



LEARNER INFORMATION TERMS & CONDITIONS

Policies and Procedures
Rights and Responsibilities
Terms & Conditions



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WELCOME TO EUREKA 4WD TRAINING

Eureka 4WD Training (Eureka) is a Registered Training Organisation (RTO) in Western Australia; we would like to welcome you to our organisation. We have over 15 years experience as an RTO in the industry of 4WD training for recreational, commercial and work related programs.

You can find more details about Eureka on our website at www.eureka4wd.com.au

You can contact us on (08) 9461 2300 we are located at 19 Stanhope Gardens, Midvale WA

Introduction

Eureka 4WD Training (Eureka) recognises the importance and benefits of combining industry experience with vocational education when striving to deliver programs of the highest quality and relevance to the learner. All trainers and assessors employed or contracted by Eureka have demonstrated significant industry experience allowing them to provide a professional, well rounded learning environment for our learners.

Mission Statement

Eureka is committed to training excellence and innovation and will advance the development of individuals through high quality training delivery and customer service.

Vision Statement

Eureka is to remain a leading training organisation delivering accessible, integrated, and high quality training programs.

Eureka values:

- ❖ A commitment to excellence in learning, teaching, and assessment.
- ❖ Commitment to the respect and recognition of Principles as our most valuable asset.
- ❖ Supportive training environment where all persons are treated fairly and respectfully.
- ❖ Viable physical environment which enhances effective teaching and learning, via classroom, e-learning and practical components.
- ❖ Delivering high quality competency based training.

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About Competency Based Training:

Competency based training delivers recognised work skills for employees all over Australia. The real difference between competency based training and other programs is that they are based on the skills and knowledge specified for a job and that the individuals competence is confirmed by an assessment process. Competency based training results in documentation (statement of attainment or a certificate) that is recognised Australia wide.

Competency based training also means that you are able to gain recognition for your existing skills and knowledge no matter where, or how, these were acquired. This occurs through either the Recognition of Prior Learning (RPL) which is formal acknowledgment of skills, knowledge and competencies learned through either formal or informal experience.

If the skills and knowledge you have learnt in the workplace, through voluntary or social activities, or other experiences including non-accredited training programs is relevant to your course you may be able to gain recognition or RPL. If you believe that you have some or all of the competencies set out in the program that you are interested in, you can discuss RPL with us prior to commencing your course.

Competency based training does involve assessment of your ability against the criteria of the program and you must complete this in order for your competence to be formally recognised. You should not be anxious about assessment as our trainers and assessors will have provided you with every opportunity to learn the skills and knowledge that you will be assessed in and all processes will be well explained to you. Competency based assessment is unlike old school exams where if you did not get it right the first time you didn't pass. Competency based training and assessment is about providing you with opportunities to gain and demonstrate your ability and this means being given more than one opportunity to do so.

Training and Assessment

Your training and assessment will be delivered by qualified trainers and assessors who have current industry experience and are actively involved with 4WD's across a range of sectors. The training program you undertake will involve a mix of both knowledge and skills development related to the use of 4WD vehicles in a range of situations and conditions.

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The learning will be delivered via methods that may include face to face sessions, workbook activities and practical activities. The skills aspects of the training will be delivered in a range of locations that include settings that are representative of the requirements of the course outline – including off road areas. Your learning experience will be very practical and hands on. You will be provided with lots of opportunities to ask questions.

Assessment of your competence against the unit/s of competence will occur in a number of ways. This will include assessment of your knowledge (some form of written assessment), and observation of practical demonstration of the tasks required. You will be advised at the commencement of training what assessment will be undertaken, how and when it will occur. It will be clearly explained to you, together with the details of who your assessor is.

Rights & Responsibilities

The goals of Eureka are to provide quality training and assessment for the people who choose Eureka to deliver their program. This goal can only be achieved with the cooperation and participation of students. Just as Eureka will do everything possible to ensure you reach your goals, and as a student you also have a responsibility for this.

