Welcome to ETraining Pty Ltd!

Dear Learner,

I would like to welcome you to the ETraining Pty Ltd!

We are a registered Training Organisation approved by the Australian Skills Quality Authority (ASQA) to deliver and assess selected qualifications. Our RTO Code is 45512. We are committed to provide you with quality training services, which help you to achieve your goal, which is, increased employability skills. We offer a quality learning environment that offers real learning opportunities.

I hope, your experience will be rewarding and will prepare you for the future.

Sincerely yours,

Keshab Chapagain

CEO
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General Information

This Learner Handbook is designed to provide learners with an overview of the services, support and regulations to assist them in their studies and time at our organisation.

Head Office

Suite 202, 368 Sussex Street, Sydney, NSW 2000 – [Google Maps]

This address is not applicable to you if you are enrolled for online delivery.

For public transport information please refer [https://transportnsw.info](https://transportnsw.info)

Contact Details

You can contact Etraining on the following details:

ETraining Pty Ltd

Suite 202, 368 Sussex Street, Sydney, NSW 2000.

Phone: 02 8188 9710

Email: info@et.edu.au
Courses

Etraining is proud to offer the following nationally recognised qualifications:

- BSB51918 - Diploma of Leadership and Management
- BSB50215 - Diploma of Business

For details about the training and assessment services we provide, please refer to the course brochures.

Customer Service Charter

Our Commitment to You

Etraining is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality of the training and assessment being delivered in this course and for the issuance of all AQF certificates.

We are focused on meeting the needs of each person and business with which we are involved. We promise to:

a) Develop an understanding of the specific needs of each person.
b) Maintain a strong connection to the industries with which we are involved.
c) Be flexible in our approach to dealing with our stakeholders.
d) Always conduct business in a sound, ethical and fair manner.
e) Employ staff who are qualified and experienced for their role.
f) Protect stakeholder’s rights to privacy.
g) Ensure the accuracy and integrity of the information we keep about our stakeholders.
h) Provide clear information on our fees, charges and refunds prior to entering into an agreement.
i) Ensure our policies in relation to fees; charges and refunds are fair, clear and transparent.
j) Treat all people fairly and equitably.
k) If we or our related party closes or cease to deliver the agreed training or
assessment, we will:

a. Refund complete amount paid for which no Qualification is issued

b. Issue Statement of Attainment only for those units that are marked competent by the Assessor forming part of qualification in which you are enrolled.

l) Advise you within two working days where there are changes to agreed services including in relation to any third-party arrangements or a change in ownership or changes to existing third-party arrangements (if any). We will communicate change through telephonic call followed by a formal letter posted to the current address of the learner as available in learner file.

m) We are and will remain responsible for compliance at all the times for compliance on training and assessment.

**Management Principles**

We aim to:

a) Develop a systematic and planned approach to the management of operations.

b) Commit to total quality management and continuous improvement in all aspects of the business.

c) Provide the opportunity for our stakeholders including staff, learners and industry; to provide feedback on any aspect of our performance at any time.

d) Collect regular feedback from stakeholders about all aspects of the business.

e) Use the feedback collected for the improvement of business.

f) Ensure that decision making of senior management is informed by the experiences of our trainers and assessors.

g) Market and advertise our services with honesty, accuracy and integrity avoiding vague and ambiguous statements.

h) Foster an environment free from discrimination and harassment.

i) Apply access and equity principles through all of our systems to promote full and equal participation of all people.
Educational Guarantee

We are committed to provide quality in training and assessment delivery by:

- Providing nationally recognised training to meet the needs and expectations of learners and industry.
- Ensuring compliance of training and/or assessment at all times with relevant industry standards and VET Quality Framework.
- Meeting the requirements of the VET Quality Framework and striving to exceed the standards of excellence where possible.
- Delivering courses that are flexible meet the needs of a diverse range of learners and have a holistic approach to training and assessment.
- Producing graduates who are appropriately trained, skilled and who have the skills required by industry.
- Engaging with the industries in which our training and assessment services are provided to ensure that courses remain current, accurate and are reflective of industry requirements.
- Maintaining a supportive learning environment that is conducive to the success of our learners, our staff and other clients.
- Ensuring that learners and persons seeking to enrol receive clear, accurate and detailed information about our services prior to enrolment in a course.
- Recognising all qualifications and statements of attainment issued by any other Registered Training Organisation (RTO) in Australia, under the Australian Qualifications Framework (AQF).

