

STUDENT HANDBOOK



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Welcome

Thank you for choosing Essential Skills Training & Recruitment (ESTR). We look forward to assisting you in developing your knowledge and skills in your chosen field.

Essential Skills Training & Recruitment is committed to providing high quality vocational education and training. We specialise in training for the community services sector, delivered by our passionate and dedicated trainers.

In this handbook you will find information about our policies and training and assessment procedures. If you have questions about any aspect of your training, please call or email our office and we will assist you with your enquiry. We hope that you find your training experience positive and rewarding.

Julie Fletcher, Director.

Changing lives



The Community Services Specialists

Julie Fletcher
BUSINESS COLLECTIVE

essential skills
training and recruitment

P4P People For Positions
Community Services
Recruitment Specialists

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Legal Name Trissig Pty Ltd



Code of Practice

Essential Skills Training & Recruitment is committed to operating within the principles of the **Australian Quality Framework (AQF)** and the **Standards for Registered Training Organisations (RTOs)**.

This includes a commitment to recognise the training qualifications issued by other registered training organisations (RTOs) and the development and dissemination of policies and procedures covering the following areas:

- Essential Skills Training & Recruitment will meet all legislative requirements of State and Federal Governments in conducting training and assessment functions.
- The specific requirements of the **Australian Skills Quality Authority (ASQA)** will be adhered to under the Standards for NVR Registered Training Organisations.
- Work health, safety and welfare requirements shall be in accordance with the Duty of Care Provisions of the **NSW WHS Act 2011**.
- Child protection requirements shall be in accordance with the **Children and Young Persons (care and protection) Act 1998**.
- Privacy requirements shall be in accordance with the **Privacy Act 1988**.
- Training and assessment will be delivered in accordance with the **National Vocational Education and Training Regulator Act 2011**, **Disability Discrimination Act 1992** and the **Apprenticeship and Traineeship Act 2001**.

Essential Skills Training & Recruitment shall take measures to provide resources and an environment that ensures training venues and assessment activities are safe and without risk to the health and safety of all. You have the right to learn in a safe environment.

Harassment, bullying or victimisation will not be tolerated under any circumstances. This includes the use of social media. If you are found to be undertaking in any harassment or bullying activities, you may be asked to leave the program. Please inform us of any such circumstances should they arise.



NATIONALLY RECOGNISED
TRAINING

Scope of Registration

Nationally Endorsed Qualifications

BSB40520 Certificate IV in Leadership and Management
BSB50420 Diploma of Leadership and Management
CHC32015 Certificate III in Community Services
CHC33015 Certificate III in Individual Support
CHC42015 Certificate IV in Community Services
CHC43015 Certificate IV in Ageing Support
CHC43115 Certificate IV in Disability
CHC43415 Certificate IV in Leisure and Health
CHC52015 Diploma of Community Services

Accredited Courses

10735NAT Course in Disability First Aid
10966NAT Certificate IV in End of Life Doula Services

Accredited Units of Competency

HLTAID011 Provide First Aid
HLTAID010 Provide basic emergency life support
HLTAID009 Provide cardiopulmonary resuscitation

Participant Responsibilities

There are a number of obligations you have during your time in this program.

- Be well informed about your program requirements
- Accept responsibility for your own learning
- Attend workshops, (if scheduled for you)
- Submit assessments on time
- Keep copies of all your training documents and assessments
- Provide honest feedback to us, for the purpose of our continuous improvement process. You will be asked to complete surveys during and/or at the completion of your program

Student Services

Essential Skills is committed to supporting you to gain your qualification. Our team will provide individual attention to assist you in overcoming any barriers that might affect your progress. We encourage you to contact our office or your trainer if you need assistance at any time.