Students are entitled to receive the services that Eureka commits to providing and in doing that we will:

- Provide you with accurate information at all times
- Treat you with courtesy and respect and respond to your individual needs
- Ensure that you have a safe, supportive and effective environment in which to learn
- Provide access to trainers and assessors who are qualified and experienced in what they do
- Ensure learning and assessment resources are current and of a high quality
- Ensure training and assessment activities are current with industry expectations
- Respond to your questions or other matters in an expedient manner
- Treat personal information as confidential
- Store your personal information in secure systems

As a student you are expected to:

- Provide accurate and truthful information

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- Follow all safety procedures, instructions and requirements
- Take responsibility to identify and tell staff about any individual learning needs you have including language, literacy or numeracy needs
- Keep the trainers and assessors informed of any areas that you may need assistance with
- Be aware of and comply with Eureka policies that relate to student participation
- Participate fully in all training and assessment activities
- Make sure that your own behaviour does not have a negative impact upon other students or staff
- Report any matters that concern you and treat information obtained through participation with Eureka in a confidential manner
- Provide Eureka with any details of personal changes so they can update your student file

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LEARNER INFORMATION

1. Access & Equity

Eureka is committed to practicing fairness and providing an equal opportunity for all current and potential learners to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. Eureka ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. Eureka will address access and equity matters as a nominated part of operational duties.

Our aim is to remove barriers and to open up developmental opportunities for all learners and staff by creating a workplace and training environment that is free from discrimination, harassment, bigotry, prejudice, racism, and offensive behaviour.

All learners will receive fair and equitable treatment in all aspects of training and employment without regard to political affiliation, race, colour, religion, national origin, sex, marital status, or physical disability.

All our trainers/assessors are responsible to observe and be advocates for this policy.

Access and Equity Principles include:

- ❖ Equity for all people through fair and appropriate allocations of resources.
- ❖ Equality of opportunity for all people without discrimination.
- ❖ Access for all people to gain appropriate quality training and assessment services.
- ❖ Increased opportunity for people to participate in training.
- ❖ Management and staff provide assistance to all clients to identify and achieve their desired outcomes.
- ❖ Commitment to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy, or numeracy.

Access & Equity Principles are found in the following documents & procedures:

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- ❖ 008 The Code of Practice
- ❖ 01 Access & Equity Policy

Special client needs will be identified through initial contact with our RTO via:

- ❖ Staff discussion and screening prior to enrolment
- ❖ Receipt of application & enrolment form
- ❖ Throughout the duration of the training

Eureka have developed these principles in line with a quality management and operational framework to guide and inform all staff in their obligations regarding access and equity.

Upon induction into Eureka, all staff are provided with copies of the policies which they must adhere to throughout all their operations as a Eureka staff member. Learners are made aware of the access and equity policy via this Learner Handbook, Code of Practice and on day 1 of any program they enrol into.

Practicing these principles will guarantee that any learner who meets Eureka entry requirements will be accepted into our training programs. If any learner has issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to Eureka management for consultation.

2. Assessment

Our RTO recognises that assessment is a core service offered to our learners and is at the centre of our operation as an RTO. Quality assessment ensures that the skills and knowledge of learners are assessed using four principal determinants:



- ❖ That assessment decisions are based on the assessment of skills and knowledge by each unit of competency (UOC) drawn from industry Training Packages.
- ❖ That the target industry or enterprise requirements are contextualised and integrated within the assessment if and as required.
- ❖ That evidence is gathered that meets the rules of evidence.
- ❖ That assessment is conducted in accordance with (IAW) the principles of assessment.

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In order for our RTO to determine whether a learner, who is participating in a course, has acquired the required competencies of the course, we will follow the appropriate principles.

2.1 Assessment Context -We recognise the importance of establishing the right context for learners during their assessment.

Assessment context refers to the physical and non-physical environment in which skills and knowledge are assessed. The non-physical environment refers to things such as workplace policy and procedure, workplace tempo and culture.

Many UOC may be applied in any workplace such as skills and knowledge relating to workplace safety or leadership. It is our responsibility to ensure that learners are provided with the right context to undertake their assessment activities.

To achieve this, we will apply the following strategies:

- ❖ Information provided to learners regarding the expectations of assessments in the evidence required.
- ❖ Conduct of the assessment performing real workplace tasks.
- ❖ Integration of relevant industry codes of practice and other industry information into the assessment activity.
- ❖ Incorporation of industry job requirements, to align with realistic simulated scenarios.
- ❖ Workplace scenarios and case studies.
- ❖ Ensuring the learner understands the requirements and feels ready for assessment.
- ❖ Creating assessment activities which require the learners to conduct specific research relating to industry situations and occurrences.
- ❖ Provide a realistic simulated workplace within our facilities for assessment to occur.
- ❖ Ensuring we adopt variable levels of additional learning support.