Code of Conduct

All learners enrolled in courses or using our services are required to maintain appropriate standards of conduct at all times.

Guidelines

Where behaviour is deemed to be improper or in appropriate, we will take action in accordance to the Misconduct & Disciplinary Procedures.
Improper or Inappropriate Behaviour

- Verbally abusive or hostile behaviour affecting fellow learner, fellow employee or colleagues;
- Behaviour of a discriminatory nature;
- Slander or harassment (whether verbal, sexual or otherwise) of staff or colleagues;
- Improper or inappropriate behaviour may result upon investigation in suspension of enrolment or payment of damages.

Serious Misconduct

- Serious misconduct is deemed to be behaviour that is illegal, wilful or premeditated. This behaviour can result in immediate suspension pending investigation and may lead to expulsion.
- Misconduct of a criminal nature will be reported to the appropriate authority.

Learner Conduct

Learners enrolled with us should adhere to the following,

- Respect other people’s rights to hold different positions and views,
- Be receptive to others point of view;
- Refrain from discriminating against another person for his or her beliefs, nationality, religion, age, associations or sex;
- Avoid imposing their values on other learners.

Respect for Others

- You will be expected to treat staff with respect and observe any particular conditions which may appear in this handbook or be raised during the course by a trainer or staff member.
- In keeping with equal opportunity and discrimination laws, no derogatory or prejudicial comments are acceptable with reference to a person's culture, disability, gender, disability, sexuality, religion or age.
- Harassment and intimidation of staff or fellow learners will not be tolerated.
  - Non-sexual harassment in any form of behaviour that:
- the other person does not want and does not return, and
- offends, humiliates or intimidates them, and
- targets them because of their race, sex, pregnancy, marital status, sexual preference or disability

  o Sexual harassment in any form of sexually related behaviour that:
    - the other person does not want and does not return, and
    - offends, humiliates or intimidates them, and
    - in the circumstances, a reasonable person should have expected would offend, humiliate or intimidate them

- Inappropriate language and actions will not be tolerated.

**What you need to provide**

Learners are required to have access to:
- Computer with word processing software (e.g. Microsoft Word)
- Device with camera for digital conferencing
- Reliable internet connection
- Telephone
- Email account

**Available Services**

Some of the services that may be sought from the college are as follows:

a) First point of contact for learners’ administrative services and visitors

b) Submit forms – Cancellation of Enrolment, Application for refund, Amendment to personal details, Learner Complaint form, and Learner Appeal form.

c) Enquire about enrolments, learner fees and the status of a learner request form or an application that has been submitted.

d) Enquire about other learner support services including the Counselling Service.
Internal Support Services

Educational and Support Services

Educational and support services are available to meet the needs of the learners.

Support service is provided to all learners who have any questions or difficulties regarding their current training or employment as well as their future career development. The service aims to provide learners with the information they need to help their own academic and career path.

We can assist you with questions regarding training and career pathways and opportunities, personal development opportunities, work placement and/or any other training / industry related questions.

This service offers practical answers to most of the questions and challenges faced by learners in relation to their training and/or career. We are here to help and will always try to source the information you need to feel supported or refer you to an appropriate internal or external service if required.

Financial support is also available if learner who are not able to pay the fee due to financial hardship. To get financial support you have to fill out financial hardship form that can be obtained from reception.

Please advise your Trainer / Assessor in case you need any additional support during the term of your course who will refer you to an appropriate support service.

Any information disclosed will remain strictly confidential.

For our all Support Services please request to speak with Training Manager during office hours from Mon-Fri 09 am-5 pm.

External Support Services

Following external support services are available and can be used by the learner depending upon specific requirements:

Reading and Writing Hotline

Telephone: 1300 655 506
Website: http://www.readingwritinghotline.edu.au

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

**Fair Work Australia**

Telephone: 1300 799 675  Website: www.fwc.gov.au

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

**Welfare and Guidance**

We are committed to the welfare of all participants undertaking its programs and will provide guidance, as appropriate, to assist a learner in determining their best training options.

You will be provided with mentoring and appropriate referrals to professionals in case a learner is finding it difficult to cope with his/her studies through personal issues or Learning, Literacy and Numeracy (LLN) issues.

We can assist in identifying appropriate services in case any counselling is required. No guarantees can be given about availability of a counsellor, particularly at short notice. However, every effort will be made to obtain one and we will not be responsible for any costs associated with this service.

