VET Regulator means:

- a) the National VET Regulator; and
- b) a body of a non-referring State that is responsible for the kinds of matters dealt with under the VET legislation for that State.

Source: <http://www.comlaw.gov.au/Details/F2014L01377>

SECTION 4. EXTERNAL SUPPORT SERVICES

This section contains information about:

- Counselling services and assistance
- Other useful contacts

COUNSELLING AND ASSISTANCE

Problem	Website	Phone no.
Alcoholism	www.aa.org.au	938 777 88
Anxiety (including phobias & Obsessive-Compulsive Disorder)	www.ada.mentalhealth.asn.au	9879 5351
Anxiety	www.serenitynsw.com.au/	9740 9539
Asthma	www.asthmansw.org.au/	1800 645 130
Consumer credit and debt	www.cclcnsw.org.au/	1800 808 488
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	www.lifelinesydney.org/	9951 5522 / 13 11 14
Depression	www.depressiondoctor.com/	
Depression (National Initiative)	http://www.beyondblue.org.au/	1300 22 4636
Disabilities	www.ideas.org.au/	1800 029 904
Domestic violence		8745 6999
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drug addiction (Christian help)	www.naranon.com.au/	9418 8728
Drugs and mental health	www.thewaysidechapel.com/	9358 6577
Families & friends with mental illness	www.arafmi.org/	9805 1883
Eating disorders	www.edf.org.au/	9412 4499
Eczema	www.eczema.org.au/	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	www.epilepsy.org.au/	9856 7090
Family planning information	www.fpahealth.org.au/	1300 658 886
Gambling Counselling (Wesley)	www.wesleymission.org.au	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	www.glccs.org.au/	8564 9596
Grief support		9489 6644
Grief support	www.solace.org.au/	9519 2820
Hepatitis C	www.hepatitisc.org.au/	9332 1599
HIV/AIDS	www.sesiahhs.health.nsw.gov.au/	9332 9700
Legal information and advice	www.lawaccess.nsw.gov.au/	1300 888 529
Mental health advice	www.mentalhealth.asn.au/	9816 5688
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444

Problem	Website	Phone no.
Pregnancy counselling	www.pregnancysupport.com.au/	1300 737 732
Rape Crisis Centre	www.nswrapecrisis.com.au/	1800 424 017
Relationship counselling	www.interrelate.org.au/	9745 5544
Schizophrenia	www.sfnsw.org.au/	9879 2600
Serious illness (sufferers & families)	www.can-survive.org/	1300 364 673
Smoking - Quitline		13 18 48
Suicide Prevention	www.suicideprevention.com.au/	1300 360 980
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605

NSW Government – Family and Community Services SUPPORT & COUNSELLING NUMBERS

child abuse

- Child Protection Helpline: 132 111 (TTY 1800 212 936) to report child abuse and neglect 24 hrs
- Domestic Violence Line: 1800 656 463 (TTY 1800 671 442) 24 hours

general support & counselling

- [Mission Australia Helpline](#): 1300 886 999
- [CatholicCare Relationship Counselling](#): 02 9283 4899
- [Lifeline](#): 13 11 14
- [Relationships Australia](#): 02 9418 8800 or 1300 364 277
- [Salvo Care Line](#): 02 9331 6000
- [Salvo Crisis Line](#): 02 9331 2000 suicide prevention 24 hour

adult survivors of child sexual abuse

- Sexual abuse is a terrible crime that affects people for a long time. You may have been abused many years ago, but could still be suffering the consequences. [Find out how to get help and seek justice.](#)

parenting

- Childcare Access Hotline: 1800 670 305
- [NSW Family Services](#): 02 9692 9999 a peak body that represents over 250 family services in NSW. They will help you find a service in your local area.
- [Karitane](#): 02 9794 1852 or 1800 677 96 24 hour parenting information and counselling
- [Parent Line NSW](#): 1300 1300 52 Toll free, 24 hour telephone information, counselling and referral service for all NSW parents of children aged 0 – 18 years. Operates 7 days (including public holidays).
- [Tresillian](#): 02 9787 0855 or 1800 637 357
24 hour information and counselling for parents or carers of children under five years

