



Serious about your Dreams!

STUDENT HANDBOOK



EDUNEX TRAINING

Suite 5, Level 3, 13-15 Lake Street,
Caroline Springs, VIC, 3023

1300 EDUNEX

info@edunex.edu.au

www.edunex.edu.au

NOTE: The handbook may be updated from time to time to align with legislative requirements and our company policies. Students are advised to always check the current version on our website for future references.

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INTRODUCTION

Welcome to EduNex Training.

EduNex Training's primary objective is to deliver high quality Nationally

Recognised Qualifications in Early Childhood Education and Care, and in doing so, providing each Student with the skills and knowledge required to work effectively in the Early Childhood Industry.

Our method of delivering competency based training ensures the Students not only master all the required skills and competencies as per the training package requirements but have the confidence to perform these tasks in an Early Learning Centre from day 1 and to a high standard.

Training is delivered by hands-on Trainers with Industry currency and extensive knowledge in the Early Childhood Industry. Our courses incorporate face-to-face class based training, self-paced distance learning, hands-on skills training and workplace based training. Students will also have access to our online professional development modules.

EduNex Training is well equipped to support you on your professional journey to become an Early Childhood Educator.

This Student Handbook is designed to provide you with information about the services provided by the EduNex Training and our approach to providing you with a safe, fair and supported environment to participate in training and assessment.

ABOUT EDUNEX TRAINING

EduNex Training is a Registered Training Organisation (RTO) RTO Code: 45283 providing high-quality training to Students in Australia. EduNex Training has modern, up to date facilities, and boasts a team of qualified and dedicated Trainers and Assessors. You can find out more about EduNex Training at the following websites:

- www.edunex.edu.au
- www.training.gov.au

EduNex Training is responsible under its registration with the Australian Skills Quality Authority (ASQA) for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any Australian Qualifications Framework (AQF) Certificate that may result based on your achievement of the course requirements.

OUR SERVICES

EduNex Training provides training and assessment services in support of the following Nationally Recognised training products:

- CHC30113 Certificate III in Early Childhood Education and Care
- CHC50113 Diploma of Early Childhood Education and Care
- HLTAID001 Provide Cardiopulmonary Resuscitation
- HLTAID003 Provide First Aid
- HLTAID004 Provide an Emergency First Aid response in an Education and Care setting

We also deliver customised Professional Development Workshops to Early Childhood Educators, Trainers and Services.

OUR MISSION

EduNex Training's mission is to deliver quality training and assessment that meets the needs of Students and Industry.

OUR OBJECTIVES

In recognition of this mission, our objectives are:

- People First. We strive to attract, recruit and retain talented, competent and committed Trainers. We promote excellent performance through leadership and professional development.
- Safety and Equality. We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- Integrity and Ethics. We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- Quality Committed. We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- Learner Centred. We thrive on providing training and assessment that is Student focused and which supports lifelong learning. We respect our Students and strive to attract them time after time through high quality training and assessment experiences.
- Industry Engagement. We recognise the value of Industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on Industry needs and expectations.

FINDING US

We are located at:

Suite 5, Level 3, 13-15 Lake Street,
Caroline Springs, VICTORIA 3023

1300 EDUNEX

www.edunex.edu.au



PARKING

Whilst you are attending our site by vehicle, you may park on Level 3 of the Central Shopping Centre undercover parking. You will need to go down with the lift to the ground level and walk around to Lake Street to enter the building.

PUBLIC TRANSPORT

Bus Stations are a short walk from EduNex Training in Caroline Springs Blvd. Services through this bus route occur approximately every 20 minutes.

LUNCH OPTIONS

If you are looking to buy lunch whilst you are at our premises we have a large number of eateries around Central Shopping Centre and a food court in CS Square Shopping Centre. We are located very centrally and are surrounded by take away shops, cafes and restaurants, plenty to choose from.

OUR TRAINERS

Our Trainers and Assessors are qualified, dedicated professionals who have current Industry experience and qualifications in a range of industries. Their Industry experience is continually up to date by participating in professional development activities, therefore giving our Students the best practical Industry experience.

At EduNex Training we deliver Nationally Recognised Qualification via training face-to-face, distance learning and in the workplace. When you study with EduNex Training, your Trainer/Assessor will be always there to assist you throughout your course. You can either attend a classroom training environment, or receive workplace visits and even phone or email your Trainer/Assessor for advice which means you get the support you need when you need it.

EduNex Training Trainers are all professionally qualified Trainers and have personal Industry and job role experience. Our Trainers deliver their training in a way that Students will enjoy.

OUR EXPECTATION OF YOU

EduNex Training expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.



- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed and met.
- To utilise facilities and EduNex Training publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other Students and EduNex Training Staff members and their right to privacy and confidentiality.
- To not engage in plagiarism or cheating
- To comply with Student Code of Behaviour

STUDENT CODE OF BEHAVIOUR

Classroom

- Students are expected to attend all training sessions punctually.
- A notice of absence should be provided as soon as possible through a phone call, text message or email.
- The Trainers and fellow Students should be treated respectfully.
- The Student cannot attend any training activity under the influence of alcohol or drugs.
- Smoking or chewing gum is not allowed in EduNex Training premises.
- Mobile phone use is not allowed during training sessions.
- EduNex Training property and its contents including furniture, kitchen appliances, skills training equipment, stationary etc. should be used with care and consideration.
- Students are responsible to maintain cleanliness of the shared kitchen if they use it.
- Work Placement
- Attend Work Placement punctually and seek permission before leaving.
- Personal presentation and code of conduct should be as per the Childcare centre's policy.
- Act in a polite and professional manner.
- Be respectful toward Staff, children, families and the property.
- Keep your supervisor informed of your activities.
- Inform your supervisor promptly regarding absence from work placement.