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2.2 Assessor Competence - Our RTO has appropriate systems in place to ensure that all staff members are appropriately qualified to meet our requirement under *The Standards for Registered Training Organisations 2015*.

All training and assessment staff undergo rigorous screening processes, attend a comprehensive induction process and are subject to ongoing reviews of their instructional abilities and skill level.

We have developed and implemented a trainer review framework whereby all trainers who deliver services for and on behalf of the RTO will undergo intensive reviews of their instructional abilities, skills and knowledge appropriate to the programs they will deliver.

The following criteria, for all trainers and assessors, will be evidenced by the RTO prior to engagement:

- Hold TAE40116 Certificate IV in Training & Assessment, or its equivalence.
- Hold current industry skills directly relevant to the training and assessment being provided.
- Hold current knowledge and skills in vocational training and learning, which informs their training and assessment.
- Demonstrated minimum 3 years experience in industry related and training delivery roles.
- Hold vocational competencies at least to the level being delivered and assessed.
- Holds all permits, visas, licences necessary for lawful performance of the services provided.

2.3 Assessment Documentation Procedure - Our RTO has instituted a continuous and integrated assessment system which includes templates for documentation and information flow.

- ❖ A brief to learner, allows the learner to indicate that they have received all information regarding the assessment prior to the assessment and allows the learner to provide their consent for the assessment to take place.
- ❖ Individual assessment tasks as part of each unit are recorded as Satisfactory or Not Satisfactory.

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- ❖ The unit assessment summary (overall result) is used to record all assessment results of a learner for a particular unit. This form has an area for assessors to document action required for the learner to overcome any Not Satisfactory recordings. In a situation of an assessment being marked as Not Satisfactory the learner will be provided with an opportunity to redo the assessment at a mutually arranged time. All assessments must be marked *Satisfactory* before a competent decision can be made.
- ❖ The assessment outcome is where the final decision of competency is recorded for the unit, with assessor comments and the learner and assessor sign off.

If any learner is dissatisfied with the results of their assessment, they have the right to appeal the results, and are provided with the *011 Complaints Form*. This process is documented in the *010 Complaints & Appeals Policy and Procedure*.

2.4 Assessment Re-Sits - Our RTO allows two attempts of assessments, for each unit, as a measure for each unit of competency.

Should the second attempt prove non-compliant the result indicates that the learner would not benefit from further reassessment at that time.

In the case of absenteeism on the advised date of an assessment or a reassessment, the learner will be deemed 'NOT YET SATISFACTORY'. In exceptional circumstances, provided sufficient evidence is given to support the absence, our RTO may consider the rescheduling of the assessment.

2.5 Appeals On Assessment - If a learner is not satisfied with the outcome of an assessment, they may appeal the decision within 5 days of receiving the assessment outcome by completing the *011 Appeals Form*, and speaking to the assessor or Trainer Manager to request a review of the evidence. The assessor may require the learner to provide further evidence.

2.6 Credit Transfer & Recognition of Qualifications Awarded By Other RTOs - Our RTO will recognise and award credit for learners presenting with current competence.

Where a learner is seeking credit for a UOC that is on our scope of registration; and the learner can provide satisfactory evidence that the unit has been previously awarded to the learner by another RTO, credit will be awarded.

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2.7 Principles of Assessment - In the delivery of assessment services, our RTO applies the *Principles of Assessment*. Assessment strategies have been designed to ensure:

Validity

- ❖ Assessments against each UOC and associated assessment requirements cover the broad range of skills and knowledge that are essential to competent performance.
- ❖ Assessment of knowledge and skills is integrated with the practical application.
- ❖ Assessment to be based on evidence that demonstrates that a learner could demonstrate the skills and knowledge in other similar situations, and
- ❖ Judgement of competence is based on evidence of learner performance that is aligned to each unit of competency (UOC) and associated assessment requirements.

Reliability

- ❖ Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Flexibility

- ❖ Reflecting the learners needs, assessing competencies held by the learner no matter how or where they have been acquired, drawing from a *range of assessment methods* and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Fairness

- ❖ The individual learners' needs are considered in the assessment process.
- ❖ Where appropriate reasonable adjustments are applied by our RTO to take into account the individual learner needs.
- ❖ Our RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

We use UOC drawn from nationally endorsed industry Training Packages as our primary benchmark for assessment. Supporting this, are industry standards or codes of practice; these and

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other industry specific publications inform the context and standard of performance during assessment.

