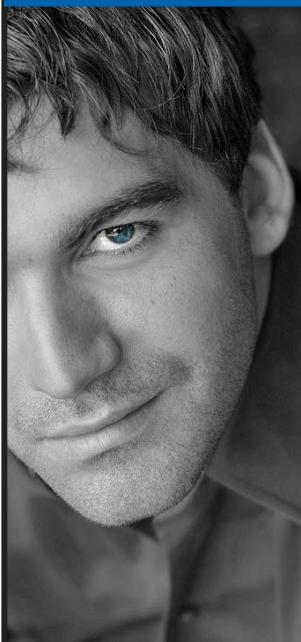




2012 Student Handbook

Excellence in Education & Training

Excellence in Education & Training is the trading name of Cultural Immersion Pty Ltd | ABN: 11 128106169 | RTO: 40314



your education

your future

www.eet-learning.com.au

WELCOME FROM THE DIRECTOR OF STUDIES



Welcome to Excellence in Education & Training (E.E.T.). We are a registered training organisation accredited by The Department of Further Education, Employment, Science and Technology (DFEEST).

E.E.T. delivers a range of vocational education & training options as well as accredited English Proficiency courses. Our aim is to meet your learning goals towards your employment or further study pathways. Our courses are nationally accredited and our trainers and teachers are energetic, experienced and committed. Our networks include Job Services Australia providers, Industry Skills Councils, industry associations, employers, private, independent and public schools and State and Commonwealth Government bodies. We embrace goals and values around maximising each student's learning potential and achievements.

Our training delivers skills, confidence and is character building. We achieve this through a holistic approach that aims to prepare you for your job, career and life. I welcome you to E.E.T. and I am sure you will have a rewarding and enjoyable learning experience.

This Student Handbook will assist you with your orientation. Please read this handbook along with the appropriate course information as these documents will provide you with course details, the enrolment process, regulations that you must know, campus and study guidelines and other important information around studying at and attending E.E.T.

For more information contact us on **(08) 8410 8938** or visit our website at **www.eet-learning.com.au**. Fact sheets, this Student Handbook, enrolment forms and other forms can also be downloaded from our website.

I welcome you to Excellence in Education & Training. I am sure that you will have a rewarding and enjoyable learning experience.

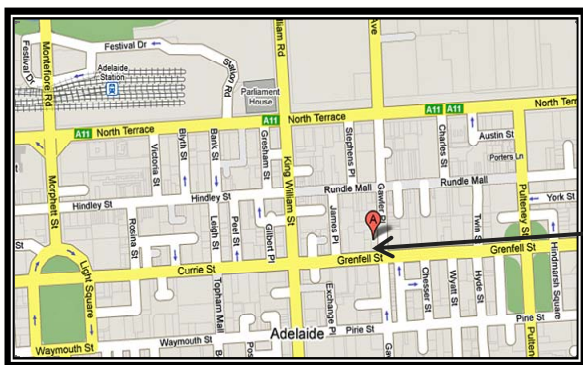
M La Pietra

Maria La Pietra
Director of Studies

OUR LOCATION

E.E.T. is conveniently located at **Level 7 East Wing, 50 Grenfell Street, Adelaide, South Australia.**

Adelaide CBD



Our education centre is in the heart of Adelaide's CBD, only 2 minutes walk from Rundle Mall.

We are also only 5 minutes walk from the South Australian State Library, 10 minutes walk from Adelaide's universities and a few minutes walk from all public transport.

Before 5.30pm access is via the front entrance at 50 Grenfell Street. East Wing lifts to Level 7 are to the right.



Disabled access is via the main entrance on the ground floor. Disabled toilets are located on the ground floor to the right of the East Wing elevators.

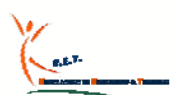


AFTER HOURS ACCESS

For classes after 5.30pm Mondays to Fridays or on Saturdays access is by the side entrance which is by glass door on 71 Gawler Place between 'Priceline Pharmacy' and the gift shop. A staff member will open the doors for you.

Please do not be late for your class as the doors will be closed 15 minutes after classes start.