Social Media

- Students must not use EduNex Training's name or logo on their personal account.
- Students must not suggest that their online activity is on behalf of EduNex Training.
- Personal or confidential information of any EduNex Training's Staff member or Student should not be disclosed.
- Students can use Social Media networks for communication with Trainers but only for educational purpose.

- Students must not share or post any material which is defamatory, threatening, bullying, discriminating, racist, sexist, offensive or otherwise inappropriate or unlawful about EduNex Training, its Staff or Students.

Breach of the Code of Behaviour may result in disciplinary action including a verbal or written warning, and for a serious misconduct it can lead to termination of study or a legal action.

UNIQUE STUDENT IDENTIFIER

If you're studying towards Nationally Recognised qualifications in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2018 will be available in your USI account in 2019.

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 Students 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 Student 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.

Students 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 Students in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Students 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](#).

YOUR SAFETY

EduNex Training is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;

- Report all potential hazards, accidents and near misses to the RTO Staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

Electrical Equipment

- Electrical equipment that is not working should be reported to EduNex Training Staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, Trainers and Assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

Fire Safety

- EduNex Training will undertake to communicate the procedures involved in evacuation and the location of fire equipment to Students at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First Aid

Provision for First Aid facilities are available where training is delivered.

All accidents must be reported to EduNex Training Staff.

The accident and any First Aid administered must be recorded by EduNex Training Staff involved, in the Injury Register.

Lifting

- Students, Trainers and Assessors are encouraged not to lift anything related to the training and assessment provided by EduNex Training unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Work and Study Areas

- Always ensure that all work areas are clean and clear of clutter to avoid the danger of accident or injury by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

DISCRIMINATION, BULLYING AND HARASSMENT - YOUR ACCESS AND EQUITY

EduNex Training is committed to ensuring that the training and assessment environment is free from Discrimination, Bullying and Harassment with the aim to:

- Promote an environment which values diversity and is free from Discrimination, Bullying, Harassment, Victimisation and Vilification where all Employees and Students are treated with dignity, courtesy and respect
- Implement Procedures and awareness raising strategies to ensure that all Employees and Students know their rights and responsibilities in order to provide a safe and inclusive work, teaching and learning environment
- Provide opportunities for Employees and Students to resolve Complaints in a fair, timely and confidential manner
- Encourage the reporting of behaviour which breaches the Complaints Handling Policy and protect Complainants from Victimisation or reprisals when making a Complaint
- Ensure that the EduNex Training complies with its legal responsibilities in accordance with the relevant Acts.

All EduNex Training Staff members (including Contractors) are aware that Discrimination, Bullying and Harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred, disciplinary action will be taken against any Staff member who breaches this policy. Suspected criminal behaviour will be reported to Police authorities immediately. Students should expect fair and friendly behaviour from EduNex Training Staff members and we apply Complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a Staff member of EduNex Training that they feel they can trust. This will initiate a Complaint's handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a Student wishes to report an instance of discrimination or harassment to an agency external to EduNex Training, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

WHAT DISCRIMINATION, BULLYING AND HARASSMENT IS NOT

EduNex Training Managers have responsibilities to manage and supervise their Employees, particularly with regard to unsatisfactory performance of duties. Trainers also have responsibilities to provide academic guidance and advice to Students. Such comment and advice may include critical statements and feedback along with monitoring and review of work and academic performance.

The act of correcting Employees and Students, pointing out areas for improvement, invoking performance counselling or misconduct procedures does not in itself constitute Bullying or Harassment. EduNex Training Managers and Trainers have a responsibility to establish and maintain a workplace free from Bullying and Harassment by offering constructive and legitimate advice and comment in a way that does not demean or humiliate either Employees or Students.

YOUR PRIVACY

EduNex Training takes the privacy of Students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014) and the Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Here's what you need to know:

- EduNex Training will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- EduNex Training is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make Student information available to Government agencies such as the National Centre for Vocational Education and Research or the

Australian Skills Quality Authority. In all other cases EduNex Training will seek the written permission of the Student for such disclosure. EduNex Training will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.

- You have the right to access information that EduNex Training is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".
- If you have concerns about how EduNex Training is managing your personal information, we encourage you to inform our Staff and discuss your concerns. You are also encouraged to make a Complaint directly to us using our internal Complaint handling arrangements outlined in this Student Handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a Complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy Complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-Complaints>.

PRIVACY NOTICE

The Privacy Notice at Schedule 1 of the National VET Data Policy sets out privacy information a student needs to know before they enrol with a Registered Training Organisation (RTO). The RTO is responsible for providing this Privacy Notice to Students, usually as part of the enrolment process.

The Privacy Notice explains how personal information provided by the student may be collected, held, used or disclosed, together with training activity information. It also assists to establish a student's expectations of how their personal information and training data may be handled.