In order to identify the precise assessment criteria, we apply a methodology of unpacking each UOC in order to assess the full scope of the unit elements of competence and performance criteria, incorporating range statement information, and the specific requirements of the evidence guide. This process ensures that our assessment strategies accurately reflect the requirements of the relevant training package.

2. 8 Reasonable Adjustment - Assessors may make ‘reasonable adjustment’ to the assessment process to accommodate any special needs by learners and any equity requirements.

Reasonable adjustment can only be made to the extent that:

- ❖ Our RTO has access to facilities and modified equipment required.
- ❖ Learning materials and assessment tools may be modified to accommodate for a specific learner cohort.
- ❖ The intended workplace can be similarly adjusted to accommodate the needs of the learner/employee.
- ❖ The integrity of the unit of competency and any regulatory authority requirements are maintained.

Examples of where a reasonable adjustment may be made are:

- ❖ Undertaking the knowledge assessment orally where a person may have literacy issues.
- ❖ Supply, by learner or employer, of modified equipment to meet the requirements of a person with a disability.

Oral assessments will be conducted on a one-to-one basis between the assessor and the learner. Assessors may use their professional judgement to paraphrase questions to ensure that the learner has a clear understanding of the question or to confirm an answer. The assessor must accurately record the responses of the learner in such a case.

Learners must have sufficient command of the English language to accurately read and interpret aloud, chart and perform any calculations successfully.

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The use of an interpreter to assist a learner who does not have the requisite command of spoken or written English, is not an allowable adjustment.

2.9 Recognition of Prior Learning (RPL) - Our RTO will provide all learners the opportunity to seek recognition of their prior learning. Recognition is viewed simply as another method of assessment and therefore is conducted in accordance with our *Assessment Systems Policy & Procedure*. Further information on RPL can be discussed with our training team who will provide learners with a comprehensive RPL kit if required. An RPL Application Fee will apply for this service.

2.10 The Rules of Evidence - Collecting Evidence That Counts - In collecting evidence, we apply the rules of evidence to inform the assessment strategy. Assessment strategies have been designed to ensure:

- ❖ **Sufficiency** - The assessor is assured that the quality, quantity, and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.
- ❖ **Validity** - The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
- ❖ **Authenticity** - The assessor is assured that the evidence presented for assessment is the learner’s own work.
- ❖ **Currency** - The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

3. Code of Practice

We will act IAW the highest level of industry standards to provide vocational education and training. Our RTO **Code of Practice** outlines our commitment to our clients – to do this we will:



- ❖ Advertise and market its training services with integrity, accuracy and professionalism.
- ❖ Recruit learners in a responsible and ethical manner on the basis of access and equity.
- ❖ Provide accurate, relevant and up-to-date information to prospective learners.

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- ❖ Provide qualified and experienced trainers and assessors who:
 - Undertake their duties with honesty, objectivity, integrity and diligence.
 - Maintain competency and currency with qualification & industry requirements.
 - Maintain vocational and VET knowledge currency via professional development.
 - Act professionally and give the highest standards of service to learners.
 - Conduct fair, flexible, valid and reliable competency based assessments.
 - Apply the principles of reasonable adjustment where appropriate.
 - Provide up-to-date facilities and equipment in a safe and healthy environment.
 - Deliver, monitor and review training and assessment services to ensure that the interests and welfare of all stakeholders are maintained.
 - Document, and implement appropriate changes as required.
 - Provide a complaints and appeals procedure and opportunities for reassessment.
 - Recognise our RTO rights and dignity of all, observing at all times the tenets of Anti-Discrimination and Equal Opportunity Laws. (Our RTO prohibits discrimination and bullying in any form, it will not be tolerated).
 - Treat learners fairly with professional concern for their interests and refer learners to external advice if necessary.

- ❖ Notify all staff and learners 4 weeks in advance if our RTO decides to relocate.
- ❖ Act in a way that promotes co-operation and good relations among the people the organisation works with.
- ❖ Recognises and advises all concerned of any possible conflict of interest in dealings with and behalf of our RTO.
- ❖ Maintain accurate, confidential and secure training and financial records.
- ❖ Encourage feedback and evaluation from stakeholders.
- ❖ Observe total discretion and confidentiality in all dealings.
- ❖ Provide timely and accurate information to government agencies and regulatory bodies.
- ❖ Refer learners to external expert advice for personal support when required.
- ❖ Recognise current qualifications/UOC issued by Registered Training Organisations (RTO) within the Australian Qualifications Framework (AQF).