2012 Student Handbook
Revision 12b
February 2012
To be reviewed February 2013
Responsibility:
Director of Studies and
Business Marketing & Resources-
Co-ordinator



Excellence in Education & Training
Level 7 East Wing, 50 Grenfell Street, Adelaide, South Australia, AUSTRALIA
Ph: (08) 8410 8938 Fax: (08) 7225 0406 Post: PO Box 3485, Rundle Mall, SA, 5000
study@culturalimmersion.sa.edu.au www.eet-learning.com.au

MISSION STATEMENT

To provide quality vocational education & training and English courses.
To be a recognised provider of quality educational and training that is life-enhancing to our students.

OUR SENIORS

Maria La Pietra

BSSc. Dip TESOL. Cert IV TAA. Justice Of The Peace
Director of Studies
English Co-ordinator & Senior English Trainer
Email: maria@culturalimmersion.com.au

Rosie Stavrou

Cert IV TAA
Director of Operations
Floristry Co-ordinator & Trainer
Email: rosie@culturalimmersion.com.au

Darren Hosne

BA Psych. AC Mgt. Cert IV WTAA.
Business Marketing &
Resources Co-ordinator
Email: darren@culturalimmersion.com.au

Steve Stavrou

Finance/HSW Co-ordinator
Email: rosie@culturalimmersion.sa.edu.au

Qualifications We Deliver:



- **SIB20110:** Certificate II in Retail Make-Up and Skin Care
- **SFL20110:** Certificate II in Floristry (Assistant)
- **40620SA:** Certificate I in English Proficiency
- **40621SA:** Certificate II in English Proficiency
- **40622SA:** Certificate III in English Proficiency
- **40623SA:** Certificate IV in English Proficiency
- **SIR20207:** Certificate II in Retail
- **SIR30207:** Certificate III in Retail
- **BSBDIV301A:** Work effectively with diversity (*this is a single unit*)

PRE-ENROLMENT INFORMATION AND THE ENROLMENT PROCESS:

BEFORE ENROLMENT: All applicants please ensure you read and understand the course fact sheet and Student Handbook. We will ensure that our marketing and advertising to all prospective students, agencies and schools is ethical and as accurate as possible. If you notice any errors or need clarification please phone the Business Marketing and Resources Co-ordinator on 8410 8938.

ENROLMENT: Please complete all relevant forms as detailed below as your enrolment can only be finalised after you have submitted all documentation (correctly filled out and signed) and after your course deposit/payment clears.

STEP 1: Please read and understand pre-enrolment information in the **Student Handbook** and in the course **Fact Sheet**.

STEP 2: Complete the **Course Application Form**. Please answer all questions.

STEP 3: Send or deliver the completed **Course Application Form** and **any required documentation or identification** to the address on the Course Application Form.

If corrections are required we will notify you to correct & re-submit the form by the due date.

STEP 4: After your details are assessed and approved we will:

- Contact you to invite you to attend a pre-selection interview and an English assessment (Compass Literacy and Numeracy Assessment - <http://www.acer.edu.au/tests/compass>) if applicable.
- Once your application has been accepted a letter and **Invoice** for course fees will be mailed to you. If you have not been accepted a letter will also be sent to you that will explain why you had not been accepted.

STEP 5: Please pay your invoice and post or fax the remittance (how you made payment) to us. **Please make payment by the due date. Or phone us immediately if you wish to withdraw your application at this point.**

STEP 6: Once your payment clears we will contact you with the orientation and start date. If you have applied for RPL or requested Credit Transfer a meeting will be arranged with you.



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Excellence in Education & Training is a Registered Training Organisation under the Training and Skills Development Act 2008. We ensure that at all times our operations comply with the legislation and the Australian Quality Training Framework standards to be met by each Registered Training Organisation.

SKILLS RECOGNITION

CREDIT TRANSFER

If you have completed relevant units of competency with another Registered Training Organisation we will automatically credit these towards the completion of your qualification.

RECOGNITION OF PRIOR LEARNING

We recognise that you may hold skills and knowledge that are relevant to your course outcomes. We will assist you to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning (RPL). RPL is step-by-step assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes or competency standards within a unit or course. Contact us for more information on the RPL process.

RECOGNITION OF CURRENT COMPETENCY

Recognition of current competency (RCC) applies if a client has previously successfully completed the requirements for a unit of competency or module and is now required (eg by a licensing authority) to be reassessed to ensure that the competence is being maintained. In this case no extra skill or competencies are nationally recognised. An unsuccessful RCC assessment does not invalidate the previous competent assessment outcome.