**Learners with Special Needs**

Learners with special needs that may include physical or learning difficulties, low literacy, lack of confidence or non-English speaking background will be offered the same opportunities as any other candidate and will have access to fair and open assessment.

We will assist in accessing any support systems available in case candidates require external support to complete their training.

**Enrolment and Training & Assessment**

**Language, Literacy and Numeracy**

As part of your enrolment, we are required to conduct a mandatory pre-enrolment review and Language Literacy and Numeracy assessment. We conduct Language, Literacy and Numeracy
Assessments to ensure all learners are enrolled in an appropriate course and to identify any LLN assistance required by each learner. Offshore students must also have IELTS 5.5 or equivalent.

- To ensure the delivery of quality training to all learners, every learner will be required to undertake a literacy and numeracy assessment to identify any areas, which may impact on learning.

- The assessment will be conducted as part of the enrolment.

- Where potential barriers to learning are identified, strategies will be developed to address issues on an individual basis.

- Where significant issues are present, referrals to specialist agencies may be sourced.

- A Language, Literacy and Numeracy test that has been developed and will be used for testing.

Learners requiring any assistance or support with language, literacy or numeracy will be identified and should speak confidentially with their Trainer/Assessor. Our experienced staff can discuss different ways of conducting training and assessment to assist Learners in achieving competence.

Once we have received your application form, we will be in contact to organise time for you to attend and complete the pre-training review and language literacy and numeracy assessment.

**Flexible Training Delivery**

We will ensure that a learning environment characterised by an effective training-learning relationship and rapport between trainers, assessors and learners is maintained at all times.

If a learner is finding it difficult to cope with their studies through personal issues or Language, Literacy and Numeracy (LLN) issues, we will provide with mentoring and appropriate referrals to professionals in those areas of need.

A number of learning strategies will be used throughout the training program to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

**Assessments**

Throughout the training program you will be assessed to see if you have gained the necessary skills and abilities to achieve the industry standards for the qualification.

Your trainer is required to ensure that the assessment tasks you undertake meet the principles of assessment valid, reliable, flexible and fair.
These tasks may involve but not limited to:

A. Practical Demonstration  
B. Portfolio of work  
C. Written Report  
D. Project Work  
E. Role Play  
F. Presentation/Observation

At the beginning of each unit of competency your trainer will provide information as to how you will be assessed. Let your trainer know if you have any concerns about the nature or timing of the assessment requirements.

Transitions

General Direction on Transition and Teach Out

The Standards for Registered Training Organisations 2015 require registered training organisations (RTO) to manage the transition:

- from superseded Training Packages within 12 months of their publication on the national register
- from superseded accredited course to ensure that only currently endorsed Training Packages and accredited courses are delivered

Orientation Program

At the beginning of your course, your allocated Trainer will be contact you to:

a) Provide information about the course requirements  
b) Update personal details and learner information  
c) Provide information about health and safety  
d) Provide information on Credit transfer & RPL process  
e) Provide information about our complaints and appeal process

Unique Student Identifier

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

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide learners with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets –available to download Learner Information for the USI

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver’s licence number.

Learners are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances Click Here. Learners who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website: Click Here.

Academic Requirement/ Course Progress

Learners are expected to achieve satisfactory academic outcomes.

Policy on Satisfactory Course Progress for learners:

If a learner has not demonstrated competency during a term, they will be contacted by the Admissions/Learner Services Manager to discuss strategies for competence in the future. The learner may have to re-take units or re-submit outstanding or unsatisfactory course requirements as a consequence.

Intervention Policy

We provide appropriate, learner-focused learner academic support and intervention to optimise achievement of learning outcomes. Coherent processes including attendance/academic monitoring are established to identify and refer at-risk learners.

The intervention strategies to which learners are referred to may include:

- Assistance with academic skills such as report writing and meeting assessment requirements
• Opportunity for reassessment
• Mentoring by trainer or nominated learner
• Referral to external organization for assistance
• Undertaking a review of the learners results
• Attending additional classes
• Combination of above methods.

Outcomes, actions and agreements of the intervention meeting signed by both learner and learner support staff. Learner Support Services staff and the learner will be given to the learner and a copy kept on the learners’ file.

**Issuance of Certificate:**

We are responsible to issue AQF certification to learners within 30 days of completion of requirements of relevant training products.

We do not provide any guarantee for successful completion of a training product as issuance of certificate is entirely dependent upon learner performance in relevant course / qualification / unit of competency. Learners are reminded that we will not issue a certificate of a training product that is not compliant with relevant Standards for Registered Training Organisations.