4. Complaints

We are committed to ensure all staff and learners are provided with the best possible environment in which to work and study. Despite all efforts of our RTO to provide satisfactory services to its learners, complaints may occasionally arise that require formal resolution. The following

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procedures provide learners the opportunity to have any issues relating to a substantiated complaint or appeal received and resolution reached, that attempt to satisfy all parties involved. This complaints and appeals process is at no cost to the learner.

Eureka believes that a learner, who has a complaint, has the right to raise the complaint and expect that every effort will be made to resolve it as soon as possible, without prejudice or fear of reprisal or victimisation. As a commitment to continuously improve its services, Eureka views complaints as an opportunity to improve its services.

Eureka will manage all complaints fairly, equitably and as efficiently as possible. Eureka will encourage the parties to approach the complaint with an open mind and to resolve problems through discussion and conciliation in order to find a solution and agreeable settlement for all parties concerned. Confidentiality will be maintained throughout the process of making and resolving complaints. Eureka seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

If a learner is dissatisfied with the services provided by Eureka, the learner (complainant) has the opportunity to submit an informal and/or formal complaint. The steps required for each option are listed in Eureka *010 Complaints & Appeals Policy* with a complaint initiated with the completion of our *011 Complaint Form*.

5. Confidentiality & Privacy

All personnel who provide personal information to the RTO for the primary purpose of education delivery and associated government requirements will be subject to the Privacy Act. We will ensure we conform to the requirements of the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the Privacy Regulations 2013

To ensure learners' records are kept confidential, minimum staff members within the RTO have access to your personal records. The Administration Manager and Business Development Manager are the only staff members who have full access to the learner record filing system and undergo privacy and confidentiality training annually.



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Staff will not use learner information, other than for the purposes it was collected. For further information regarding disclosure of personal information, refer to our *055 Student Privacy & Confidentiality Policy*.

6. Engagement with Industry

Our RTO is well placed to leverage off current industry associations to incorporate industry requirements into the assessment process. Consultation with enterprises and other industry sectors will provide information about current assessment requirements relevant to workplaces. Regulatory requirements that relate to specific UOCs will be incorporated to ensure our learners are well prepared for their workplace duties. We will engage with industry in the ongoing validation of our assessment tools and processes ensuring industry needs and requirements are being met.



7. Enrolment

All students must complete all enrolment requirements to participate in nationally recognised training programs with Eureka. This is for both our own information, student management system and to meet the requirements of regulation.

The regulation of nationally recognised program providers is an Australian wide requirement. RTOs are required to provide information to both Federal and State Governments so that records can be maintained and a big picture of what qualifications are being obtained across Australia can be monitored.

As an RTO, Eureka require these details so that they can keep a record of your training and the outcomes of that training to monitor your progress and issues you with documentation to confirm your competence. It is also important for RTOs to retain a record for each student in case they undertake further study or lose their documentation provided and need to have it reissued at a later date.

At enrolment you will be required to provide details and evidence of your personal details such as name, current address, contact details and evidence of a current drivers licence. You will also need

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to provide details of your background, employment, current qualifications, etc for reporting requirements. If you would like more information about this please see our website or ask the Administrative Manager. You are also requested to advise us of any specific need that you may have that could affect you ability to undertake the program – this may be needing assistance with language and literacy or support for a physical need or other such matter. Informing us of these details will not preclude you from the program (unless you do not meet the requirements set out in the Training Program). The information is needed so that we can discuss your need with you and prepare a support strategy to address your need.

Enrolment and admission into Eureka training programs is subject to meeting certain prerequisite conditions and/or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available on our website. In the case that a potential learner does not meet the prerequisite conditions and/or entry requirements, Eureka staff will endeavour to assist in understanding options in regard to meeting the standards. Any questions regarding these arrangements can be addressed to Eureka training staff.

Eureka is committed to protecting and maintaining the privacy, accuracy and security of personal information of students.

8. Feedback

Eureka are interested in receiving feedback from students that both tell us what we do well and what we may be able to do better in relation to your training and assessment experience. You are encouraged to discuss your comments with trainers, assessors and administration staff at any time and we will collect feedback from you via a feedback form at the completion of your program.