NATIONAL RECOGNITION

a) "Recognition by an RTO of the AQF qualifications and statements of attainment issued by all other RTOs, thereby enabling national recognition of the qualifications and statements of attainment issued to any person; b) Recognition by each state and territory's registering body of the training organisations registered by any other state or territory's registering body and of its registration decisions; c) Recognition by all state and territory course-accrediting bodies and registering bodies of each other's accredited courses and accreditation decisions" (*AQTF 2010 Users' Guide to the Essential Conditions and Standards for Continuing Registration*).

COURSE COSTS, FEES AND CHARGES

You will be informed before you enrol of all the costs and charges you will incur throughout your course. Please refer to the course fact sheet for Enrolment, Tuition and Resource Fees and to the Schedule of Fees in this handbook for other fees.

All the appropriate course costs (or first instalment as arranged), fees and charges must be paid in full before course commencement.

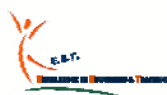
Excellence in Education & Training reserves the right to defer any students' course assessments and the issuance of Qualifications until payment of any outstanding fees, charges or costs are made. If in the event assessments are deferred for this reason then the student is responsible for paying for their missed assessments or photo-shoot (Makeup). Refer to Schedule of Fees below.

Stationery and Text-Books Costs

Applicants will be informed before enrolment of any required text books they will need to purchase. Students must purchase their own stationery such as pens, notebooks, folders and paper.

Schedule of Fees: These are current as at January 2012 and may change periodically.

FEE TYPE	PER STUDENT	REFUNDABLE?
Course Tuition Fee	Please contact us	Refer to Refund Policy
Course Resource/Material Fees	Please contact us	Non-refundable once ordered or used
Text Books	Please contact us	Non-refundable once ordered or used
RPL Fee (one-off fee)	\$145 per unit	Refer to Refund Policy
Catch-up Classes Fee (if classes missed)	\$40 per contact hour	Non-refundable
Missed Assessment (Re-Sit) Fee	\$60 per hour	Non-refundable
Missed Makeup Photo shoot - Photographers Fee	\$100	Non-refundable
Re-Issuing of Official Parchment	\$40 plus postage	Non-refundable
Re-Issuing of Academic Transcript	\$20 plus postage	Non-refundable
Re-Issuing of Student Card	\$15 plus postage	Non-refundable
Dishonour Cheque Fee	\$35	Non-refundable
A4 Photocopies or printing (cost per side) (For A3 fee is doubled)	Mono \$0.20 per sheet Colour \$0.50 per sheet	Non-refundable
Bank fees, Credit card fees	Vary per transaction	Non-refundable
Course Cancellation Fee	\$100	Non-refundable



REFUND POLICY (as at January 2012)

Our RTO has fair refund policies that are documented below and provided to each applicant prior to enrolment. In the event that our RTO is not able to fulfil its obligations to you we have measures in place (this includes ACPET membership and TAS insurance <http://www.acpet.edu.au/node/6969>) to ensure that you either receive the service from another training organisation.

Refunds will not be granted automatically. Students are expected to be aware of work and personal commitments before enrolment, and will need to provide evidence that the cause of withdrawal could not be reasonably anticipated before enrolment.

Refunds:

1. Student withdraws **more than 7 calendar days** before course commences Full Refund of tuition fee less \$75 administrative fee.
2. Student withdraws **within 7 calendar days** prior to the course commencing Full Refund of tuition fee less \$150 administrative fee.
3. Student withdraws **within 7 calendar days after the course commences** 50% Refund of tuition fee less \$150 administrative fee.
4. Student withdraws **after 7 calendar days of course commencement** No Refund given.
5. Student is **withdrawn by E.E.T. after course commences** 75% refund of tuition fee less \$75 administration fee **only if up to 25% of the course had been conducted.**
6. Student is **withdrawn by E.E.T. after 25% of course commencement No Refund given.** E.E.T. retains the right to negotiate with individuals who, due to financial hardship, may require special consideration, without establishing a precedent.

Acceptable reasons for students to withdraw may include:

- sickness (verified by a medical certificate)
- change of employment hours or location (verified by employer)
- other reasons deemed valid at the discretion of the Director of Studies.

Application fees, enrolment fees, bank & credit card fees are not refundable under any circumstances. **Resource or materials fees** are not refundable under any circumstances once course has commenced or once the resources have been ordered, acquired or used by the student.

