



# STUDENT HANDBOOK



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# Introduction

This Handbook provides information to students on the range of services available from Eureka 4WD Training as a Registered Training Organisation (RTO). The national provider number for Eureka 4WD Training is 52488.

## About Eureka 4WD Training

Eureka 4WD Training (Eureka) is a Registered Training Organisation (RTO), with a national focus on the skills and training needs of Australian industry. Eureka is wholly owned and a subsidiary of Engenco, a public company registered on the Australian Stock Exchange (ASX) with holistic heavy industry capabilities.

Eureka offers training and assessment in a range of qualifications and courses which represent skills from a number of Australian industry sectors.

Eureka employs training and assessment professionals with a minimum of ten years' industry experience and hold as a minimum, the Qualification TAE40116 Certificate IV in Training and Assessment and formal industry-specific qualifications related to their areas of vocational training. Where mandated by industry, our training teams have the relevant accreditations and licences.

Eureka has ongoing experience in the coordination of national vocational education and training requirements including those of the Australian Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF). Eureka's training and assessment practices offer the latest in adult learning with a keen focus on the principles of assessment and the rules of evidence as required under ASQA's Standards for RTOs 2015.

The operational experience and knowledge of Eureka's training professionals is constantly updated through exposure to current industry practice. This ensures that Eureka's training solutions are in step with industry needs and that students receive competency-based training which prepares them for the modern workplace.

To view the most up to date training products Eureka is approved to deliver, please refer to the Eureka website ([www.eureka4wd.com.au](http://www.eureka4wd.com.au)).

# Enrolment

Eureka accepts applications from all students who meet the entry requirements published under course information. Students will be offered a place in the next available course in the locations available.

As part of the enrolment process, all Eureka students must complete enrolment information via an enrolment form available from Eureka or directly and easily online via our enrolment system through our Web Site link. The information gathered for enrolment is mandatory under Australian law and in circumstances where programs are funded through government initiatives, additional enrolment information may be needed for eligible students.

Students applying for a course which has entry requirements will also need to provide the necessary evidence (as outlined within the relevant course information) which may include items such as verified copies of qualifications or licence details.

Participation in a number of Eureka courses requires training and assessment in environments where suitable clothing and personal protective equipment (PPE) as well as additional material may be required. Such requirements will be pre-advised or supplied by EUREKA.

## Direct Enrolment

Before training commences, students must be enrolled and an identification check will be undertaken. Students are required to bring photo identification to each course they undertake. Identification is necessary to ensure that records are documented correctly to the student profile.

All information for enrolment must be completed accurately to ensure the appropriate completion certificates are correctly issued. There are also a number of Australian, State and Territory Government requirements which are satisfied through the completion of the enrolment process.

## Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number (made up of numbers and letters) and is linked to an individual student's training records. By creating a USI, a secure student record is created by the Commonwealth Government which stores any nationally recognised training completed by the student. This means students are able to access their records easily and across Australia.

Under the Standards for Registered Training Organisations (RTOs) 2015, Eureka cannot issue a course certificate for any nationally recognised course without a verified USI on file.

Eureka is required to provide training records and results to the Australian Government and individuals are able to access these records through their USI account by logging in to the national system. This allows students to obtain a complete record of their enrolments and achievements from a single source (for training completed after January 1st 2015). A USI remains with an individual for any future nationally recognised training completed across Australia.

To create a USI, individuals can access the relevant web site: [www.usi.gov.au](http://www.usi.gov.au)

Once a USI has been created an individual should take a record of it for reference in all future training they wish to enrol in. Under certain circumstances, Eureka may create a USI number on an individual's behalf.

To do this, Eureka requires the following information:

- The individual's written permission; and
- A chosen form of identification – at least one of the following must be supplied:
  - Driver's Licence
  - Medicare Card
  - Australian Passport
  - Visa (with Non-Australian Passport)
  - Birth certificate (Australian) *Please note a Birth Certificate extract is not sufficient*
  - Certificate of Registration by Descent
  - Citizenship Certificate
  - ImmiCard

# Student Code of Conduct

## Student Obligations

All students must conduct themselves in a way that is respectful and professional to ensure an inclusive and positive training environment is maintained. EUREKA cannot tolerate any form of misconduct and reserves the right to remove any student from a class who does not behave appropriately.