Certificate issuance is subjected to payment of full fee by the learners. All records of the learner AQF certifications are maintained and are accessible to current and previous learners.

**Credit Transfer / Recognition and Recognition of Prior Learning**

**National Recognition**

We recognise the Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO) in accordance with our Recognition Policy.

Learner doesn’t need to study any unit of competence which they already achieved. If you have completed any units in a past qualification, or if you have been issued a Statement of Attainment within the Australian Qualifications Framework.
Credit Transfer

Credit transfer involves recognising a previously completed course, to see if it provides equivalent learning or competency outcomes to those qualifications, required within the learner’s current course of study. There is no fee for processing of Credit Transfer requests. Learners who think they have already completed an equivalent competency; please provide us with an application for Credit Transfer (CT) /Recognition of Current Competencies along with all supporting evidence for this claim. Depending on the quality of the evidence, credit may be granted or rejected.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a way that people can get their existing skills and knowledge formally recognised, without having to attend training or do further study. Any formal qualifications that a person holds should be taken into account when they apply for recognition. Recognition of Prior Learning is the formal process by which the skills and knowledge gained through work and life experience and outside formal training arrangements are formally recognised. A fee applies for RPOL – please speak to one of our Careers Advisors at eH college for details of RPL fees.

This process allows competency to be determined without the learner being required to complete formal assessment tasks. When recognition is gained for a unit this means it will not be required to be included in the learner’s course of study.

We have a process that has been structured to minimize the time and cost to applicants and provides a supportive approach to learners wishing to take up this option.

Our RPL processes focuses heavily on verbal verification of the learner’s skills and knowledge along with observation or verification of workplace performance (where possible).

• Applications for RPL are to be made on the prescribed form and submitted to the Training Manager together with all relevant supporting information.

• The Training Manager will assign a Trainer/assessor to assess each application.

• The applicant may be invited to attend an interview with an RPL assessor and/or course expert and their employer or friend may accompany the applicant.

• An initial assessment and/or a request for further information will be made within 21 days of the receipt of the application.

• If an applicant disagrees with a decision, they may appeal in writing in accordance with
the complaint and appeals procedure.

**Fees and Charges**

Etraining applies following policy to the payment of fees and charges:

a) Learners seeking to enrol in a course are advised of all fees and charges associated with a course on the relevant Course Brochure and Learner Payment Schedule at the time of enrolment.

b) We collect fees in advance for services not yet provided to learners at various intervals throughout a course and in accordance with the course’s relevant payment schedule.

c) To ensure the protection of fees paid in advance, we will not accept payment of more than $1,500 from each individual learner at any time.

d) Depending upon financial situation of the learner, fee instalments may be further negotiated with learners and discounts can be given, so that the learners facing hardship should not be disadvantaged. This will be dependent upon the sole discretion of CEO.

e) A receipt is issued to the learner at the time, or immediately after fees are received and cleared by the bank.

f) Additional fee information and refund policy can be found in this learner handbook.

**Additional information about charges**

Reprint of Certificate or Statement of Attainment will incur a fee of $50.00.

Learners may be required to purchase textbooks for specific qualification as specified in the Course Brochure. Currently no reassessment fee is payable by the learner.

Learners are required to pay the remaining course fees prior to the conclusion of their course. No learner will be issued a Certificate or Statement of Attainment where there are outstanding fees.
Fee Table for Online Delivery

(Subject to change without notice)

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name</th>
<th>Tuition Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB51918</td>
<td>Diploma of leadership and management</td>
<td>$4500</td>
</tr>
<tr>
<td>BSB50215</td>
<td>Diploma of Business</td>
<td>$4000</td>
</tr>
</tbody>
</table>

Schedule of Fee Payment

<table>
<thead>
<tr>
<th>Description</th>
<th>Timing</th>
<th>BSB51918 Tuition</th>
<th>BSB50215 Tuition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Down Payment</td>
<td>At the time of admission</td>
<td>$1500</td>
<td>$1500</td>
</tr>
<tr>
<td>1st Instalment</td>
<td>After three months</td>
<td>$1500</td>
<td>$1500</td>
</tr>
<tr>
<td>2nd Instalment</td>
<td>After six months</td>
<td>$1000</td>
<td>$500</td>
</tr>
<tr>
<td>3rd Instalment</td>
<td>After 9 months</td>
<td>$250</td>
<td>-</td>
</tr>
<tr>
<td>4th Instalment</td>
<td>At the time of completion</td>
<td>$250</td>
<td>$500</td>
</tr>
<tr>
<td>Completion</td>
<td>Completion of Assessment</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>$4500</td>
<td>$4000</td>
</tr>
</tbody>
</table>