Our services include;

- **Training plan development** to reflect the requirements of your organisation and your job role.
- **Language and literacy support:** language, literacy and numeracy (LLN) skills are assessed on enrolment so that students needing assistance can be identified. The LLN requirements differ for the various qualifications. Where support is required, students will be either; supported by ESTR or referred to their employer or specialist service for assistance. Wherever possible, students will be supported to continue with their program while accessing the LLN support. If external services are required, this will be at the cost of the student/employer.
- **Disability support;** if you have a disability, we will do our best to support you and to ensure our facilities can cater for your needs. Reasonable adjustment for assessment will be discussed on an individual basis.
- **Access to trainers and administration staff** by phone, email or by appointment between 9:00am and 5:00pm Monday to Friday.
- **Job search assistance;** if you are completing your training in the hope of securing employment on completion, we can assist in this area with training around interview techniques and resume/cover letter writing.
- **Vocational placement;** if you are undertaking a classroom-based program, we will organise an unpaid work experience placement with one of our local community services organisations.

Student Records

As a student you have the right to see your student file which contains all the records pertaining to your enrolment. To access your records, we need a written request accompanied by 2 forms of identification.

Please note; statistical information is requested from the Government for legislative purposes each year and if you are a trainee your employer will also have access to relevant information regarding your training progress.

Student Portal Access

Each student will be given access to your own Student Portal. The portal will allow you to check on your progress and academic results, and to ensure your personal information is up-to-date.

You will be issued with your unique login details once your enrolment has been finalised.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Your skills, knowledge and experience gained through working or previous formal or informal training may enable you to apply for credit against unit(s) of competency, which may shorten the duration of your qualification. Essential Skills Training and Recruitment offers Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students. This will be discussed with you as part of the Enrolment Application (Pre-Training Review) process.

What is Recognition of Prior Learning (RPL)?

RPL is a process that assesses your competency, acquired through formal and informal learning, to determine if you meet the requirements for a unit of study.

You can use a variety of documentation to apply for RPL. **This includes, but is not limited to:**

- Records of completed training
- Photos and videos of you on the job
- Declarations from your employer
- Job descriptions and current resume
- Workplace documents

What is Credit Transfer (CT)?

Credit Transfer (CT) is the process of recognising your competency gained through formal study. If you hold a qualification(s) or statements of attainment gained through formal study with other Registered Training Organisations (RTOs), professional bodies or enterprises and universities which covers the same units of competency as those listed in your chosen course, you are able to apply for Credit Transfer.

How do I apply?

Recognition of Prior Learning (RPL) and Credit Transfer (CT) if granted, can reduce the duration of the course and cost involved. You should make your application for Recognition of Prior Learning (RPL) and/or Credit Transfer (CT) as part of the Enrolment Application (Pre-Training Review) process, however you can apply at any time.

If you wish to apply for Credit Transfer (CT), or Recognition of Prior Learning (RPL), please contact our office and ask for an application, or you can download one from our website.



IMPORTANT NOTE: Change of Name Document Requirements

If you have studied under a previous name, you must also provide documentary evidence to prove your change of name, such as a marriage certificate, deed poll registration or other registration with the appropriate Registry of Births, Deaths & Marriages. The documentation must show your previous name(s) and your current name(s). Without this documentation, your RPL/CT application may be delayed.

Access and Equity

You will be given your own student ID number at confirmation of enrolment. This ID number needs to be quoted in all correspondence and when calling the office.

Essential Skills Training & Recruitment provides all participants with a fair and reasonable opportunity to attend and complete their chosen programs.

- Equity principles are implemented through the fair allocation of resources and the right to equality of opportunity.
- Participants are given opportunities to participate in vocational education training programs by the provision of client orientated services, which address specific needs.
- We ensure implementation of non-discriminatory client procedures which encourage fair access for all clients, wishing to participate in our training programs.

Privacy

Collecting and handling client information is a necessary part of conducting an RTO's business. Essential Skills Training and Recruitment will collect, hold, use and disclose your personal information in accordance with the **Privacy Act 1988 (Cth)** and the **Data Provision Act 2012**.

All personal information and training activity data will be regarded as confidential and will only be released to legitimate third parties only (*as we are required to under the Data Provision Act 2012*) including;

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship
- Employer – if you are enrolled in training paid by your employer
- Nominated Apprenticeship Centre - if you are undertaking your qualification under traineeship arrangements
- Australian Quality Skills Authority (ASQA)
- Commonwealth and State or Territory government departments and authorised agencies, particularly those that support or fund the training
- National Centre for Vocational Education Research Ltd (NCVER)
- Organisations conducting student surveys and researchers.