domestic violence

- Domestic Violence Line: 1800 656 463 (TTY 1800 671 442) 24 hours

- [Domestic Violence Advocacy Service](#) 02 8745 6900
- Rape Crisis Centre: 1800 424 017 24 hours
- Women's and Girls' Emergency Centre: 02 9360 5388
- Victim's Services: 1800 633 063
- [Another Closet](#) - services and Information on violence in gay and lesbian relationships

disaster support

- Disaster Welfare Services: 1800 018 444

health/ emergencies

- In an emergency or life-threatening situation, call 000 immediately
- [Children's Hospital Randwick](#): 02 9382 1111
- [Children's Hospital Westmead](#): 02 9845 0000
- [Kidsafe](#): 02 9845 0890
- [Poisons Information](#): 13 11 26

young people

- [CREATE Foundation](#): 02 9267 0977 or 1800 655 105 for young people in care
- [Kids Help Line](#): 1800 55 1800
- [Legal Aid Helpline](#): 1800 101 810 for under 18s, 9am to midnight weekdays, 24 hours weekends
- 20/10 Association: 02 8585 6300 or 1800 652 010 gay and lesbian youth services, 24 hours
- Youth Lifeline: 131 114

drugs and alcohol

- [Alcoholics Anonymous](#): 02 9799 1199
- [Family Drug Support](#): 02 9818 6166 or 1300 368 186
- [Narcotics Anonymous](#): 02 9212 3444

homelessness

- Aboriginal Homeless People: 02 9799 8446
- Homeless Persons Information Service: 02 9265 9081

adoptions

- [Anglicare](#): 02 9890 6855
- [Community Services Adoption and Permanent Care Services](#): 02 9716 3000
- [Barnardos Australia Adoptions](#): 02 9281 5510
- [CatholicCare Adoption Services](#): 02 8709 9333
- International Social Services: 02 9267 0300
- [Link Up Family Services \(NSW\)](#): 02 9837 2200 for Aboriginal and Torres Strait Islander people
- [Origins Inc](#): 02 8786 1035 for birth mothers
- Parramatta Holyroyd Adoption Self Help Group: 02 9636 8437
- [NSW Registry of Births, Deaths and Marriages](#): 1300 655 236
- [Post Adoption Resource Centre](#): 02 9365 3444

- [Salvation Army Post Adoption Service](#): 02 9211 0277
- See support organisations for [intercountry adoptions](#).

foster care - after care

- [Anglicare](#): 02 9890 6800
- [Barnardos Australia](#): 02 9281 7933
- [Burnside Aftercare Services](#): 02 9768 6888
- [Care Leavers of Australia Network \(CLAN\)](#): 02 9724 1826 support group for people over 25 who were in orphanages, children's homes or foster care
- [CatholicCare](#): 02 8709 9333
- FACS Careleavers line 1800 994 686
- [Family Tracing Service](#): 02 9211 0277 (Salvation Army)
- [Famalink International Social Services Australia \(ISS\)](#): 02 9517 4770 family tracing, reunion support services, including mediation
- [Link Up Family Services \(NSW\)](#): 02 9837 2200 or 1800 624 332 for Aboriginal adults who were separated from their families as children through wardship, adoption, fostering or institutional care, as well as Aboriginal families who were separated from their children
- [Post Adoption Resource Centre \(PARC\)](#): 02 9365 3444
- [Wesley Dalmar Child and Family Care – Aftercare Services](#): 02 9804 7255

financial support

- [Centrelink - Family and parenting payments](#): 13 61 50
- [Child Support Agency Australia](#): 131 272 help for separated parents over financial support of their children
- [CreditLine](#): 1800 808 488 financial advice and referral, 9.30am-4.30pm Mon-Fri
- [Multilingual information](#): 13 12 02

family referral services

- [Family Referral Services](#) assist children and young people who do not meet the statutory threshold for child protection intervention but would benefit from accessing support to address current problems and prevent escalation. FRS provide information and link vulnerable children young people and their families to a range of support services in their local areas. FRS is administered by NSW Health.