Refund Policy

Etraining applied following policy to the refund of fees:

a) All refunds will be in line with Refund Policy. Learners willing to apply for a refund need to complete the refund application form.

b) Refund application requests must be made in writing on the learner refund request form provided.

c) Refunds are made within 28 days of written request from the date of receipt in office.
d) Refunds are paid in accordance with the refund agreement that the learner signs at the time of enrolment.

e) The Chief Executive Officer must ensure that learner’s refunds are approved and paid within 28 days.

f) Refunds given are recorded in accounting system.

g) Following table will be used for calculation of refunds:

**Refund Calculation:**

<table>
<thead>
<tr>
<th>Condition</th>
<th>Refund Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>When the refund application date is more than 5 weeks or more prior to the course commencement date</td>
<td>Full refund of Prepaid Course fees</td>
</tr>
<tr>
<td>When the refund application date occurs within 5 weeks prior to the course commencement date</td>
<td>70% Refund</td>
</tr>
<tr>
<td>When the refund application date occurs on or after course commencement date</td>
<td>No refund</td>
</tr>
<tr>
<td>Our default during study period</td>
<td>Full refund of Prepaid Course fees</td>
</tr>
<tr>
<td>Our or third party (if applicable) default to provide the course for which the original offer was made</td>
<td>Full refund</td>
</tr>
<tr>
<td>When We or third party closes or ceases to deliver the agreed training and/or assessment</td>
<td>Full refund</td>
</tr>
<tr>
<td>When during a study period a learner’s enrolment is cancelled due to a serious breach of Misconduct &amp; Disciplinary Procedures</td>
<td>No refund</td>
</tr>
</tbody>
</table>

**Rights under Australian Consumer Law (ACL)**

As a learner undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: Australian Consumer Law.
Statutory Cooling Off Period

The standards for Registered Training Organisations require us to inform the prospective learners of their right to statutory cooling off period. A statutory cooling off of 10 days is applicable under Consumer Law to withdraw from a consumer agreement, if the agreement has been through unsolicited marketing and sales tactics. However, it may be noted that we do not engage in any aggressive marketing tactics like door to door marketing, hence Statutory cooling off period will not as such be applicable to our learners who have enrolled into a program. However, for refund options learners may refer to our refund policy and above-noted information.

Access & Equity

We are committed to provide opportunities for all people in the community to successfully gain skills, knowledge and experience through accessing our training products. We embrace diversity in the learner population in respect to age, gender, cultural and linguistic background and socioeconomic status.

We are committed to developing a range of training programs that:

- are accessible to all people in the community
- are inclusive rather than exclusive
- meet learner needs
- meet industry and community expectations and
- provide support for learners with different and diverse needs

Occupational Health and Safety

Learners are integral members of the community and, as such, we are committed to providing a safe and healthy environment while you are involved in training activities.

Learners are required to observe all rules regarding safe practice and conduct, as well as complying with reasonable requests that are made by staff to ensure their health and safety or that of others.

All learners need to be aware of their obligations under the Occupational Health and Safety Act to work in a safe manner and to report any hazardous areas or incidents to a staff/ their trainer. The Trainer will record such occurrences in the Incident Register for Management to take action.
Complaints

- Complaints are managed in response to allegations involving the conduct of RTO, Trainers, assessors or other staff, third party providing services on our behalf, its trainers, assessors or other staff or a learner of RTO.

- All complaints should be acknowledged by the RTO e.g. if a paper appeal is lodged a paper confirmation shall be given, if an appeal is lodged through email and email confirmation shall be given etc.

Informal Complaint Process

1. Any learner with an issue, question or complaint may raise the matter with staff and attempt an informal resolution of the grievance.

2. Learners with an issue, question or complaint can arrange a meeting to discuss the matter with one of the following staff members who are responsible to try and resolve the issue, question or complaint:
   a. Trainer
   b. Training Manager
   c. Administration Manager

3. If there is any matter arising from a learner informal complaint that is a systemic issue, which requires improvement action, this will be reported to the Continuous Improvement Management meeting for recording in Complaints Register and continuous improvement.

4. The staff member tries and resolves the complaint at the meeting or if required investigates the matter and then arranges another meeting with the learner to discuss the outcome of investigation and offer a solution if appropriate.