Under the **Data Provision Act 2012**, Essential Skills Training and Recruitment is required to disclose personal information about you to the National Centre for Vocational Education Research Ltd (NCVER).

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

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

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

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

There is the possibility that you may be contacted by the Department (or person's authorised by the department) for audit, review and investigation purposes.

You may also receive an invitation to;

- a) participate in the department's annual student outcome survey;
- b) participate in a department endorsed project

To view our full privacy policy visit our website: <https://essentialskills.com.au/privacy/>

Unique Student Identifier (USI)

If you are enrolled into any nationally recognised accredited training with Essential Skills Training and Recruitment you will be required to provide us with your Unique Student Identifier (USI).

A Unique Student Identifier (USI) is a government issued reference number made up of numbers and letters. This gives students access to their USI account where they can see all of their training results from all providers, including all completed training units and qualifications from the 1st January 2015. The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

You can apply for a USI by going to www.usi.gov.au and following the prompts or you can ask ESTR to apply on your behalf. If you would like ESTR to apply on your behalf, you will be required to complete the USI privacy statement and supply us with identification. Contact our office for a copy of the application form.

All students will be required to supply ESTR with their USI before their Certificate or Statement of Attainment can be issued. Essential Skills Training and Recruitment will collect your USI as part of the enrolment process to avoid any delays with the issuing of your certificate or Statement of Attainment

Changing Name

If you amend your name mid-way through your course, you should also change your name on your USI account and inform us of the name change.

This will need to be done before we can update your name in our student management system and issue any qualifications in your new name. Please note that Essential Skills Training and Recruitment is required to re-verify your USI in your new name and may ask for supporting documentation as proof of your official name change e.g. certified copy of a marriage certificate etc.

Permissions for ESTR to view your USI Transcripts

You can give Essential Skills Training and Recruitment access to your previous training records from 2015 onwards by giving us permission in your USI portal. Whilst this is optional it is particularly helpful if you are seeking recognition of prior learning/ credit transfer or demonstrating pre-requisites when undertaking further training.

To give us permission;

- Log into your USI portal
- Click on 'Provide your USI'
- Search for Essential Skills Training and Recruitment. Our RTO ID is 91729
- Tick which permissions you would like to give us access to. It is recommended you select view transcript and view details
- Set the length of time we can access this information in the expiry date box and then click 'Save'.

Victorian Student Identifier (VSN)

Since 2009, the Victorian Student Number (VSN) is a nine-digit student identification number that is assigned by the Department of Education and Early Childhood Development to all Victorian based students in government and non-government schools, and students up to the age of 25 in Vocational Education and Training (VET) institutions. Victorian based students under the age of 25 should have a VSN and will need to provide it to ESTR on enrolment. If you do not know your VSN you can contact the Victorian Student Number Operations Team by email with photo identification that states your full name, date of birth and mention the name of the school you last attended to obtain it. victorian.student.register@edumail.vic.gov.au

Training and Assessment

Attending Workshops

Students who are to attend workshops, whether in the physical classroom or virtual classroom environment are required to;

- attend all timetabled workshops
- arrive on time and stay for the duration of the session
- notify the office if you will not be attending or will be arriving late
- notify your trainer if you must leave early
- return from scheduled breaks on time
- be respectful to all participants and trainer
- participate in classroom activities
- ensure your camera enabled and microphone is turned on (*virtual classroom*)
- sign the attendance sheet on arrival and at the conclusion of the workshop (*physical classroom*)
- only smoke in the workshop venue's designated area
- not undertake training or work experience if you are intoxicated or under the effects of illegal drugs
- not to consume alcohol whilst in attendance of training with ESTR, this includes breaks
- bring required learning materials to class
- adhere to the dress code

Dress Code

Students are expected to dress in a manner that is neat, clean, inoffensive and safe at all times and in a manner, that would be expected in the workplace when attending workshops.