In accordance with legislation, all RTOs are required to collect feedback from students and use this data to improve their services as well as contribute to the national collection of student experience in participation of nationally recognised training programs.



All RTOs are audited against the Australian Quality Training

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Framework standards and your feedback provides evidence of our activity in relation to this set of conditions. Your feedback is also used to contribute to the national collection of statistical data and Eureka can confirm that no identifying details are provided as a result of reporting this data.

9. Fees, Charges & Refunds

This information explains the fees and charges that apply when you enrol with Eureka. It also gives details of your responsibilities in relation to withdrawals and refund requests. Please read this information carefully prior to enrolment.

Fees are to be paid in full either prior to or on commencement of the program. Some exceptions may apply and these relate to fees paid by your employer or in circumstances where other arrangements have been agreed with the Director of Eureka.

Enrolment fees include:

- Training fees
- Statement of Attainment
- Assessment fees
- Learners resources

The cost for each program you undertake is advertised on the website as well as on the enrolment form that you will complete.

In accordance with legislation we must advise learners of all fees for any additional services.

This information is provided in *our confirmation email*, received on enrolment. *No* additional charges will be placed on the learner after enrolment unless a replacement testamur is required, where you will be charged an additional fee of \$45.

It is the responsibility of the student to provide written advice of withdrawal, by notifying Eureka via email of the intention to withdraw and the reason why. Eureka will provide a 50% refund should a learner provide 7 days notice of withdrawal from a program. Where refunds are due, these will be forwarded to the student within 5 working days via the same method that was used to pay the fees. Students will not be provided with documentation about the outcome of their course until all fees have been paid in full, including those fees paid by employers.

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10. Harassment and Discrimination

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



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

At Eureka it is made known, in the event that a person considers he/she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or other Eureka staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff member to follow Eureka policy and procedures to rectify the situation.

All learners and staff working with Eureka have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint, all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to Eureka *006 Bullying & Harassment Policy*.

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

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11. Information Protection

The RTO is bound by a number of regulatory instruments relating to the collection, handling, storage and use of learner data. We have processes in place that complies with the Privacy Amendment (Enhancing Privacy Protection) Act 2012.



The RTO takes all reasonable steps to protect the personal information it collects from misuse, loss, unauthorised access, modification or disclosure and takes all reasonable steps to destroy personal information if it is no longer needed for the purposes for which it was collected.

The RTO does not collect personal information unless that information is materially relevant to the enrolment and identification requirements, qualification under taken that is necessary for reporting purposes.

All computers at our RTO are password protected and all information is concurrently backed up.

11.1 **Learner Information Access** - Learners will have access to their electronic file as detailed in the *050 Record Management Policy*. Access will be granted via way of written request.

12. Information Prior to Enrolment

Our website provides comprehensive learner information prior to enrolment. The website covers much of the requirements learners need to know prior to attending our courses and programs. This *Learner Information Handbook* is placed on our website to ensure full disclosure of information is provided to our learners prior to enrolment.

13. Issuing Statements of Attainment

Management shall ensure qualifications issued by our RTO are those that are currently on its scope of registration and certify the achievement of the relevant AQF qualifications and statements of attainment requirements.



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Our RTO shall ensure certificates and issuing of qualifications and statements of attainment are consistent with the requirement of the Australian Qualification Framework, Australian Skills Quality Authority and Nationally Recognised Training (NRT) Logo Specifications as stated in the Standards for RTOs 2015.

No certificates will be issued without verification of the learners USI.

Certificates are provided with a specific student number which is used as a de-fraud device.

Certificates can be verified by contacting Eureka and referring to this number.

14. LLN Need Identification

Our RTO is committed to providing clear information in plain English to its prospective learners in the marketing material provided. Prior to enrolment we will screen and discuss any LLN requirements.

Our RTO will endeavour to establish learners LL&N information prior to course commencement. However, should a learner's LL&N needs not be identified until the course has commenced, we will analyse these needs and provide a strategy for assistance. These needs will be addressed through classroom learning and assessment activities over the duration of the program.



Learner needs will be determined via the following methods, as required:

- ❖ Initial screening and discussion prior to enrolment
- ❖ Pre-enrolment email
- ❖ Enrolment form
- ❖ LLN Checklist and Tool
- ❖ Client/Organisation liaison prior to engagement of services
- ❖ External third party advice
- ❖ Consultation with Industry

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15. Learner Access to Records

Active and current learners have the right to request information about or have access to their own individual records via a written request. Eureka trainers and assessors or administration staff will provide the requested information or access on such a request. Learners also have the right to request a hardcopy of their own individual file that can be supplied as a printout from records retained within the learner database.