5. Learners who are not satisfied with the outcome of their discussion of the complaint are encouraged to lodge a formal complaint on complaint form and submit with Administration Manager.

6. After lodgement of complaint form formal processing of appeal is started.

Formal Complaint Process

1. Training Manager or Administration Manager or CEO addresses complaints. If complaint is related to Training Manager or Administration Manager then CEO addresses it.
2. The processing on complaint is started within 5 working days of lodgement. CEO assigns the person or forms a committee to address the grievances keeping in view the severity of grievances/allegations.

3. An assessment of expected duration of finalisation of appeal process is made and complainant is communicated in writing giving reasons of delay, if expected duration is more than 60 days.

4. During the process the complainant is updated regularly.

5. The affected party is given opportunity to present their stance in writing or in person at no additional cost to them.

6. Learners can raise any concern or issue that relates to training, its quality, facilities at the training venue, sexual harassment, special needs etc.

7. At any stage in the complaint process learners are entitled to have their own nominee included to accompany and support them.

8. RTO must convey the decision to the learner and implement any improvement actions arising from the appeal process.

9. If the matter is not resolved after the above procedures have been implemented and the process is exhausted, learners are advised for an external complaint.

10. Learner shall bear the cost of all external complaint.

11. Learner shall be advised about the complaint avenues available for an external complaint.

12. The outcome of the external complaint is implemented immediately and learner is communicated as quickly as possible and a copy of the record is placed in learner’s file.

13. Where a decision or outcome is in favour of the learner, we will follow the required action to satisfy the learner’s complaint as soon as possible.

14. Any improvement actions arising from the complaint are taken forward as required.

15. If during complaint process it is established that the staff involved is at fault the preventive actions shall be taken.

16. Following course of actions may be taken after it is established that staff against whom the complaint is made is at fault:
a. Counselling of the staff member

b. Training to deal with conflicts and handle difficult situations

c. Giving warning to concerned staff to avoid involvement in such type of situations in future

d. Terminating staff as per relevant policies and procedures

17. Harsh actions that include termination shall be following after giving due consideration to policies and procedures and legal obligations arising as a result of this action and before taking such action a legal advice may be sought out from an expert to avoid consequences.

18. Decision shall be made by CEO and Director.

 Appeals

Internal Appeals

1. Internal Appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a learner to reconsider a decision made by us.

2. Learners appealing an assessment or RPL outcome will be given the opportunity for reassessment by a different assessor selected by us. We will meet the costs of reassessment.

3. The recorded outcomes from the assessment appeal are the most favourable result for the learner from either the original assessment or the reassessment. Only one assessment appeal is allowed.

4. The learner’s enrolment must be maintained while an internal appeal is in progress and the outcome has not been determined if the internal appeal is initiated by the learner.

5. The appeal resolution phase must commence within 10 working days of the internal appeal application being lodged.

6. The Appeals panel will be formed comprising of two senior staff members not directly involved in the matter and will be convened by the Training Manager or Learner Support Officer within 10 days of the appeal being received.
7. The outcome of the internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the Appeal Panel and placed in the learner file.

8. The learner is advised in the written outcome advice from their internal appeal that they have 10 working days to access the external appeals process and must advise us if they intend to do so.

9. Following the internal appeal we must convey the decision to the learner and implement any improvement actions arising from the appeal process.

10. If the appeals process is extended or more time is required, including a period over 21 days or longer than 60 days the RTO will advise the complainant in writing and keep copies of documentation on file.

11. If the matter is not resolved after the above procedures have been implemented and the internal appeals process exhausted, learners are advised for an external appeal.

**External Appeals**

1. Learners who are not satisfied with the internal appeal process undertaken for an internal appeal are encouraged to make an external appeal. They can do that by:
   a. Obtaining a copy of the appeal form
   b. Completing the Learner appeal form and selecting the External appeal option
   c. Lodging the Learner appeal form with the Training Manager

2. For external appeals, the independent mediator is the Resolution institute (https://www.resolution.institute). The cost of mediation is to be shared equally between the parties involved in mediation.

3. The learner shall be referred to government agencies such as Consumer Affairs Australia: The Australian Consumer Law (http://www.consumerlaw.gov.au/content/Content.aspx?doc=the_acl.htm). This information can be accessed from the Training Manager.

4. Learners bear the costs for external appeal.

5. The outcome of the external appeal is implemented immediately. It is communicated to the learner as quickly as possible and a copy of the record is placed in learner’s file.
6. Where a decision or outcome is in favour of the learner, we will follow the required action to satisfy the learner’s appeal as soon as possible.