The Privacy Notice also makes it clear that the Notice is in addition to any other specific requirements RTOs are obligated to provide to their students, for example, under state or territory privacy laws.

Under the Data Provision Requirements 2012, EduNex Training 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 this enrolment form), may be used or disclosed by EduNex Training for statistical, administrative, regulatory and research purposes.

EduNex Training may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- 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 receive a Student Survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note 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 National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

SCHEDULE OF FEES AND CHARGES

EduNex Training charge fees for services provided to Students undertaking a course of study. These fees are for items such as course materials, administrative support, student services and training and assessment services.

First Aid Short Course Fees are payable prior to commencement of training and are not eligible for a Payment Plan. Full Qualification Fees payable can be paid prior to the commencement of training or within 10 days of receiving an invoice from EduNex Training, or once a Student enters into an approved Payment Arrangement via EziDebit at the time of enrolment. EduNex Training may discontinue training if fees are not paid as required. All Fees must be paid in full before Students can be issued with any AQF Certificate relating to their achievements. For a full list of current Fees and Charges please request a copy of EduNex Training Schedule of Fees and Charges or visit the website www.edunex.edu.au.



PAYMENT PLANS VIA EZIDEBIT

Payment Plans for full qualifications are available to assist Students to spread the cost of their course using smaller regular payments. Contact us to discuss. Note: Payment Plans are not available for First Aid Short Courses.

STUDENT COURSE CANCELLATION

A Student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. EduNex Training staff who are approached with initial notice of cancellation are to ensure the Student understands their rights with regards to the refunding of tuition fees. The Student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Students who may not be eligible but are requesting a refund should also be provided with the Refund Request Form so the request can be properly considered by the CEO or General Manager.

REPLACEMENT OF TEXTBOOKS

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a Student has purchased a text or training workbooks and subsequently cancels his or her enrolment, EduNex Training will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. For a full list of replacement charges please refer to EduNex Training Schedule of Fees and Charges.

REFUNDS

Students who give notice to cancel their enrolment into a full Qualification 10 business days or more prior to the commencement of a program, will be entitled to a full Refund of fees paid.

Students who give notice to cancel their enrolment into a full Qualification 9 business days or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by EduNex Training is required to cover the costs of Staff and resources which will have already been committed based on the Student's initial intention to undertake the training.

Students who cancel their enrolment after a training program has commenced will not be entitled to a Refund of fees. An exception to this policy is where EduNex Training fails to fulfil its service agreement and fees are refunded under our guarantee to clients. Note: A Refund of Fees does not apply to any Short Course training programs.

Where a Student has purchased a textbook and subsequently cancels, EduNex Training will not refund monies for the textbook.

Discretion may be exercised by the CEO or General Manager in all situations, if the Student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the Student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The CEO or General Manager may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the Student within 14 days from the time the Student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the Student on the Refund Request Form. For the full Fees and Refund Policy see www.edu.au

PAYMENT METHODS ACCEPTED

EduNex Training accepts payment for Fees using:

- Credit Card
- Electronic Funds Transfer (EFT)
- Cheque (made payable to EduNex Training)
- Cash
- Payment arrangement through Ezi Debit.

SUBSTITUTIONS

Requests for substitutions are to be made in writing and can be made at any time up to 2 working days before the program commencement date.

COURSE TRANSFERS

Requests for transfers to alternate programs can be arranged if EduNex Training is advised in writing more than 10 working days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where EduNex Training has been notified in writing at least 10 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00 (incl. GST).

STATUTORY COOLING OFF PERIOD

The Standards for Registered Training Organisations 2015 require EduNex Training to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. It must be noted that EduNex Training do not engage in unsolicited marketing or sales tactics and **therefore a statutory cooling off period is not applicable to our Students** who have enrolled into a training program. For Refund options in other circumstances, Students must refer to the Refund Policy.

OUR GUARANTEE TO STUDENTS

If EduNex Training cancels or ceases to provide training, EduNex Training must issue a full Refund for any services not yet provided. The basis for determining "services not yet provided" is to be based on the units of competency completed by the Student and which can be issued in a Statement of Attainment at the time the service is ceased. As an example: A Student enrolled in a course of 10 units of competency and paid \$1,500.00 up front as the total course fee. The course was cancelled due to the Trainer falling ill and the Student at that time had completed 4 of the 10 units. The Student's enrolment would be finalised and the Student would receive a Statement of Attainment for the 4 completed units. The Student would also receive a refund of \$900.00 which represents that value of the training not delivered.

EduNex Training is solely responsible for the training and/or assessment and for issuing all Qualifications and Statement of Attainments for all training products listed on our Scope of Registration at <https://training.gov.au/Organisation/Details/45283>

EduNex Training does not guarantee that a Student will be issued with a Qualification or Statement of Attainment.

EduNex Training does not guarantee that any employment outcome will result from training and/or assessment for any Student that successfully completes their training and/or assessment.

EduNex Training does not claim that a Student will be eligible for any licence or accreditation as a result training and/or assessment.

EduNex Training does not guarantee that a Student will successfully complete a training product or that a training product can be completed in a manner that does not meet the requirements of clause 1.1 or 1.2 of the Standards for RTO's 2015.