Should there be any specific requirements for learners over the duration of the course, i.e. disability, cultural, language or literacy, this information will be gathered via the above means.



16. Learner - Code of Conduct

The purpose of the Learner Code of Conduct is to advise learners enrolled at the RTO of their code of conduct whilst undergoing training. A breach of the learner code of conduct may result in either suspension or cancellation of enrolment.

Whilst a learner is enrolled in programs at our RTO, it is the learners' responsibility to:

- ❖ Attend class regularly, punctually and advise the RTO of any absences.
- ❖ Maintain study as per course timetable.
- ❖ Maintain attendance across the duration of the course.
- ❖ Wear RTO safety uniform, as required, and comply with the RTO's dress code.
- ❖ Comply with and assist in RTO's emergency procedures.
- ❖ Conduct themselves in a safe and healthy manner and behave in a manner which prevents injury and disease to themselves, trainer, fellow learners, and other staff members.
- ❖ Identify and report to a trainer any possible hazards from equipment, facilities, and the environment.
- ❖ Pay fees on or before the due date.
- ❖ Ensure non-discriminatory or harassing behaviour to other learners, staff, or visitors to the RTO.

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- ❖ Report any discriminatory behaviour or harassment to a trainer.
- ❖ Register complaints, disputes, or grievance with a trainer or other staff member.
- ❖ Refrain from smoking anywhere in the RTO building or immediate vicinity.
- ❖ Refrain from unacceptable behaviour including the use of bad language.
- ❖ Refrain from taking or supplying any non-prescription drugs and/or alcohol.
- ❖ Refrain from the use of devices which may disrupt class's e.g. mobile phones and pagers unless discussed with my trainer.
- ❖ Not to leave our RTO without notifying my trainer.
- ❖ Comply with the assessment information and process.
- ❖ Abide by our RTO Policies & Procedures
- ❖ Notify our RTO in writing within 7 days of any change of address and contact details.

17. Learner Orientation

Upon admission on any of our programs or courses, we will provide an orientation to all learners. Trainers will conduct this in the 'housekeeping' session on the first day of the course.

The following areas will be discussed on induction/orientation:

- ❖ Access and Equity
- ❖ Delivery
- ❖ Assessment
- ❖ Skills Recognition & RPL
- ❖ Appeals Against Assessment
- ❖ Complaints & Appeals
- ❖ Learner Support
- ❖ Welfare and Guidance
- ❖ Fees and Refunds
- ❖ The RTO Guarantee
- ❖ Learner Responsibilities and Discipline
- ❖ Legislation
- ❖ Disciplinary Procedures

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- ❖ Provision of language, literacy and numeracy

18. Legislation



Our RTO is subject to legislation pertaining to training and assessment, as well as business practice. Eureka will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended scope of registration. We inform all staff and clients of the legislative and regulatory requirements that affect their duties or participation in vocational education and training.

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

Our RTO ensures that all:

- ❖ Staff are provided with information about legislation that significantly affects their duties at induction.
- ❖ Learners are provided with information about legislation that significantly affects their participation in their study program.

Any changes to legislation will be advised to all staff and learners with amendments made to all appropriate documentation as part of the ongoing continuous improvement process.

New staff will be advised on induction and kept up-to-date with changes to legislation through monthly management meetings and written correspondence. Policies and procedures and associated tools and templates will be updated to reflect updates to legislation as soon as practical. Examples of legislation relevant to the training business and its staff includes but is not limited to:

- ❖ Standards for VET Regulators 2015
- ❖ Australian Skills Quality Authority (ASQA)
- ❖ National Centre for Vocational Education Research (NCVER)
- ❖ Department of Education and Training
- ❖ Standards for Registered Training Organisations 2015
- ❖ Copyright Act 1968

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Commonwealth Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013

- ❖ Commonwealth Sex Discrimination Act 1984
- ❖ Commonwealth Racial Discrimination Act 1975
- ❖ Commonwealth Age Discrimination Act 2004
- ❖ Commonwealth Disability Discrimination Act 1992

19. Risk Management and Identification

Our RTO is committed to the ongoing identification, analysis and management of all risks to staff, learners and stakeholders within the ongoing training and delivery services.