All students are expected to:

- Follow all directions given by any member of Eureka staff
- Provide valid identification and accurate information for enrolment
- Attend class on time and in appropriate attire
- Conduct themselves in a polite and professional manner
- Keep Eureka updated with changes to contact and billing details
- Participate fully in all activities
- Complete all training and assessment tasks assigned in a timely manner
- Observe of site instructions particularly as they relate to health and safety
- Inform Eureka of any absences from the scheduled program of training
- Handle all training equipment safely and carefully, with loss or damage reported immediately
- Be 'fit for duty' at all times including adherence to Eureka's requirements for alcohol, drug and smoke-free environments

The student acknowledges it is their responsibility to meet these expectations as a condition of enrolment and participation.

## Payment of Fees

Payment of fees is a condition of enrolment and there is an expectation fees will be paid prior to the completion of the course. All fees and charges must be paid by the due date. Failure to pay fees and charges may result in any or all of the following until the amount is paid in full:

- Suspension from attending or participating in the course
- Exclusion from assessment activities
- Withholding of certification documentation
- Termination of enrolment
- Exclusion from future enrolments with Eureka

Eureka may refer unpaid fees to a third-party recovery agency where additional charges may be applicable.

## Student Fees

Eureka will provide a full breakdown of all fees applicable to a course prior to enrolment. As a rule, Eureka will not take payments in advance of the day of commencement of training, however where it is preferred that fees are paid in advance, a receipt is issued on payment. Should circumstances change after payment and withdrawal be required prior to commencement, Eureka will assist with transferring the enrolment to another course or make arrangements for a refund as applicable.

## Methods of Payment

Eureka prefers payment to be made by EFTPOS, MasterCard or Visa. For approved clients on an account, payment may be made by direct deposit upon receipt of invoice.

Eureka operates primarily as a 'fee for service' training provider. This means training services are charged to the student (or an employer where agreed). Where funded or subsidised training is available, Eureka will provide information on eligibility and other arrangements.

Where an individual believes there may be eligibility for a reduction or waiving of fees, a Eureka representative will provide advice on such eligibility and the reasoning applied.

Arrangements can be made for students seeking assistance with making payments. Arrangements may involve additional time to pay such as a payment plan. Students concerned about such matters may seek advice from their local Eureka Customer Service Officer on enrolment.

## Cancellations and Refunds

### Cancellation and Withdrawals

Course information provides advice on provisions for withdrawal from that course. Standard procedure allows for cancellation or withdrawal up until 24 hours from commencement without disadvantage. Applicable charges may apply where withdrawal is made less than 24 hours from the date of commencement.

Where a specific course has been scheduled under a corporate arrangement, the agreement or contract in place for that instance will outline cancellation or withdrawal procedures along with any fees, charges or penalties resulting from cancellation at short notice.

Where an enrolment is cancelled on the grounds of misconduct, fees paid will be forfeited.

#### Cancellation by Eureka

Eureka reserves the right to cancel a course where there is limited enrolment interest. Such instances are rare and Eureka will notify affected students well in advance of the course to provide options for alternate courses and refunds where applicable.

#### Transfer to a Different Course

Students may choose to or be provided with opportunity to change course dates. The course confirmation documentation provides information for students on the requirements. If attendance is not rescheduled before a course has commenced, a fee may be applicable.

#### Substitution

An alternate person may be substituted prior to the commencement of a course in place of a registered student at no additional cost.

#### Non-attendance

Non-attendance at any public course without prior notification will incur a charge equivalent to the full course cost (or as per instructions provided in course confirmation documentation).