STUDENTS RIGHTS AND RESPONSIBILITIES

STUDENT ORIENTATION

All students will be expected to attend the orientation as scheduled. If missed you will need to attend an orientation in your own time. Please refer to page 9 of this handbook for the Student Orientation Checklist.

STUDENT ID CARDS

Student Identification Cards will contain your name, student number and Excellence in Education & Trainings details. Your student card must be kept with you at all times when you are at Excellence in Education & Training classes or work placements.

Your student card must be returned to Excellence in Education & Training upon completion of the course. If a student loses their student card, they must pay a replacement fee. Students and visitors must sign the *Visitors Book* at reception.

INTERACTION WITH COLLEAGUES

Students shall work cooperatively with other students and work placement colleagues. E.E.T. expects students to support and learn from each other and be accepting of differences in others. Students shall respect, and seek when necessary, the professional opinions of other students, work placement colleagues and trainers in their area of competence, and acknowledge their contribution.

PERSONAL CONDUCT

Excellence in Education & Training has a code of conduct which sets out the standards of behaviour that are expected of all students in order to maintain the reputation of Excellence in Education & Training. This policy will be beneficial to both you and our college in creating a positive and co-operative working environment. If you are unsure of any of the following policy details, please feel free to discuss them with your Trainer. You will be asked to read and sign a Code of Conduct document at your orientation.

CLOTHING & PERSONAL HYGIENE

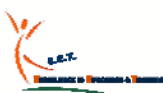
You are asked to maintain an acceptable standard of personal hygiene and clothing. Students need to maintain their grooming and clothing to a workplace standard. Neat clean clothing is required along with a high level of personal hygiene. Students not adhering to this policy will be requested to leave the training facility in order to change their clothing. Adequate footwear is essential (no stiletto heels or open shoes are to be worn on the premises). Students must also adhere to the clothing and hygiene standards of their work placement.

CHILD PROTECTION POLICY

Our staff are mandated reporters. Staff take reasonable steps to protect and ensure the safety of children under the age of 18, as outlined in the Children's Protection Act SA, 1993. This includes providing an environment free from the threat of danger, harm or loss, protection from physical, sexual and psychological harm and neglect. All employees and contractors that come into contact with students under the age of 18 will require valid Police Clearances. Reports of child abuse or mistreatment will be communicated to the hot line number **131 478**.

THEFT

As the premises of Excellence in Education & Training are open to the public, students are advised not to leave their valuables unsupervised. Excellence in Education & Training and its insurers will **not be** held responsible for anything which is stolen from its premises.



STUDENTS RIGHTS AND RESPONSIBILITIES, CONT.

UPDATING YOUR DETAILS

If your details change, such as residential or postal address, phone contact, email contact you will need to notify us in writing within 14 days of the change. This information can be updated on the Change of Details form. Please speak to reception for a copy of this form.

ATTENDANCE AND PUNCTUALITY

All students are required to maintain a level of attendance of 80% or above at all times.

Attendance will be monitored on an ongoing basis. Any student whose attendance is in danger of falling below 80% will be contacted requesting that they contact their trainer to explain their drop in attendance. Your JSA or case-manager or parent will also be contacted. A meeting with the Director of Studies or a senior officer may be arranged to ensure that you are fully aware of your responsibilities regarding attendance.

Class starts at the specified time shown on the timetable. It is understood that sometimes circumstances beyond the student's control can cause lateness. Students who need to make up class time due to absenteeism may be charged for additional classes (please refer to Schedule of Fees).

OCCUPATIONAL HEALTH, SAFETY AND WELFARE

The objective of this policy is the maintenance of a healthy and safe workplace and the elimination of workplace accidents. Excellence in Education & Training will maintain and promote standards for the physical, mental and social well being of each employee & student.

It is the responsibility of all senior staff and all trainers to implement safe working procedures and accident control measures. In implementing this policy Excellence in Education & Training expects employees, training contractors and students to:

- Follow all basic safety rules and perform their work in a safe and healthy manner.
- Support management by sharing in the process of maintaining a safe learning environment.
- Inform management of any unsafe situation or event immediately.
- Abide by safety rules and perform their work at work placement in a safe and healthy manner.

HARASSMENT AND DISCRIMINATION

We are committed to principles of access and equity and will not unlawfully discriminate against clients. The obligations we place on our staff and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.