EduNex Training will notify all Students when any change occurs that may affect the services we are providing you. This includes:

- A change in ownership of EduNex Training, and/or
- Any changes to, or new third-party arrangements EduNex Training puts in place, for the delivery of services to Students. Please note: EduNex Training does not use third-party arrangements for training and assessment delivery.

LIMITING FEES BEING PAID IN ADVANCE

EduNex Training acknowledges that it has a responsibility under the Standards for Registered Training Organisations 2015 to limit the fees paid by Students in advance of their training and assessment services being delivered. To meet our responsibilities EduNex Training may accept payment of no more than \$1,500 from each Student prior to the commencement of the course. This requirement only applies when the payment for the fees are being made directly by an individual that falls under the protection of Australian Consumer Law. By this we generally mean the Student or the Student's family member. This requirement is not applicable where the fees are being paid by the Student's Employer or a Funding Authority. This is an entity to entity transaction and does not require the limiting of fees paid in advance.

Following the course commencement, EduNex Training may require payments of additional fees in scheduled payments in advance from the Student but only such that at any given time, the amount required to be paid in advance is consistent with the portion of training being delivered.

PAYMENT OF GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

ATO reference: <http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/00001>

CHANGES TO TERMS AND CONDITIONS

EduNex Training reserves the right to amend the conditions of the Student's enrolment at any time. If amendments are made that effect the Student's enrolment the Student will be informed 7 days prior to changes taking effect. Students then have 28 days to submit an Appeal from the date they were informed of the decision. Further information about Appealing a decision is contained in the section relating to Complaints and Appeals handling.

PROTECTION UNDER AUSTRALIAN CONSUMER LAW

As a Student 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 a statutory 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.

ACCESSING YOUR RECORDS

You are entitled to have access to your records. These records include your:

- Student file,
- Learning and assessment record,
- Administrative records,
- AQF Certificates including a reissuance of a Statement of Attainment or Qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by EduNex Training, you are welcome to have access anytime just ask your Trainer and it will be organised immediately.

You can access hard copy records and reports from our Student Management System, but only relating to you personally. You can request this access using the Student Records Request Form off the EduNex Training website. Access to requested records during a work day will be arranged as soon as possible and definitely within 24 hours. Students should note that these records cannot be taken away unless a photo copy is requested. Where photocopies are requested, EduNex Training reserves the right to charge a once-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification Certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from EduNex Training. To obtain this you must complete the Student Records Request Form and return this to the EduNex Training Head Office. The cost of \$50.00 will apply for each issued AQF certificate. These monies must be paid in advance. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A Student may also nominate another person to collect the certificate, however these persons must be notified to EduNex Training beforehand and the person must provide photo ID to validate their identity.

CONTINUOUS IMPROVEMENT

EduNex Training is committed to the continuous improvement of our training and assessment services, Student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

SUGGESTING IMPROVEMENTS

The primary method of reporting opportunities for improvement by Students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Record for consideration by the Continuous Improvement Committee. Often these reports will be generated after an opportunity for improvement has been identified by a Staff member or Student. The Continuous Improvement Record template is available on the EduNex Training website. Students are encouraged to provide feedback to EduNex Training so we can improve our services in the future.

STUDENT SATISFACTION SURVEY

At the completion of your training program, you will be issued with a Student Satisfaction Survey Monkey link. This is a nationally consistent survey tool which is designed to collect feedback from Students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to EduNex Training for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey

data is greatly appreciated. Students can submit Feedback via a Survey Monkey Survey available at: <https://www.edunex.edu.au/student-feedback/>

ASSESSMENT

At EduNex Training assessment is conducted using a combination of Written Knowledge Assessment, Portfolio, Research Tasks, Case Studies, Workplace Log Book, Supervisor Feedback and Workplace Observation.

The following provides a brief explanation of the primary assessment methods:

- **Knowledge Assessment:** The Student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice.
- **Research Tasks:** The Student is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the Student will largely be specific to their workplace.
- **Case Study Response:** The Student is required to provide a written response to a situation presented in a case study scenario. This will usually require the Student to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.
- **Workplace Log Book:** The Student is required to record details of their work activity completed during the work placement. These details are recorded against specified tasks which are predesigned for the Student to complete. This forms an important part of the assessment evidence as it often includes critical evidence that is otherwise difficult for the assessor to observe.
- **Supervisor Feedback:** The assessor will periodically engage with workplace supervisors to seek their feedback about the Student's performance. This is undertaken as an interview with a duration of approximately 15 to 20 minutes. This interview can be undertaken over the phone or face to face. Feedback from a supervisor is recorded into the assessment record.
- **Workplace Observation:** The Student will be observed performing specific tasks in their day-to-day work activities. The assessor will attend the workplace and observe the Student performing tasks relevant to the units of competency being assessed. The Student will be briefed on these observation activities in advance and is required to make arrangements to undertake these activities when the assessor is in attendance at the workplace.

RE-ASSESSMENT

Students who are assessed as Not Yet Competent (NYC) are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These Students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of EduNex Training to provide a total of three opportunities for training and assessment at no additional cost to the Student or employer. Students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Students requiring additional learning support are to be brought to the attention of EduNex Training management so the progress of the Student can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where Students repeatedly do not demonstrate competence following significant learning and assessment support, a Student's enrolment can be terminated through mutual agreement.