7. The details of the appeals, procedures followed and outcome are placed in the learner file.

8. Any improvement actions arising from the appeal are taken forward as required.

**Misconduct & Disciplinary Procedures**

Learner’s conduct that is unacceptable and likely to cause suspension or expulsion includes, but is not limited to:

- fraud – including cheating and plagiarism
- discrimination, harassment, intimidation or victimisation on all EEO and non EEO grounds
- breaches of policy on staff/service users relationships

Where your behaviour is affecting the learning process, you will be asked to leave and be given a written warning. Re-entry to the program will need to be negotiated with the Trainer/management.

**Privacy Policy**

We are a Registered Training Organisation (RTO 45512) and therefore we are required to maintain a record of all participant details as provided on the enrolment form, for all our training programs for a period of thirty (30) years. There is also an obligation under the VET Quality Framework to ensure that such records are adequately secured whether they are kept as a written document, or kept as a soft copy within a computerised system of record keeping.

**Principles**

- In collecting personal information, we will comply with the requirements set out in the Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2001.
- We are committed to ensuring the confidentiality, integrity and security of all information.

**Collection of Information**

- In the course of our business, we will collect information from learners, potential learners, and other clients either electronically or in hard copy format; including
information that personally identifies individual people.

- We will record various communications between the organisation and learners, prospective learners, other clients and associated organisations.

- We will only collect personal information by fair and lawful means which is necessary for its functions.

- We are required to participate in the National Learner Outcomes Survey managed by the National Centre for Vocational Education and Research (NCVER). Therefore, learners may be contacted by NCVER to complete surveys.

Use of Information

The information supplied by learners will only be used to provide information about study opportunities, to enable efficient administration, and to maintain proper learner and client records. If a learner chooses not to provide certain information, then we may be unable to provide some services or provide appropriate information.

Disclosure of Personal Information

Personal information about learners studying with us may be shared with the Australian Government and designated authorities, such as Australian Apprenticeship Centres (AACs) and the National Centre for Vocational Education Research (NCVER) and/or VET regulator.

We will not disclose an individual's personal information to another person or organisation unless the subject individual (learner) has given written consent to release information to the other party.

We may also release information when such disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the learner or of another person;

Finally, we will meet legal demands for the information.

Any third party to whom personal information is disclosed as described in this policy is not permitted to use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

Security of Personal Information

- We will take all reasonable steps to ensure that any personal information collected is:
  - relevant to the purpose for which it was collected;
up to date;

- complete; and

- accurately recorded.

- We will store securely all records containing personal information and take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure.

**Right to Access Records**

Individuals have the right to access or obtain a copy of the personal information that we hold about them. Requests to access or obtain a copy of personal information must be made in writing and sent to:

**Administration Manager**

ETraining Pty Ltd

Suite 202, 368 Sussex Street, Sydney, NSW 2000.

There is no charge for a learner to access personal information that we hold about them. Individuals will be advised of how they may access or obtain a copy of their personal information and the applicable fees within ten (10) days of receiving their written request. A request can be made on designated form or on plain paper.

**Access to records may be provided by:**

- Making copies of documents held in a file;

- Giving access to review a file; or

- Other means necessary to grant access to records.

Where access is provided to review the contents of a file, this will occur in the presence of one of our staff member.

**Amendment to Records**

If a learner considers the personal information that we hold about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

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

**Permission**

We will at all times obtain prior written permission from any person or organisation used as a
source of comment, testimonial or picture, for any marketing and/or material and will always
abide by the conditions of that permission.

**National VET Data Policy**

As part of your enrolment, you will be asked to declare your acceptance of the terms of the
service contract and the refund conditions and confirm that you have been fully advised of the
fees, refund conditions and conditions of enrolment and agree to be a learner at Etraining.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by
Etraining and receipts of any payments of tuition fees or non-tuition fees.

You agree that under the Data Provision Requirements 2012, Etraining is required to collect
personal information about you and to disclose that personal information to the National Centre
for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form
and your training activity data) may be used or disclosed by Etraining for statistical, regulatory
and research purposes. Etraining may disclose your personal information for these purposes to
third parties, including:

− School – if you are a secondary learner undertaking VET, including a school-based
apprenticeship or traineeship;
− Employer – if you are enrolled in training paid by your employer;
− Commonwealth and State or Territory government departments and authorised agencies;
− NCVER;
− Organisations conducting learner surveys; and
− Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

− issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated
  VET Transcripts;
− facilitating statistics and research relating to education, including surveys;
− understanding how the VET market operates, for policy, workforce planning and consumer
  information; and
− administering VET, including program administration, regulation, monitoring and evaluation.
You may also receive an NCVER learner survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER’s website at www.ncver.edu.au).