Everyone, regardless of whether they are a student, staff member, contractor or visitor is entitled to expect:

- The right to learn, teach or carry out their duties,
- The right to be treated with respect and treated fairly,
- The right to be safe in the workplace emotionally and physically,
- The right to have all reports of harassment and discrimination to be treated seriously, impartially and sensitively.
- Harassment and discrimination, including victimisation and bullying, is unwelcome & unacceptable and will not be tolerated,
- Our policies and procedures ensure that you are treated fairly and receive all reasonable assistance to successfully complete your course once accepted for enrolment.
- Harassment or discrimination should not be confused with legitimate comment and advice/feedback given by senior staff.

If a student or trainer feels that they have been discriminated against, steps are as follows:

- Notify and report harassment to your trainer or to the Director of Studies
- A counselling session will then take place between the student and the Director of Studies to determine a course of action.
- If all avenues have been exhausted and no satisfactory solution has been reached you may contact the Anti-Discrimination Board.

ACADEMIC MISCONDUCT

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. Trainers will advise all students of the many different ways to avoid plagiarism. Students who are proven to be involved in such activities will not be permitted to continue their course.

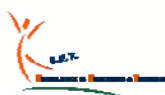
The Director of Studies will deal with any dishonest assessments/examinations. Dishonest assessments/examinations include:

- Deliberate copying or attempting to copy the work of other students
- Using or attempting to use information prohibited from use in that sort of assessment.
- Submitting the work of another student as their own.
- Plagiarism (i.e. taking & using as their own, the thoughts & writings of another with the intent to claim the work as their own)
- Consulting with peers throughout formal assessments/exams. **Two verbal warnings will be given before cancelling the assessment or exam and the student will be marked NAC** (not achieved competency).

Students involved in any of the above will be set a new assessment. A re-sit fee of \$60/hr will be charged to the student and must be paid prior to the re-sit. Further occurrence of academic misconduct will be recorded on the student's file and action will be at the discretion of Director of Studies.

INDUSTRY STANDARDS

It is not considered appropriate industry behaviour to consume alcohol, drugs, smoke or chew gum whilst at Excellence in Education & Training. Please refrain from doing these things on the training premises and at your work placement. **A non-smoking policy exists.**



STUDENTS RIGHTS AND RESPONSIBILITIES, CONT.

CONSEQUENCES OF UNACCEPTABLE BEHAVIOUR

If any student presents unacceptable behaviour disciplinary action may be taken. A trainer/teacher can ask any student to leave the classroom or refuse entry to a classroom if the behaviour is disruptive or dangerous. Students may be suspended or withdrawn by the Excellence in Education & Training's Director of Studies. The police may be contacted in cases of possible criminal behaviour or threat.

General Behaviour

Excellence in Education & Training adheres to the "Adult Education" model. Students are encouraged to be in control of their own learning and the responsibilities and consequences that this entails. Consequently our philosophy is one of a supportive learning environment that encourages students to "own" their learning outcomes, whilst offering a holistic approach to learning.

We encourage and support excellence for all our students, regardless of previous academic results. We expect all representatives of Excellence in Education & Training - students, teaching and non-teaching staff - to reflect at all times a high degree of professionalism and conduct that reflects Excellence in Education & Training as a credible and highly professional training organisation.

Students are expected to reflect the ideals and code of behaviour of Excellence in Education & Training in their dealings with fellow students, members of staff, at work placements and the general public. All students are expected to adhere to the rules and to cooperate in the effective delivery of their course or program.

DISCIPLINARY ACTION

Excellence in Education & Training makes all attempts to provide quality teaching in a spirit of co-operation and mutual respect. There are times however when disciplinary action must be taken to ensure the safety and well-being of all students and staff. Staff should make themselves aware of the procedures, should they become necessary to implement.

Examples of when disciplinary action may be required to be taken include when a student (applies to at E.E.T. or work placement):

- fails to attend the required minimum number of classes (at least 80% attendance rate) for any course without reasonable explanation,
- brings onto, or consumes on our premises, any drug of addiction or dependence (does not apply to medication prescribed by a doctor),
- brings onto or consumes on our premises any alcohol and/or is or becomes intoxicated,
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol,
- damages or removes any property or resource of the organisation or any training venue hired by us,
- assaults (physically or verbally) any person or persons on the premises of the organisation or on any training venue hired by us,
- fails to comply with any instructions given by a member of our staff relating to the safety of anyone on our premises,
- exhibits any form of conduct within our premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully,
- enters any part of our premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises.