PLAGIARISM

Plagiarism is using someone else's words, ideas or work without acknowledging the source from where it was obtained and presenting them as your own original work. It involves directly copying work from sources like internet, books, handouts etc.

Students will need to confirm the authenticity of their work as their own.

EduNex Training will not hesitate to impose penalties when a Student is caught plagiarising or cheating.

Students who offer to sell/purchase assignments or provide their work to be copied will also be penalised for plagiarism.

EduNex Training Staff member will decide after thorough investigation, if the act of plagiarism was intentional or reckless. Based on seriousness of the offence, following penalties may apply:

- Verbal Warning
- Written Warning
- Not Competent Result
- Suspension from course
- Withdrawal from course

ISSUING QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

EduNex Training will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a Student within 30 days of the Student being assessed as meeting the requirements of the training product if

the training program in which the Student is enrolled is complete.

Please note however that EduNex Training is not obliged to issue a Certificate to a completed Student if:

- All agreed fees the Student owes to EduNex Training haven't been paid.
- The Student hasn't provided a valid Unique Student Identifier (USI).
- Students should be aware that a:
- Qualification is the result of a Student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a Student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- Statement of Attainment is issued when the Student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the Student achieved one or more units of competency as part of an enrolment in a qualification based course but the Student did not achieve all of the units of competency to receive the full qualification.
- Students not eligible to receive a Statement of Attainment will be given a Certificate of Attendance/Participation.

RE-ISSUE OF CERTIFICATES AND STATEMENTS OF ATTAINMENT

EduNex Training will re-issue a Certificate or Statement of Attainment for a current or past Student upon request.

Re-issues will only be produced for the Student to whom the Qualification or Statement of Attainment was originally issued. The Student will need to make a written request to EduNex Training and pay the fee for re-issuance as per the current Schedule of Fees and Charges.

STUDENT SUPPORT SERVICES

During your enrolment, EduNex Training will deliberately engage with you on a number of occasions. We do this through requesting you to complete enrolment documentation, discussions over the phone, and LLN assessment. One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your "individual needs". This is simply the term we use to define what your needs are and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

WHAT SUPPORT IS AVAILABLE?

EduNex Training will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Language, Literacy and Numeracy (LLN) Support
- Monitoring Course Progress
- Studying and Learning Coaching
- English as Second Language Tuition
- Alternative Payment Plan
- Counselling Support
- Disability Access
- Employment Services Referral

If you need support during your course, please inform your Trainer and you will be connected with the best person who can assist you. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. EduNex Training is committed to our Student's welfare both during and after hours of study.

PRE-ENROLMENT INFORMATION

Pre-enrolment information allows the prospective Student to determine the suitability for the course you are applying for and the appropriateness of the qualification with regards to your career aspirations and job expectations. It ensures that you have a clear understanding of the demands and outcomes of the course and that EduNex Training understands your objectives for undertaking the course. This information is also a way for you to establish the most suitable pathway in order for you to successfully achieve the stated qualification and competencies.

There are two pathways to select from. The first is a full training and assessment pathway where you participate in all learning activities that provide you with current skills and knowledge in order to become a competent Early Childhood Educator.

The second pathway is the option to seek Recognition of your Prior Learning. This involves a process of engaging with you to obtain documentary evidence of your prior learning and experience and engagement with you during a recognition interview to validate your prior learning and experience.

LANGUAGE, LITERACY AND NUMERACY (LLN) SKILLS

The term 'Language, Literacy and Numeracy' (LLN) refers to the five ACSF Core skills; Learning, Reading, Writing, Oral Communication and Numeracy. These five Core Skills have been identified by the Australian Core Skills Framework (ACSF) as the essential skills for individuals to hold to participate effectively in society including the workplace and education sector.

Core Skills are critical to almost all areas of work. This is

particularly true in many vocations where Language, Literacy and Numeracy Skills influence the performance of workplace tasks such as measuring, weighing, comprehending written work instructions and producing written documents. It is also essential that Students have sufficient LLN Skills at the completion of their training and assessment to work successfully in the chosen vocation.

To support this approach EduNex Training will:

- Assess a Student's Language, Literacy and Numeracy Skills during their enrolment process to ensure they have adequate skills to complete the training;
- Support Students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to Students about the details of the Language, Literacy and Numeracy Skills assistance available. EduNex Training generally recommend the LLN training courses provided by TAFE. These institutes have specialist teachers to support the Student's development of their core skills.
- Refer Students to external Language, Literacy and Numeracy Skills support services that are beyond the support available within EduNex Training and where this level of support is assessed as necessary; and
- Negotiate an extension of time and other support arrangements to assist Students to complete training programs if necessary.

Please Note: All Students will be required to undertake a mandatory LLN (Core skills) assessment prior to commencement of training through LLN Robot.

MONITORING COURSE PROGRESS

EduNex Training systematically monitors Students' Course Progress over the duration of their training program. This includes recording, monitoring, assessing, counselling and reporting the academic Course Progress of each Student. Course Progress includes monitoring Students progress in relation to: Academic Progress and meeting Assessment Milestones, Work Placement requirements, Training Plan and Training Schedule Attendance requirements and Workplace Visit requirements.