Source: http://www.community.nsw.gov.au/docs_menu/about_us/contact_us/support_and_counselling_numbers.html

OTHER USEFUL SERVICES

Information	Source	Contact details
Accommodation	Homestay Accommodation Ozhomestay Student Accommodation	www.sydneyhomestaysearch.com www.ozstay.com.au
Health	Health information	www.healthinsite.gov.au
Places of Worship	Multicultural Churches	www.multiculturalchurchwebsites.com
Places and things to do in Sydney to connect and network	Discover Sydney	www.discoversydney.com.au
VET Quality Framework National Code, ESOS Act	ASQA	http://www.asqa.gov.au/ Info line 1300 701 801
Tax file number (TFN)	Australian Taxation Office (ATO)	http://www.ato.gov.au/
Information on renting Real Estate Agents	NSW Office of Fair Trading Domain	http://www.fairtrading.com.au http://domain.com.au
Employment	Seek My Career	http://seek.com.au http://mycareer.com.au
Transport	City Rail Sydney Buses Westbus	http://www.cityrail.com.au http://www.sydneybuses.info/ http://www.westbus.com.au/
Emergency: Police/Fire/Ambulance	NSW State Emergency Services	Dial 000 Only dial this number in case of emergency
Information on locations/street maps	Where is	http://www.wheresis.com/
General information	Yellow Pages	http://www.yellowpages.com.au/
Taxi information	Taxis combined Premier cabs	131 008 131 017
Driving licence/vehicle registration	Road Traffic Authority (RTA)	http://www.rta.gov.au/
Professional counselling services	Unifam counselling & mediation	Unifam counselling & mediation Enhancing life for individuals, couples and families Phone (02) 8830 0700 Fax (02) 9633 5610 http://www.unifamcounselling.org
	Lifeline	Life line (phone counselling) Phone: 131 114 (24 hrs 7 days a week)

Information	Source	Contact details
	Transcultural Mental Health Centre	Counselling/Support for Ethnic/Community groups Phone: (02) 9840 3767 Toll Free: 1800 648 911 Hours: 8.30am - 5.30pm Mon-Fri
Disability services	Wesley Mission	Wesley Mission Phone: (02) 9263 5555 Fax: (02) 9264 4681
	National Disability Services NSW	National Disability Services NSW http://www.nds.org.au/nsw/ Phone: (02) 9256 3111 Fax: (02) 9256 3123
Legal Services	Legal Aid	Legal Aid Help over the phone 1300 888 529 http://www.legalaid.nsw.gov.au/asp/index.asp
Bullying	Human Rights and Equal Opportunity Commission (HREOC)	Human Rights and Equal Opportunity Commission (HREOC) GPO BOX 5218 SYDNEY NSW 1042 Phone: (02) 9284 9600 http://www.humanrights.gov.au
Family and child assistance	Relationships Australia	Relationships Australia Phone: 1300 364 2777 http://www.relationships.com.au/ Kids Help Line Phone: 1800 551 800
Pregnancy Help	Centacare Sydney	http://www.familyrelationships.or/sydney/ Free call: 1800 063 510
Domestic violence	Domestic violence line	Domestic violence line 24 hour telephone support and referral 1800 656 463 or 1800 671 442
	NSW Women's Refuge Resource Centre	NSW Women's Refuge Resource Centre http://www.wrrc.org.au/ Phone: (02) 9698 9777 Fax: (02) 9698 9771
Drug and Alcohol	Centre for Drug and Alcohol NSW Health	Centre for Drug and Alcohol NSW Health http://www.health.nsw.gov.au/publichealth/dpb/about.htm