When disciplinary action is taken the Director of Studies or senior officer will notify the student of the reason for the action.

- A trainer or staff member may give a student verbal warning and the incident will be documented in the student's file.
- If the behaviour continues after the verbal warning, the Director of Studies will counsel the Student and a written warning may be provided to the student and to their JSA, their school/agency or parent (if under 18). A copy of the letter is kept on the student's file.
- Serious code of conduct breaches (aggressive behaviour, threats, harassment) can result in expulsion and full withdrawal from the course. No refund is applicable in this instance.
- In the event that a student is withdrawn, notification of their withdrawal will be made in writing to them and, if applicable, to their JSA, agency, school or parents. Correspondence will be placed in their file.

STUDENT COMPLAINT RESOLUTION POLICY

We will deal fairly and constructively with your concerns and complaints about our services.

The resolution process will focus on a rapid re-establishment of good working relationships and positive outcomes and aims to avoid blame and undue investigation. This policy applies to all complaints except those covered by Equal Opportunity Legislation including the Disability Discrimination Act. This policy covers student to student and student to staff complaints.

A complaint may be made about any matter related to Excellence in Education & Training and the services and programs it offers. A **Complaint and Grievance Form** must be used and the time period for the acceptance of appeals or outcome based response is within 20 working days of receipt of this form (not the date it was written).

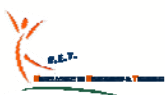
In some circumstances it may be appropriate to arrange a meeting of all parties involved. Students have the right to nominate a person to support them at this meeting. Students are encouraged to present their complaint in full at this meeting.

The Director of Studies will notify in writing all relevant parties of the outcomes/decisions about the complaint, including the reasons for the final decision. Students may seek assistance from The Training Advocate, the office is based at DFEEST- Quality Branch, Level 4, 11-29 Waymouth Street SA 5000, Ph: 1800 006 488

"This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws."

STUDENT WELFARE AND GUIDANCE

Support, information and counselling are available for students on a wide range of issues and problems, such as academic progress and further study, as well as orientation, government services and arrangements for independent complaint/appeals resolution. Our networks include Job Services Australia (JSA) providers, Disability Employment Services (DES providers), non-for profit agencies, Government initiatives that we can refer you to for further assistance. Please ask at Reception to see one of the senior officers at Excellence in Education & Training to assist you.



STUDENT WELFARE AND GUIDANCE

Support, information and counselling are available for students on a wide range of issues and problems, such as academic progress and further study, as well as orientation, government services and arrangements for independent complaint/appeals resolution. Our networks include Job Services Australia (JSA) providers, Disability Employment Services (DES providers), non-for profit agencies, Government initiatives that we can refer you to for further assistance. Please ask at Reception to see one of the senior officers at Excellence in Education & Training to assist you.

STUDENTS WITH DISABILITIES

People with disabilities are able to seek admission to, or apply for enrolment, on the same basis as a prospective student without a disability, including the right to reasonable adjustments that are necessary to ensure that they are able to enrol on the same basis as prospective students without disabilities. If successful in gaining admission to a course a student with a disability will have the right to participate in the course, and to use facilities and services, provided by Excellence in Education & Training on the same basis as students without disabilities.

Excellence in Education & Training will liaise with the student, their family (if applicable) and their JSA or DES provider or case manager regarding additional learning supports that may be required. E.E.T. will attempt to provide supports as long as they a) "Do not impose unreasonable hardship on the RTO" as defined by subsection 3.4 (2) of the Disability Standards for Education 2005 or b) "Do not compromise the academic requirements of the course or the implementation & assessment guidelines of the Training Package."

Disabled access to Excellence in Education & Training is via the main entrance on the ground floor. Disabled toilets are located on the fourth and ground floor through the door to the right of the East Wing elevators.

ENGLISH LANGUAGE, LITERACY & NUMERACY SUPPORT

E.E.T. aims support its students throughout their enrolment. E.E.T. will provide all the necessary assistance for students wishing to undertake training and who may have difficulty with language literacy and numeracy (LLN) requirements of the course of study or units of competencies. All trainers/assessors must have an understanding LLN supports & LLN underlying principles before facilitating a learning program or conducting an assessment of students.