As part of our commitment to support Students through their learning journey, EduNex Training will monitor, record and assess the Course Progress of each Student for the course in which the Student is currently enrolled.

EduNex Training will assess each Student's Course Progress at the end of each study period, referred to as Milestones. Each Milestone equates to approximately 3-4 months of study, based on Certificate III and Diploma qualifications.

EduNex Training deems unsatisfactory Course Progress as not successfully completing or demonstrating competency in at least

50% of the course requirements in that Milestone.

EduNex Training will implement a Course Progress Intervention Strategy for any Student who is not making satisfactory Course Progress.

COMPLAINTS AND APPEALS

EduNex Training is committed to providing a fair and transparent Complaints and Appeals process that includes access to an independent external body if required, to manage requests for a review of decisions, including assessment decisions.

EduNex Training has a Complaints and Appeals Policy to manage and respond to allegations involving the conduct of:

- a) The RTO, its Trainers, Assessors or other Staff
- b) A Student of the RTO

To make a Complaint or an Appeal, you are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

It is important to identify in your complaint in the Complaints and Appeals Form whether your concerns are related to:

- The RTO
- The Trainer/Assessor
- Another Student

These forms, along with the Complaints and Appeals Policies are available via our website at the following address: www.edunex.edu.au

Once you have completed the required form you are requested to submit this to the EduNex Training Head Office either in hard copy or electronically via the following contact details:

Suite 5, Level 3, 13 - 15 Lake Street
Caroline Springs, VIC 3023
info@edunex.com.au

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number:

1300 EDUNEX

WHAT IS A COMPLAINT?

A Complaint is negative feedback about services or Staff which has not been resolved locally. A Complaint may be received by EduNex Training in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by Students and/or employers. The person who is seeking to make a Complaint, should lodge the Complaint within 12 months of the situation arising or incident occurring.

WHAT IS AN APPEAL?

An Appeal is an application by a Student for reconsideration of an unfavourable decision or finding during training and/or assessment. An Appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to EduNex Training within 28 days of the Student being informed of the decision or finding.

There are no costs associated with lodging Complaints or Appeals with EduNex Training.

EARLY RESOLUTION OF COMPLAINTS AND APPEALS

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

COMPLAINT AND APPEALS HANDLING

EduNex Training applies the following principles to its Complaints and Appeals handling:

- A Complaint or Appeal may be received in any form (written, verbal) although persons seeking to make a Complaint are recommended to complete the Complaint Form or request



for an Appeal of a decision Form which are available on the EduNex Training website.

- A person who makes a Complaint or an Appeal must be provided a written acknowledgement as soon as possible and not later than 24 hours from the time the Complaint or the Appeal is received. This acknowledgement is intended to provide the person assurance that EduNex Training had received the Complaint or the Appeal and will review the relevant issues and provide a response. The acknowledgement must inform the person that they will receive a written response within 14 days.
- A Complaint should be lodged within 12 months of the situation arising or incident occurring.
- An Appeal must be made within 28 days of the person being informed of the decision or finding of which they intend to Appeal.
- Written records of all Complaints / Appeals are to be kept by EduNex Training including all details of lodgement, response and resolution. EduNex Training will maintain Complaints / Appeals register to be used to record the details of the Complaint / Appeal and to maintain a chronological journal of events during the handling process. Records relating to Complaint / Appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a Complaint or seeking an Appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- Where a Complaint or Appeal is made about or involves allegations about another person, EduNex Training is obliged to inform this person about this Complaint/Appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. EduNex Training will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or Complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.
- The handling of a Complaint / Appeal is to commence within seven (7) working days of the lodgement of the Complaint / Appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a Complaint or seeking an Appeal is to be provided a written response to the Complaint / Appeal, including details of the reasons for the outcome. A written response must be provided to the person within fourteen (14) days of the lodgement of the Complaint / Appeal.
- Complaints / Appeals must be resolved to a final outcome within sixty (60) days of the Complaint / Appeal being initially received. Where EduNex Training CEO or General

Manager considers that more than 60 calendar days are required to process and finalise the Complaint / Appeal, the CEO or General Manager must inform the person making a Complaint or seeking an Appeal in writing, including reasons why more than 60 calendar days are required.

- EduNex Training regularly updates the Complainant or Appellant on the progress of their application.
- As a benchmark, EduNex Training will attempt to resolve Complaints / Appeals as soon as possible. A timeframe to resolve a Complaint / Appeal within thirty (30) days is considered acceptable and in the best interest of EduNex Training and the person making a Complaint or seeking an Appeal. A person making a Complaint or seeking an Appeal should also be provided with regular updates to inform them of the progress of the Complaint / Appeal handling. Updates should be provided to the person making a Complaint or seeking an Appeal at a minimum of two (2) weekly intervals.
- EduNex Training shall maintain the enrolment of the person making a Complaint or seeking an Appeal during the handling process.
- Decisions or outcomes of the Complaint / Appeal handling process that find in the favour of the person making a Complaint or seeking an Appeal shall be implemented immediately.
- Complaints / Appeals are to be handled in the strictest of confidence. No EduNex Training representative will disclose information to any person without the permission of EduNex Training Chief Executive Officer. A decision to release information to third parties can only to be made after the person making a Complaint or seeking an Appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints / Appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a Complaint or seeking an Appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a Complaint or seeking an Appeal is entitled to have their Complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.
- Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)