### Refunds

A full or partial refund of fees is available to eligible students where withdrawal is made prior to commencement or within the timeframe outlined below (please refer to confirmation notification of the specific course for information). The following arrangement applies to all public courses:

Cancellation up to 24 hours prior to the course	Cancellation less than 24 hours prior to the course
<b>Full Refund</b>	<b>No Refund*</b>

*\*Provisions for exceptional circumstances may apply*

## Refund Process

Requests for refunds must be made in writing to Eureka. Eureka office contact details can be found [here](#). Eureka staff are happy to assist in making applications for a refund. All refund requests must include the following details:

- Name and contact details of the person requesting the refund
- Invoice Number (as applicable)
- Student(s) name (listed on booking)
- Date of scheduled course
- Location of scheduled course
- The reason for the request
- Any supporting documentation
- Details for refund payment

All requests will be processed promptly with notification on the status of refund requests provided within five business days. Where an applicant is not satisfied with the outcome of a refund request, an avenue for appeal against the decision will be available.

## Exceptional Circumstances

Where exceptional circumstances result in unavoidable disruption to study, a student may apply to withdraw from the program without financial penalty. Exceptional circumstances, covering a range of unexpected, extenuating and compassionate situations which are outside of the control of the student and/or for which there was no opportunity to prepare in advance, will be recognised.

Exceptional circumstances may include, but are not limited to:

- Medical issues: an unexpected illness, recurrence of a chronic illness or an accident
- Hardship or trauma such as the death or serious illness of a close family member, severe disruption to domestic arrangements, being a victim of natural disaster, crime or an accident
- Formal legal commitments
- Unforeseen and significant employment related circumstances such as an overseas or interstate move at short notice, redundancy or significant event.

All situations of exceptional circumstances will be considered by an appropriate management representative of Eureka. Where a student's current enrolment cannot continue until a later time as the result of Special Circumstances, tuition fees already paid will be recognised.

## Repeat Attempts to Complete a Unit of Competency

All students are entitled to at least two attempts to achieve satisfactory outcomes in each assessment task or as requested by the assessor. Where a student is deemed Not Yet Competent after two submissions, the assessor will discuss options for re-training and subsequent assessment. These options may involve additional fees and may include:

- a) Re-sit the assessment task a third time at a cost; or
- b) Re-enrol in the course or Unit of Competency at the normal enrolment fee; or
- c) Undertake additional private tuition; or
- d) Review study options and discuss with a student support officer; or
- e) Withdrawal from the course



## Fee Protection

Eureka encourages the prompt and full payment of fees and is mindful of the investment that training represents for individuals. Students in Eureka's programs can have confidence in the protection and recognition of fees paid and that all payments will result in a tax invoice/receipt being issued and additional arrangements such as accounts and billing can be put in place.

As a subsidiary of Engenco which is listed on the Australian Stock Exchange, Eureka's clients have protection wherein appropriate measures are in place for the protection of fees paid for future or current services.

All Australian jurisdictions provide legislation to uphold and protect the rights of consumers. Eureka reminds clients and the general public they are able to access information on such laws through direct contact with Government agencies or we are happy to provide information on how to access this information.

## Assessment

There are a number of assessment instruments by which students may be assessed. The main types of assessment are below:

- Theory assessments - written questions to be completed by the student. These may be in the form of multiple choice, short-answer or extended-answer questions
- Practical assessments - exercises which simulate the experience in the workplace
- One-on-one verbal questioning – completed individually with the assessor
- Workplace diaries or on-the-job assessments – completed in the workplace

Depending on the qualification, the most appropriate method(s) of assessment are chosen to best collect evidence of student skills and knowledge. The assessment method and requirements are outlined in the course induction and are in the course information.

## Recognition of Existing Skills and Knowledge

### *Credit Transfer*

Eureka can offer credit towards any units of competency a student may have already completed which form part of the training package they are enrolling in, regardless of whether the previous training was conducted by Eureka or through another RTO.

The Standards for RTOs (2015) require that RTOs recognise the qualifications issued to students by other RTOs. This mutual recognition forms the basis of Australia's nationally-consistent training system, wherein qualifications are transportable and recognised nationally.

Where a student presents for a course and has already completed equivalent units of competency, Eureka will verify the certification against the relevant unit or qualification and ensure academic records reflect that status.

To provide this 'credit transfer', students are required to provide all relevant evidence (e.g. statements of attainment, qualifications etc. held). Students may however be required to undertake familiarisation activities to ensure they have current knowledge where specific network rules apply.