Students who may potentially have a difficulty with the LLN requirements of a course will be assessed prior to the commencement of the learning program. E.E.T. is licensed by ACER to administer the Compass Literacy and Numeracy Assessment (<http://www.acer.edu.au/tests/compass>). LLN skills-gaps can be identified pre-course and the appropriate interventions can be developed and implemented including:

- Additional coaching throughout the training course.
- A personalized training plan that considers the LLN requirements within each unit, interpreting implications of the LLN issues in assessment for competencies from the training package will be developed. The training plan will be reviewed with feedback from the student, trainer, and others as required.
- Engagement of the services of a LLN specialist to determine the LLN level and degree of support required.

If either of the options are considered necessary there may be an additional service fee that will be negotiated with the student.

RECORDS MANAGEMENT & PROCEDURE

Excellence in Education & Training will ensure that your academic, financial and other records maintained by us are complete and accurate. These records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by you or under law. You may view your own records to confirm their accuracy and completeness.

All records relating to individuals are handled in a way consistent with the Privacy Act 1988 including but not limited to the following:

- All student & staff records will be kept in secured filing cabinets and on computer that is password protected.
- If Excellence in Education & Training ceases trading under its current legal entity, all archived records will be transferred to the nearest regional DETA office.

As each course is progressing, a file will be maintained and regularly updated for each student ensuring that all necessary information is contained in each including fees and refunds, units completed, participation and course progress.

Prior to issuing certificates the student file will be checked to ensure it is complete. Prior to the completion of a course we will ensure that all information relating to the students and the course as a whole is available for record keeping purposes.

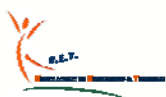
ASSIGNMENTS AND ASSESSMENTS

We offer learning and assessment services that as far as practicable meet your individual learning needs. We can tailor your training program to meet your needs and will offer you a range of learning and assessment resources.

Throughout any course the student is required to complete coursework and is encouraged to revise the theory and practice any practical application techniques outside their contact study hours. Students may be allocated assessed activities and assignments that will need to be completed outside of class time. If your course has practical assessments, these must be completed within the allocated time frame. All assignments and assessed activities will be used to assess your level of competency.

Students undertaking V.E.T. Certificates will need to demonstrate their knowledge of subject content through a variety of assessments. These include the following:

1. **Activities and tasks performed in the classroom or during independent study time. These may include:**
 - Written work and oral presentations; Practical activities; Demonstrations / observation; Active participation; Case Studies and group and individual work/activities.
2. **Theory and/or Practical Assessments. These may include the following elements:**
 - Multiple choice questions; True / False questions; Short answer and long answer response questions
 - Practical demonstration of technical/practical skills.



ASSIGNMENTS AND ASSESSMENTS, cont.

Grading/Marks & Performance Criteria

Students in all units are assessed as either **Competent (C)** or **Not Yet Competent (NYC)**. These marks are compliant with VET guidelines. Excellence in Education & Training offers constant feedback and support to students to assist in them achieving competency. Many assessment tasks are formative in nature, and can therefore be resubmitted. Students should be aware of the performance criteria used by the trainers at Excellence in Education & Training. Assessment requiring essay or report writing will be based on the following criteria:

1. **Answering the Question:** Students must address what the question is asking.
2. **Referencing:** Any quotation or content that has been obtained from published sources must be referenced. This must be done at the end of a quotation and extended in the bibliography. **Plagiarism will result in a fail of the assignment.**
3. **Accuracy of Spelling, Grammar and Punctuation:** All work must be typed on a word processor program/equipment. Some charts and reports may need to be handwritten. Accurate spelling, grammar and punctuation will ensure the trainer can correctly interpret what is written. Students should use the tools available (dictionary, thesaurus, spell-check on computers etc.) and must proof-read their work before they submit it for assessment.

ISSUING OF VET QUALIFICATIONS

Excellence in Education & Training issues the following accredited qualifications:

Certificate I; Certificate II; Certificate III; Certificate IV; Statement of Attainment; and may from time to time issue non-accredited **Statements of Attendance** or **Acknowledgements of Attendance**.

Excellence in Education & Training will only issue AQF qualifications and statements of attainment within our scope of registration. Students must successfully demonstrate all competencies within each unit before being issued their qualification (Certificate I, II, III or IV).

Recognised qualifications are issued to persons who successfully achieve the training outcomes of a Nationally Accredited course, full qualification or units of competency in accordance with the requirements of the Australian Qualifications Framework (AQF). Statements of Attendance or Acknowledgements of Attendance are issued to persons who undertake any non-accredited seminars and professional development sessions.