Clothing that is likely to offend others in terms of its lack of decency, modesty, cleanliness, or because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others it not acceptable.

Students are required to wear footwear as appropriate to the training environment, enclosed footwear is recommended for WHS purposes. Bare feet, thongs and slippers are not acceptable forms of footwear.

Work experience: Whilst on work experience students must ensure they are well presented at all times. Students are to wear full length black pants, black collared or polo shirt, name badge, and closed in shoes with non - slip tread. Some jewellery is a safety hazard e.g., hoop earrings and this must be considered when preparing for work experience in community services.

Competency Based Training

In competency-based training, you are assessed on whether you can apply the skills and do the tasks listed for the units of competency that you are studying. You must be able to demonstrate and provide evidence that match the requirements. The assessment tasks have been designed to assess you against each element and the performance criteria included for that unit.

Assessments will be marked as;

- **C – Competent** (achieved all learning outcomes for that unit) or
- **FER – Further Evidence Required** (resubmission, further evidence needed)

Competency involves all aspects of performance including:

- performing at a required level
- demonstrating understanding
- managing different tasks within a job
- problem-solving skills and transferring knowledge to new situations
- working with others and communication
- fulfilling responsibilities and expectations of a workplace

We are committed to ensuring that assessment is valid, reliable, flexible and fair.

Learning and Assessment Materials

You will be provided with learning materials or online units for the relevant unit of competency. These resources contain learning and assessment activities that can be completed in the classroom or independently, under the guidance of your trainer and assessor. Assessment can occur at different stages throughout your program; progressively during classroom and independent learning activities; during site visits (where relevant); and as the final assessment.

There are many strategies that assessors will use to assess competence, including: practical demonstration of skills and knowledge in a workplace or simulated environment; questioning (verbal and written); third party reports; case studies; workplace projects; presentations and group work.

Assessment Cover-Sheets

These will be supplied with your assessment where relevant. Please ensure this sheet is completed, signed & attached to your assessment task when your work is submitted. If you need a replacement, please contact the office as one can be easily emailed to you.

Due Dates for Assessments

On enrolment you will be asked to agree, in writing, with submission dates for your assessment tasks outlined on your student Training Plan. If for any reason you cannot submit your work on or before this agreed date, you must contact the office via email or by phone to ask for an extension.

Working in Groups

Students must submit their own written assessments; working in groups is only permitted if outlined in the assessment task. Photocopies of another student's work being submitted as a group assessment is not accepted! This causes issues around the authenticity of your work and knowledge about that particular subject.

Plagiarism

'Plagiarism' is submitting someone else's work as your own, without recognising the source of the information. This includes copying someone else's assessment task or copying information from another source. You can use reference material for your assessments, but you need to put it into your own words and reference the source of the information.



IMPORTANT NOTE:

Penalties may apply in the event that plagiarism is discovered. This can include a verbal or written warning. You will be asked to resubmit your assessment and if further plagiarism is found, further action will be taken. This can include being removed from the course.

Submitting Assessment Tasks

Our preferred option for assessment submission is to upload it to your student portal, however you can submit your assessments in any of the following ways;

Uploaded into your student portal	Upload it against the relevant unit in your aXcelerate student portal.
Email	Emailed to info@essentialskills.com.au Ensure you note the unit code and title in the subject line of your email.

Post	Mailed to PO Box 984 HAMILTON NSW 2303
In person at our office reception	Drop them in person to our office reception. You will need to complete the <i>Assessments Login Register</i> located at in Reception prior to handing the assessment to the Administration Officer.
In class	Hand them to your trainer in class. You will need to note in the relevant column on your class attendance record the unit code(s) for the assessment(s) you are handing in.



IMPORTANT NOTE:

Regardless of how you submit your assessment tasks to ESTR, **you MUST keep a copy of your assessment** as your actual assessment task will not be returned to you. If it goes missing and you have not kept a copy, you must understand that we cannot assess something that we do not have, and you will need to complete the assessment again.