**Plagiarism and Cheating**

**Definitions:**

- **Cheating** – seeking to obtain an unfair advantage in the assessment of any piece of work.

- **Plagiarism** – to take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one’s own by failing to give appropriate acknowledgement. This includes material from any source such as staff, learners, texts, resources and the Internet, whether published or unpublished.

- Plagiarism is a form of cheating. Plagiarism is a serious breach of academic trust. It is the act of presenting somebody else’s work and claiming it as your own.

- Assessors may take reasonable action to satisfy them that any material submitted for assessment is the participant’s own work. Material suspected of plagiarism will be reported and investigated.

To avoid plagiarism and its penalties, learners are advised to note the following:

- You may quote from someone else’s work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.

- You should name sources for any graphs, tables or specific data that you include in your assignment.

- You must not copy someone else’s work and present it as your own.
Learner Rights & Responsibilities

The following outlines your rights and responsibilities as a learner:

You must:

- Treat all staff and, learners, with respect, fairness and courtesy
- Be regular in your engagement with your online Trainer
- Respect the opinions and backgrounds of others
- Approach your course with due personal commitment and integrity
- Prepare appropriately for all assessment tasks, visits and training sessions
- Complete all assessment tasks, learning activities honestly
- Notify us if any personal or contact details change
- Progress steadily through your course in line with your training plan
- Make payments for training within the agreed timeframes

You must NOT:

- Harass, victimise, discriminate against or disrupt others
- Plagiarise or cheat in any assessment event or examination
- Engage in behaviour that may offend, embarrass, threaten or harm other learners, staff or the general public – including SMS messaging or any form of cyber bullying

Address and Contact Details

You must advise us of your home address and contact detail at the time of enrolment. If these details change during your period of study with us, it is your responsibility to inform about your new details. This will ensure that we are able to contact you and issue your Certificate or Statement of Attainment in a timely manner.
Explanation of Terms

Fee for Service

Service provided to learners against payment of fee.

Fee Refund

For the purpose of this policy, Fee Refund means any refund of fees applicable.

Paid Fees

For the purpose of this policy, paid means that the learner has done one of the following on enrolment:

- Paid their fees in full at enrolment
- Entered into a formal agreement to pay fees by instalments; or
- Entered into a formal agreement for the employer/third party to pay the fees on behalf of the learner.

Legislation Policy and Procedure

All learners are required to be aware of their responsibilities under Commonwealth, State and/or Territory legislation and regulation that apply due to their participation in Vocational Education and Training with us.

The following legislation applies to you during your participation in your chosen course. If you are unsure what obligations these place on you, please call our office or ask your Trainer/Assessor.

Relevant legislation and information

A range of legislation is applicable to all staff and learners. Information on relevant legislation can be found at the following websites.

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<thead>
<tr>
<th>Legislation</th>
<th>Website</th>
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<tr>
<td>ASQA Standards</td>
<td>NVR Regulated Training Organisations</td>
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</tbody>
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- It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact our office if you require further information.

- There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.
Learner Complaint Form

Family name .................................. Given name

Course name ..............................................................................................................................

Contact phone numbers ...........................................................................................................................

☐ General  ☐ Assessment  ☐ Academic  ☐ Other (Pls Specify) ____________

Please state the nature of your complaint including dates, times and other people involved:
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Expected resolution date: ............................................................................................................................

Learner signature............................... Date ........................................................

Training Manager.............................................. Date ........................................................
Learner Complaint Acknowledgement:

<table>
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<tr>
<th>Received by (Name):</th>
<th>Signature:</th>
<th>Date:</th>
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Receipt of complaint filed by ________________________________ hereby acknowledged:

A copy of this page must be made and kept in learner file.

Please complete the following:

Learner Name: __________________________________________________

Name of Course: ________________________________________________

Date of Course Commencement: _____/_____/_______

I confirm that I have received a copy of the following:

The Learner Handbook

I acknowledge that I have read and understand the Fees and Charges and Refund information in the Learner Handbook.

I agree to adhere to all the conditions stipulated in the Learner Handbook.

Signature: __________________________   Date: ____/___/_______