INFORMING PERSONS AND RESPONDING TO ALLEGATIONS

Where a Complaint involves one person making allegations about another person, it is a requirement for EduNex Training to hear both sides of the matter before making any judgements about how the Complaint should be settled. A person who will be affected by a decision made by EduNex Training as a result of a

Complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- Put forward arguments in their favour,
- Show cause why a proposed action should not be taken,
- Deny allegations,
- Call for evidence to disprove allegations and claims,
- Explain allegations or present an innocent explanation, and
- Provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

EduNex Training also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by EduNex Training.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of EduNex Training to investigate the matter, then in these circumstances EduNex Training reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

REVIEW BY AN INDEPENDENT PERSON

EduNex Training provides the opportunity for the person making a Complaint or seeking an Appeal who is not satisfied with the outcomes of the Complaints and Appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow EduNex Training to fully consider the nature of the Complaint or Appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making an Appeal should inform the Office Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances, the EduNex Training Chief Executive Officer will advise of an appropriate party independent of EduNex Training to review the Complaint (and its subsequent handling) and provide advice to EduNex Training in regards to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.

Where EduNex Training appoints or engages an appropriate independent person to review a Complaint / Appeal, EduNex Training will meet the full cost to facilitate the independent review. Where the person making a Complaint, or seeking an Appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, EduNex



Training may seek the person making a Complaint or seeking an Appeal to contribute to the cost of engaging this person and undertaking the review.

Following an independent review, advice received from the independent person is to be accepted by EduNex Training as final, advised to the person making a Complaint or seeking an Appeal in writing and implemented without prejudice.

Where a Complaint is received by EduNex Training and the Chief Executive Officer feels that they may be biased or there is a perception of bias, then the Complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

UNRESOLVED COMPLAINTS AND APPEALS

Where the person making a Complaint, or seeking an Appeal is not satisfied with the handling of the matter by EduNex Training, they have the opportunity for a body that is external to EduNex Training to review his or her Complaint or Appeal following the internal completion of Complaint or Appeals process.

Students who are not satisfied with the process applied by EduNex Training may refer their grievance to the following External agencies:

- In relation to consumer protection issues, these may be referred to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, these may be referred to the National Training Complaints Service via the following phone number: 13 38 73.

COMPLAINTS AND APPEALS CORRECTIVE ACTION TAKEN

EduNex Training securely maintains records of all Complaints and Appeals and their outcomes and identifies potential causes of Complaints and Appeals and takes appropriate corrective action to eliminate or mitigate the likelihood or reoccurrence through the Continuous Improvement Policy.

WITHDRAWING FROM A COURSE

There are circumstances where a Student may finalise their enrolment early for personal or academic reasons. Where this is the case, the Student is requested to complete the form Application for Course Deferment / Transfer / Withdrawal. This provides the Student the opportunity to specify their reasons and select to indicate their preference to defer their enrolment, to transfer their enrolment to another course or to terminate their enrolment altogether. Where the enrolment is being deferred or terminated, Students will be issued a Statement of Attainment to recognise the outcomes they have achieved during their enrolment. A Student who defers and returns to complete a course will be eligible to

recommence their training and receive a Credit Transfer for any completed units of competency. The General Manager will review these applications, where possible is to interview the Student to understand their circumstances and is to record their decision using the section provided on the application. Students are to be informed of this decision in writing.

STUDENT WHO ARE NOT CONTACTABLE OR NOT RESPONDING

Where a Student is not contactable or fails to respond to requests by the EduNex Training, the Student's enrolment may be terminated in absentia. This action may only be taken where the EduNex Training has made every reasonable attempt to engage with the Student or contact the Student to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a Student via email or phone conversation communicating their request is to be accepted where the Student is not willing to complete an Application for Course Deferment / Transfer / Withdrawal. Email records and written records of phone conversations are to be retained on the Student's file as evidence of these expressed instructions from the Student.

Before a Student's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

- A minimum of three attempts (four weeks apart) must be made using the last known contact details (email, phone and mail) to contact the Student and issue the Student with a warning letter notifying them of the intent to terminate the enrolment.
- Where the Student fails to respond, the Student's enrolment is to be terminated and the Student's record within the Student management system is to be updated with the outcome of "withdrawn" entered into each unit of competency that has not been completed at the time.
- Any final AQF certificate to which the Student is entitled is to be sent registered mail to the Student's last known mailing address. This should also be noted in the Student's enrolment record and a photocopy of the certificate retained on the Student's record.
- The Student's record is to be archived in accordance with the Records Retention and Management Policy.

Applicable Trainers are to be informed of the Student's enrolment termination and advised to inform the General Manager if the Student makes contact.

RECOGNITION OF PRIOR LEARNING (RPL)

In accordance with the requirements of the Standards for Registered Training Organisations 2015, EduNex Training provides the opportunity for Students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled. The fees associated with RPL can be found in the Summary of Fees and Charges

WHAT IS RECOGNITION?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and Industry. Most importantly, it should be noted that recognition is just another form of assessment.

RECOGNITION GUIDELINES

The following guidelines are to be followed when an application for recognition is received:

- Any Student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in EduNex Training Scope of Registration.
- Whilst Students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the Student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

FORMS OF EVIDENCE FOR RECOGNITION

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or Industry. Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. EduNex Training reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.