### *Recognition of Prior Learning (RPL)*

Recognition of Prior Learning (RPL) is recognition that a person possesses the knowledge and skills required to demonstrate competence without conducting training first. The RPL process is an assessment-only pathway, which acknowledges skills and knowledge gained through various means (life or work experience, previous training and formal education).



All students enrolled by Eureka are provided with an opportunity for recognition of their current skills and knowledge. Students who consider they have the potential to qualify for RPL are expected to discuss the matter with the trainer/assessor who will provide assistance in making an RPL application.

All RPL decisions are based solely on a student's performance in relation to the criteria as laid down in the relevant training package. The RPL assessment process usually includes a combination of:

- initial provision of information;
- assessment activities;
- post-assessment guidance; and
- Certification for successful students.

The general provisions, principles and processes associated with assessment in Eureka are applied equally in an RPL situation. A student may be required to attend interviews and be assessed by one or more of the following methods:

- interviews
- work examples
- documentary evidence including third party (e.g. employer) reports
- direct observation
- written examination

Students are responsible for gathering evidence and demonstrating their competence to support the RPL application. This must be completed under the guidance of the assessor. All applications for RPL are assessed on a case by case basis and on merit.

## Support Services

### Student Needs

Eureka is obligated to ensure all students are provided with every opportunity to successfully complete their training programs. Eureka ensures any needs are assessed prior to training and that students know how to access the services and information they will require to successfully complete their studies.

Eureka's induction process includes identifying any needs students may have with training and assessment. A Language, Literacy and Numeracy (LL&N) assessment is conducted upon commencement to identify areas where support may be needed.

Where the student is identified as having LL&N needs, additional support is provided with specific adjustments made to ensure every opportunity to demonstrate the skills and knowledge as required for the course. Issues that may result in a need for support or assistance may include:

- Language, Literacy and Numeracy (LL&N) difficulties
- A disability or condition which may adversely affect a person's ability to participate in training and/or assessment (this may be physical or psychological)
- Work-related constraints such as seasonal or shift requirements which may restrict opportunity for participation and learning.

Specialist disability-related support can be accessed through a number of government and non-government organisations. Eureka can provide advice on accessing such services.

### Pre-requisites

There are various regulatory requirements in terms of fitness for work, safe working and high risk work licence requirements which may exclude some individuals from participation. For example, colour blindness may have implications for safety on-the-job and during training in specific qualifications or work-related roles.

All programs will include information on such pre-requisites which is accessible for students prior to enrolment.

# Complaints and Appeals

This procedure applies to all client complaints. It is the responsibility of Eureka representatives to ensure compliance with this procedure and all associated policies and work instructions, as well as provide clients with access to this information and relevant processes as required.

## Initial Process

All clients are encouraged to first discuss the nature of their grievance with a Eureka representative verbally to establish if there is an informal means to resolve the matter. All complaints are taken seriously and are treated with equal importance. It is the responsibility of the Eureka representative to either attempt to resolve the complaint according to policy and procedure or to seek additional assistance from a member of Eureka senior management.

If an immediate resolution cannot be agreed to by all parties, the client can lodge a formal grievance.

## Lodgement of Grievances

The following processes are to be applied where an immediate resolution cannot be reached.

Clients may nominate to lodge a complaint verbally in person or over the phone. This may be with a Eureka representative they feel comfortable with or directly to the appropriate Eureka senior management representative.

When a complaint is lodged, it is a requirement for the representative to collect all relevant information which must be formally recorded using an official Complaint Form and submitted to an appropriate Eureka representative.

The form will be presented to the person making the complaint for their agreement and signature.

The minimum details which must be included are:

- Nature of complaint
- Persons involved
- Dates, times and places relevant to the complaint

It is also beneficial to include the following where possible

- Indication of any expectations
- Information on how the grievance may have been avoided

The following steps are followed for submission of a formal grievance:

1. Clients may elect to submit an official grievance through the completion of a Eureka Complaint Form, Grievance Form or a formal written submission can be attached with the minimum details recorded.
2. The responsible Eureka representative (grievance manager ) will investigate the matter, conduct interviews and checks as necessary to determine the cause and other factors as well as prepare an official response.