When submitting your assessments to ESTR you must ensure;

- The assessment cover page is completed, signed and attached to the front of your assessment
- Your assessment is stapled together and placed in a single plastic sleeve (if submitting a paper-based copy)
- All pages of your assessment are labelled with your full name and unit code
- Any other specific documents requested to be attached to your assessment task are submitted with your assessment and are clearly labelled with your full name, the question number, and the unit code & title.

Acknowledgement of Assessment Submission

Receipt of assessments by ESTR will be acknowledged in the following ways;

Emailed Assessments	A reply email is sent indicating your assessment has been received at ESTR.
Posted Assessments	An email or text message is sent indicating your assessment has been received at ESTR.
In person at our office reception	You have logged it in on the Assessment Login Register prior to handing it to our office reception.
In Class	You have recorded the assessment you are submitting on the class attendance record and handed it to your trainer.
Uploaded in your student portal	The assessment status for the relevant unit(s) will state SUBMITTED in the student portal.

Notification of Results

Your actual assessment task will not be returned to you so **remember to keep a copy**. Please allow 3-4 weeks for your assessment to be marked. You will receive via email or post, an assessment results document. If you are given a result of FER, you will be given feedback on what is still required for you to demonstrate your competence. Trainers and assessors will be happy to advise you on what you need to do to gather the evidence or provide further learning activities to support your learning. You will be allowed three attempts to achieve competence in any individual assessment.

Assessment Appeals

Any student dissatisfied with an assessment decision has the opportunity to submit an appeal. Before making an appeal, we ask that you first contact your assessor in an attempt to understand the decision.

Appeals should be made in writing using the Appeals Form or other written format **within 14 days** of the decision or outcome. This form will be emailed or posted to you on request or is available on our website.

Once a written appeal is received you will be contacted by Essential Skills Training and Recruitment's (ESTR) CEO or Leadership Team **within 7 days** of receipt of the appeal, who will review the appeal and work with you to try to resolve the matter.

An appeal can be resolved by any of the following means:

- No further action by ESTR
- Reassessment by another assessor
- Another registered provider will be asked to arbitrate and reassess if necessary
- The complainant can request an independent party investigate (at their expense) or make a complaint with ASQA (only after following ESTR's complaints and appeals process first).

Timeframes for Completion

Please note that some programs have specific timeframes for completion, particularly those that are subsidised funding. You will be made aware of this on enrolment. By taking a place in the course, you are committing to completing it within the designated timeframe. If you are unable to make the deadline you must discuss this with your trainer as soon as possible.

Disciplinary Procedures and Dismissal

Should a student be acting with disregard to the safety of others or be displaying inappropriate behaviour contrary to the policies and procedures of *Essential Skills Training & Recruitment*, disciplinary procedures may be initiated. This can range from a verbal warning to termination from the course, depending on the severity of the action.

Students are expected to display a high level of personal responsibility for their learning process and for their interaction with other participants and our staff members. ESTR will not tolerate under any circumstances harassment, bullying or victimisation of students, employers or staff involved in your training program. This includes the use of social media.

Issuance of Certificates

Essential Skills Training and Recruitment is responsible for the quality of training and assessment provided in compliance with the Australian Skills Quality Authority Standards for Registered Training Organisations (RTOs) 2015, and for the issuing of the Qualifications and Statement of Attainments associated with this program. Any changes to these arrangements will be communicated to you.

On successful completion of your final unit of competency your student file will be audited to ensure all the

necessary evidence and information has been collected to enable the issuance of your Certificate or Statement of Attainment. Once the audit is complete and all information is collected your Certificate or Statement of Attainment will be issued and posted to your home address. All fees associated with your qualifications must be paid before certificates are issued. Please allow up to 30 days for this process to occur and ensure you keep your contact details with ESTR current.

ESTR does not issue interim statements of results or transcripts to students. Records of certificates issued by ESTR will be stored for 30 years. If you lose your Certificate or Statement of Attainment and require it to be reproduced there will be \$20 fee associated with this that must be paid before the certificate is released.

Work Experience

Some qualifications require a mandatory work placement to provide exposure to real workplace situations and circumstances which cannot be replicated in a learning environment or simulation and to practice skills and knowledge learnt within the workplace.