CREDIT TRANSFER (CT)

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations 2015, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a Student to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

EVIDENCE REQUIREMENTS

If you are seeking Credit Transfer, you are required to present your Verification of Qualification Permission Form, Statement of Attainment or Qualification with a Record of Results, or USI Transcript for examination to EduNex Training.

These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the Statement of Attainment or Qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework (AQF). You are required to submit copies only which are certified as true copies of the original.

CREDIT TRANSFER GUIDELINES

The following guidelines are to be followed in relation to Credit Transfer:

- Any Student is entitled to apply for Credit Transfer in a course

or qualification in which they are currently enrolled.

- Students may not apply for Credit Transfer for units of competence or qualification which are not included in EduNex Training scope of registration.
- Whilst Students may apply for Credit Transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the Student down a more efficient path to competence.
- The Student does not incur any fees for Credit Transfer and EduNex Training does not receive any funding when Credit Transfer is granted.
- Credit Transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for Credit Transfer and applicants will be advised to seek RPL.

LEGISLATIVE AND REGULATORY RESPONSIBILITIES

EduNex Training is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that EduNex Training has recognised it has compliance responsibilities to. They also represent obligations to you as a Student whilst training with EduNex Training.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal Legislation can be found on the Internet at <http://www.australia.gov.au/information-and-services/>



public-safety-and-law/legislation/states-and-territories (State) and www.comlaw.gov.au (Federal).

The following is a summary of the Legislation that will generally apply to your day-to-day work and training.

Occupational Health and Safety Act 2004 (Vic) and Occupational Health and Safety Regulations 2007

In Victoria, workplace health and safety is governed by a system of laws, regulations and compliance codes which set out the responsibilities of employers and workers to ensure that safety is maintained at work.

The Occupational Health and Safety Act 2004 is the cornerstone of legislative and administrative measures to improve occupational health and safety in Victoria. The Act sets out the key principles, duties and rights in relation to occupational health and safety.

The Occupational Health and Safety Regulations 2007 are made under the Act. They specify the ways duties imposed by the Act must be performed, or prescribe procedural or administrative matters to support the Act, such as requiring licenses for specific activities, keeping records, or notifying certain matters.

The new Occupational Health and Safety Regulations 2017 and Equipment (Public Safety) Regulations 2017 commenced on 18 June 2017.

PRIVACY ACT 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and

government agencies manage personal information in an open and transparent way.

- The kinds of personal information that the entity collects and holds;
- How the entity collects and holds personal information;
- The purposes for which the entity collects, holds, uses and discloses personal information;
- How an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- How an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint;
- Whether the entity is likely to disclose personal information to overseas recipients.

DISABILITY DISCRIMINATION ACT 1992

Section 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.



SEX DISCRIMINATION ACT 1984

The objectives of this Act are:

- To give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women;
- To eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs;
- To eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities;
- To eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity;
- To promote recognition and acceptance within the community of the principle of the equality of men and women.

AGE DISCRIMINATION ACT 2004

The Objectives of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information;
- To ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community;
- To allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances;
- To promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights;
- To respond to demographic change by:
 - removing barriers to older people participating in society, particularly in the workforce; and
 - changing negative stereotypes about older people.

RACIAL DISCRIMINATION ACT 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- Promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- Make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

COPYRIGHT ACT 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

FAIR WORK ACT 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

NATIONAL VOCATIONAL EDUCATION AND TRAINING REGULATOR ACT 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- Compliance with the VET Quality Framework
- Satisfying Fit and Proper Person Requirements
- Satisfying the Financial Viability Risk Assessment Requirements
- Notifying National VET Regulator of important changes
- Cooperating with National VET Regulator
- Compliance with directions given by the National VET Regulator

EQUAL OPPORTUNITY ACT 2010

The objectives of the Equal Opportunity Act 2010 are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality.

Under the Equal Opportunity Act 2010, it is against the law to discriminate against a person on the basis of:

- Age
- Breastfeeding
- Carer status
- Disability
- Employment activity
- Gender identity
- Industrial activity
- Lawful sexual activity
- Marital status
- Parental status
- Physical features
- Political belief or activity
- Pregnancy
- Race (including colour, nationality, ethnicity and ethnic origin)
- Religious belief or activity
- Sex
- Sexual orientation
- Expunged homosexual conviction
- Personal association with someone who has, or is assumed to have, any of these personal characteristics.

It is also against the law to sexually harass someone.

CHILD WELLBEING AND SAFETY ACT 2005

The purpose of the Child Wellbeing and Safety Act (a companion piece of legislation to the Children, Youth and Families Act 2005) has the following purposes:

- To provide common principles for those child and family services provided to vulnerable children and families under the Children, Youth and Families Act 2005 and other primary and universal services provided to children and families under other legislation, such as child care and maternal and child health services.
- To provide for the establishment of bodies to oversee the child and family service system and to coordinate Government policy in this area

NOTE: The Student Handbook may be updated from time to time to align with legislative requirements and our company policies.

Any significant change will be notified to all our Students through email. However, the Students are advised to always check the current version on our website for future references.







CALL 1300 EDUNEX

Email: info@edunex.edu.au

www.edunex.edu.au