The investigation will consider the principles of natural justice and procedural fairness. This process will include the following:

1. Discussion of the matter with all parties
2. Collection of appropriate evidence to substantiate the matter
3. Consultation with Subject Matter Experts both internally and externally where required

All decisions made by the responsible grievance manager are made based solely on evidence substantiated through investigation.

Upon the approval of the recommended outcome, the grievance manager will notify all parties involved with the complaint in writing.

Whilst every matter for investigation and response will be different, Eureka requires such issues are dealt with and resolved promptly. A maximum timeframe of 28 calendar days is allocated for the completion of any matter of grievance.

Where a client is still unsatisfied with the outcome of the grievance, they will be assisted to appeal the outcome with Eureka's National Quality Manager in writing.

A decision will be made to either escalate the complaint further or to uphold the decision. The National Quality Manager will respond in writing advising of the decision and the reasoning for it. This will be completed within 14 calendar days.

If the decision is upheld or still not resolved to the satisfaction of the complainant, the client will be provided with the appropriate contact details of the Australian Skills Quality Authority (ASQA).

## Academic Appeals

All students are entitled to appeal any academic decision made by a Eureka assessor. As for any other type of grievance, the appellant will be encouraged to first discuss their appeal directly with the relevant assessor verbally.

A **“Not Yet Competent”** result from an assessment must be discussed with the client at the time it was determined. The assessor will have recorded the reasons for the result on the official assessment document and will discuss this with the client signing and dating assessment.

All appeals are taken seriously with notes made about any discussions with the student. It is important the assessor clearly provides the reasoning behind the judgement and ensures it is reflective of the evidence collected.

Where client-assessor agreement cannot be reached in terms of the decision, students will be invited to lodge a formal grievance in line with Eureka's standard process. The National Quality Manager may also refer the matter to a suitably qualified senior member of staff for review and decision.

# Privacy and Personal Information

Eureka is guided by the Privacy and Personal Information Protection Act which ensures that all student details, information and results are only accessible to the student or if approved by the student an agreed third party such as their employer or for students undertaking funded training (e.g. traineeships) to provide government reporting requirements to facilitate funding processes.

Eureka understands the importance persons attach to personal information (such as name, address, date of birth, personal email address, etc.). Eureka is committed to managing and protecting any personal information any person (potential or existing students) share with Eureka.

Through this policy Eureka ensures all personal information is treated in confidence and is only used by Eureka in ways which are legal, ethical and secure. Commonwealth requirements for collecting information will be included in the enrolment process.

## Storage of Information

Eureka is required to keep records for compliance with the national standards. These records are kept for a minimum of 30 years in a secure student management system and Eureka's private central server which is secured and backed up daily.

Access to these records is strictly controlled. Only authorised Eureka employees have access to such information. Restricted access is enforced at all times.

Where personal information is concerned, when no longer needed or when the required retention period has lapsed, information is destroyed using secure methods.

At all times Eureka will take all reasonable steps to ensure all personal information is safe from misuse, loss and unauthorised access, alteration or disclosure.

Any persons believing their personal information has not been dealt with in accordance with any part of this policy or the Australian Privacy Principles may lodge a written complaint with Eureka's National Quality Manager.

## Access to Personal Records

Eureka students have access to their personal information by request but cannot access information which may breach the privacy of other persons. Where such a situation might occur, the details will be provided to the student requesting the information in a format (written, verbal, statistical) that meets their needs but ensures the privacy of other individuals is maintained.

Other organisations may only have access to specific and private information where a client agrees to the release of their information.

Eureka will not disclose personal information to any external company or third party unless the individual has consented to the use or disclosure, (e.g. a student requests in writing that their progress and results be provided to a potential employer).

Personal information will not be sold or used for promotions independent of Eureka. Personal information will be destroyed, if there is no longer any legitimate purpose for retaining such information and or the record retention period imposed by the Commonwealth Regulator has lapsed.

Eureka may only disclose personal information when required to co-operate with investigations of claimed unlawful activities or to conform to the proclamations of the law or comply with a legal process served on Eureka. Information may be provided to statutory authorities where there is a legal obligation to provide it.