The RTO is committed to building an organisational culture where risk awareness and active, effective risk management form an integral part of all activities and are a core management capability and responsibility.



The RTO identifies and controls all possible and potential risks associated with its operation as a RTO and the maintaining of compliance. Our RTO is cognizant of the requirements of its registration under the Standards for Registered Training

Organisations (RTOs) 2015 and ensures executive staff (who will always meet the Fit and Proper Person requirements) have the authority to ensure compliance is met and maintained.

Executive staff also ensures all reporting is accurate and complies with the Data Provision Requirements.

Our financial management is risk managed to always meet the Financial Viability Risk Assessment Requirements, including the protection of fees paid in advance from learners and provision of adequate insurance coverage.

Identification and analysis of risks will be completed in accordance with the *052 Risk Identification and Management Procedure*, and is included in the Risk Assessment Matrix.

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20. Support Services



Our RTO provides equal access to training and delivery services for all learners, and where possible, flexible training is provided to meet the specific need(s) of the individual learners. The learner enrolment form requires learners to self-assess their English language capabilities and to indicate any special needs that they may have. Learners may be required to complete a literacy screen test to further assess language support needs. This may be completed prior to enrolment, as required.

An LLN Indicator Tool/Checklist may be used to assist us to determine the level of support required. *029 LLN Pre-Course Test*

20.1 Learning support strategies - Language, Literacy and Numeracy (LL&N) support will be provided in all subjects as part of the normal tuition and assessment activities. The learning support strategies used by our trainers include:

- ❖ LLN screening
- ❖ Demonstrating procedures.
- ❖ Providing opportunities for ‘hands-on’ experience and practice.
- ❖ Ensuring individual support and advice to learners.
- ❖ Literacy support to assist in the understanding of language specific to the industry.
- ❖ Encouraging learners to work at their own pace.
- ❖ Where necessary inviting learners to record training session on an audiotape.
- ❖ Providing written learning material and illustrations to reinforce the learning.
- ❖ Applying the principles of reasonable adjustment to training and assessment.



20.2 Learner education and support services availability – We have liaised with a number of support service agencies and organisations to which Eureka will have access to should a learner require such services. This information is provided in our *027 Learner Education & Support Services Policy*.

If our RTO refers a learner to external support services, we will not charge for a referral.

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21. Marketing Procedure & Guarantee to Learners

In authorising marketing and advertising, we shall ensure that written permission has been obtained by any person and organisation featured in our RTOs marketing or advertising materials in name or image. A media consent form will be required to be signed should a learner's image be presented on our website or marketing material. *035 Media Consent Form*

22. Training Guarantee

Our policy is that training delivery, meets national standards and requirements for registration as a training organisation. We guarantee that our training and assessment meets the requirements of the qualification/UOC as defined in the Training Package. We can provide support for learners in their academic endeavours to assist their goal of gaining qualifications/UOC.

We cannot guarantee learners will complete the courses/programs if they do not attend or complete assessments showing their competence to the qualification/UOC as required.

Once the RTO commences a course, we guarantee to complete the course delivery and assessment.

In the unlikely event that our RTO cannot do this, we have in place a process to protect learners in completing the course by ensuring that learners will be placed in a suitable alternative course.

23. Transition of Training Packages

We acknowledge our obligation to remain informed of changes to training packages and to establish transition arrangements for existing learners and those learners who may be enrolled during a transition period. Our obligation is underpinned by the requirements of the Standards for RTOs 2015. (Within 12 months)



Our aim is to ensure we are delivering the most current qualification outcome to learners and to actively manage our scope of registration. This applies to training package amendments, version changes and newly endorsed training packages and/or any accredited course we may have under the scope of registration.

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24. Unique Student Identifier

The RTO will action the various requirements of the learner Identifiers Act 2014. Commencing January 1st 2015, all learners studying in accredited courses or endorsed training packages are required to hold a Unique Student Identifier (USI). This is a requirement under Commonwealth legislation that an RTO have a valid USI for a learner before they issue that learner with a qualification or an individual statement of attainment.



The learner is able to apply for their USI via the website www.usi.gov.au. It is expected that each learner will provide us with a USI prior to enrolment of which we will verify the authenticity of the provided number.

The USI is a randomly generated mix of 10 alpha and numeric digits (i.e.3AW88YH9U5) which the learner keeps for life. This enables a codified method of tracking the learners learning across qualifications, RTOs and the years of training.

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