How Certificates Will Be Issued

Excellence in Education & Training will issue all AQF qualifications and statements of attainment within 21 days of the training programs completion. Each certificate for a nationally accredited course (within our scope of registration) will be uniquely numbered. The Director of Studies must sign each certificate. Certificates containing the Nationally Recognised Training logo and the Excellence in Education & Training provider number will only be produced or issued to students completing a course or qualification that is in our scope of registration.

Certificates for acknowledging training can be issued for non-accredited courses (such as induction, professional development, or other non accredited training) but these certificates cannot contain any logos or acknowledgement by any registration and accreditation body or other training authorities.

Certificates for non-accredited courses are not to infer in any way that the training has been Nationally Accredited. Excellence in Education & Training has a standard format for Certificates and Statements of Attainment and Acknowledgement of Attendance.

CONTINUOUS IMPROVEMENT

Our organisation is committed to continuously improving the services it offers and will seek feedback from you about the services you have received from us. Each student will be asked to complete surveys throughout some courses and a Learner Engagement Questionnaire at the end of the course. You are welcome to meet with us at any time to discuss your learning goals and how we are meeting those; or how we have met those goals. We invite you to contact us to let us know whether you have progressed to finding work or further study. It is important for E.E.T. to evaluate how effective we have been towards your career or study pathways.

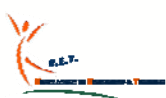
INDUSTRY ENGAGEMENT

We regularly engage with relevant industry representatives to evaluate our training and assessment services. This ensures that our graduates hold the required skills and knowledge to the standard of performance required in the workplace

Our training and assessment strategies are developed in consultation with industry (employers, individuals with industry skills and experience, industry skills council) to ensure that they are relevant to industry needs. Where your training or assessment occurs in a workplace, evidence of your performance will contribute to our assessments

Our teaching and assessment staff continuously engage with industry to ensure their knowledge and skills reflect current industry practice.

If you require assistance with, or clarification on any information contained in this Student Handbook please phone 8410 8938 with your questions. Or you can make an appointment with the Director of Studies.



STUDENTS PLEASE COMPLETE THIS PAGE AND GIVE TO YOUR TRAINER

STUDENT DECLARATION (student to please complete)

I (name) _____

am enrolled in _____

I declare that I have read and understood this Student Handbook. I have understood and agree with the Schedule of Fees, Refund Policy, RPL Policy, Consequences of Unacceptable Behaviour, Harassment and Discrimination Policy and Attendance and Punctuality.

Signed: _____

Date: _____

Trainers Name: _____

Signature: _____



Contents of Students Files Form

This checklist can be used as a guide when orientating students into EET courses and programs. It is important to make the student feel supported and welcome.

Introduction to the Business

- About EET.
- Brief tour of the organisation
- Introduction to trainers and staff
- Administrations/Registrar role
- Who students can arrange to meet with for various issues.

Course Details and Handbook

- Course Structure: what training will you receive?
- What competencies will be assessed
- Assessments – what types and deadlines
- Trainers
- The Student Handbook
- Schedule of Fees
- Highlighting Policies and Procedures
- Dress standards (inc. Jewellery)
- Breaks
- Absenteeism

Safety and Health Regulations

- OH & S policy procedures
- Evacuation procedures
- Emergency exits
- First aid
- Personal hygiene & cleanliness
- Dangers of long hair& jewellery.
- Appropriate footwear & safe dress standards

Safety and Health Regulations

- Legislative and occupational licencing requirements have been explained to me.

Directors Name & Signature: _____

Date: _____

Students Name & Signature: _____

Date: _____

Date orientation conducted and filed: _____

General procedures and information

- Your responsibilities and obligations as a student
- Our obligations and responsibilities as a registered training organisation
- If you are absent or late
- Attendance required
- If you miss classes – what you need to ensure
- Sensitive information& confidentiality
- Security

Recognition of Prior Learning and Credit Transfer

- RPL has been explained
- Credit Transfer has been explained

General Welfare

- Appropriate behaviour
- Telephone use
- Computer, ICT use (word processor, email, internet)
- Lunch facilities, notice boards
- Toilets
- Public transport and car parking
- Complaints and grievances
- Code of Practice

Other

- _____
- _____

Excellence in Education & Training |
RTO Provider Number: 40314

Student Orientation Checklist Form
Revised Feb 2012 Version 2

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