Students who are not currently employed in a relevant workplace, or in the specific role related to the qualification will need to complete a work experience placement undertaking the specific tasks and roles related to their course, under the supervision of an experienced supervisor, for the specified amount of hours of the qualification. Essential Skills Training and Recruitment can organise a placement for you. Please note that this placement is unpaid.

Criminal Record Checks (CRC)

Any student undertaking a full-time or recruitment/pre-vocational program with ESTR where an unpaid work experience placement is a course requirement must also complete and pass a **Criminal Record Check (CRC)** prior to commencing their work experience placement.

The CRC will be processed by Essential Skills Training and Recruitment through PharmacyID. PharmacyID has been designed and developed by The PRM Group, one of Australia's most trusted identity verification businesses. The PRM Group is accredited by the Commonwealth Government to provide National Police Check (NPC) services for companies, government and private individuals. There will be **no additional costs** to students undertaking a full-time or recruitment/pre-vocational program with ESTR for this.

As the nature of the involves work with aged and vulnerable people, the CRC type must specifically be the Aged/Children/Disabled/Vulnerable National Criminal Record Check.

Applicable students will be issued with an email link to PharmacyID to go online, complete the CRC application and enter the details of their identity documents themselves. This is ESTR's preferred method.

If an applicable student does not have access to the internet and/or cannot submit their CRC application online for some reason, they can complete the paper-based Nationally Coordinated Criminal History Check Application and Informed Consent Form and present originals of four (4) forms of identification for an authorised ESTR

Administration Officer to manually process the application on their behalf. ESTR will advise the student on the forms of ID that can be accepted if a paper-based application is being submitted.

Please note that while we endeavor to have police checks processed prior to the work experience period, there is no timeframe on when the clearance will be processed and can delay your work experience placement.

Working with Children's Checks (WWCC) and NDIS Workers Check (NDISWC)

Any student undertaking a full-time or recruitment/pre-vocational program with ESTR where an unpaid work experience placement is a course requirement and this placement involves working with children under the age of 18, (e.g. Disability services, schools, hospitals or similar workplaces) will **also** need to pass a **Working with Children's Check (WWCC) BEFORE** you can commence your work experience.

Additionally, where the work experience host organisation is delivering supports or services under the National Disability Insurance Scheme (NDIS), students undertaking work placement will also be required to obtain a **NDIS Worker Check (NDISWC)**. ESTR will inform you of whether this is needed for your particular placement.

These checks are your responsibility to acquire, ESTR cannot do it on your behalf. ESTR will supply a fact sheet with all the information you need to apply and submit your application(s). These are done through Services NSW.

You can apply for a 'volunteer worker' checks that is at no cost for your work experience placement, however, please note that if you gain employment in the sector you will need to reapply for a 'paid worker' check, which incurs a cost and will be at your own expense.

It is your responsibility to ensure your Working with Children's check and NDIS Workers Check (if applicable) is processed and cleared prior to commencing work experience.

It is also a legal requirement and your responsibility to ensure your personal details are current with the NSW Office of the Children's Guardian Working with Children's Check. Any changes to personal details, including any name or address changes, must be updated within three months of the change. Penalties apply for people who don't update. Details can be updated by going to www.kidsguardian.nsw.gov.au and following the links.



Students should consent for ESTR to pass on a copy of their CRC and/or WWCC and NDISWC to the host employer for their HR records by signing the Information Disclosure section of the Full Time and Prevocational Program Application Form on enrolment. If consent is not obtained, it could jeopardise the students work experience placement.

Please also note that if your Criminal Record Check and/or Working with Children's Check or NDIS Workers Checks returns with any disclosable outcomes, you may be asked to leave the course and no refunds will be given. This will be assessed on a case by case basis.

Vaccination Requirements

As mandated by the Government's Public Health Order, you must be fully vaccinated against COVID-19 to undertake a work placement in an aged care facility or in home and community care or disability services settings.

In addition, some organisations may also require you to have a current Influenza vaccination. ESTR will ask for proof of your vaccination status prior to placing you on work experience.

ESTR will only accept fully vaccinated students into our programs. After consultation with our supporting industry organisations, medical exemptions for COVID vaccinations will not be accepted for students undertaking courses with us that require a work placement. This business decision has been made to ensure all students who enrol with us will have the opportunity to complete their placement hours to meet the requirements of their qualifications or course.

Whilst on your work experience placement, you will be required to comply with all COVID-19 safety measures. This may include wearing a mask at work and checking in via a QR safe check in (where applicable), sanitising your hands and compliance with any other COVID-19 safety measures implemented by your work experience host organisation.

Roles and Responsibilities for Work Experience

Conducting a successful work experience placement is a collaborative process between the RTO, the student and host employer. Outlined below are the roles and responsibilities of each party.

Essential Skills Training and Recruitment

- Organise the work placement with the student and the host organisation
- Ensure the Work Placement Risk Assessment has been completed prior to the work experience placement
- Ensure all the necessary student work placement checks have been obtained i.e., CRC, WWCC, NDIS-WC and vaccination requirements etc.
- Ensure this Work Experience Agreement has been signed by the Student and Host Organisation, and each party is aware of their responsibilities
- Arrange work experience name badges and logbooks to be issued to the students prior to the work placement
- Keep in contact with the Student and Host Organisation during the work placement period
- Ensure the RTO has adequate insurance coverage for the students undertaking the work placement
- Ensure the students are clear on their code of conduct and responsibilities during the work placement period
- Where possible, conduct at least 1 site visit with the students during their placement period if workplace assessment is required
- Obtain feedback from the Student and Host Organisation regarding the work placement.

Student

- Ensure all pre-placement checks have been obtained and provided to ESTR, and if under the age of 18, obtained consent from a parent or guardian
- Act in a professional and courteous manner at all times, respect the rights of other people in the workplace and follow the policies and procedures of the Host Organisation
- Ensure that mobile phones are placed in your bag and only checked on breaks. If you need to be accessible through your mobile phone for personal reasons, it must be pre-approved by the Host Organisation for you to carry it with you, however consistent use is not acceptable.

- Keep information about the Host Organisation and residents/clients confidential and do not make any decisions about client care and management.
- Attend the total amount of specified hours of work experience and complete the Student Logbook and any other documentation required.
- Do not attend the workplace if you are feeling unwell, or have symptoms of COVID-19 (even if these are mild), or you have been deemed a household contact. You should get tested as soon as possible and follow the NSW Health Guidelines regarding testing and isolation requirements.
- Be well groomed, clean and tidy in appearance. Wear full length black pants, black collared or polo shirt, name badge, and closed in shoes with non - slip tread
- Provide own transport or use public transport to get to work placement
- Be aware that a work experience arrangement may be terminated at any time at the discretion of ESTR or the Host Organisation
- Notify the Host Organisation and ESTR if unable to attend any scheduled shifts prior to the commencing time and make suitable arrangements to make up the missed time
- Do not handle medication of any type while on work experience, and not use any lifting equipment unsupervised.
- Work under supervision of your allocated shift buddy at all times

Host Employer

- Complete the Work Placement Risk Assessment prior to the work experience placement. This must be updated annually.
- Be aware of your obligations under Fair Work Australia in relation to students on work placement – factsheet hyperlinked below
<https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/unpaid-work/student-placements>
- Give the student an introduction and induction on the organisations policies and procedures and facilities
- Take responsibility for the direction of the student during the placement
- Provide the opportunity for the student to develop their knowledge and skills under the supervision of an experienced supervisor
- Ensure students are aware of their roster times in advance and have contact details for a supervisor should they be unable to attend a shift
- Contact ESTR as soon as any issues arise
- Provide a safe workplace, free from bullying and verbal, physical, racial and sexual abuse
Fill in the relevant sections of the student’s logbook including signing off on the hours worked to verify that the completion of the required tasks is to a standard considered acceptable within that workplace.

Online and Blended Learning Delivery

ESTR is committed to providing students access to flexible learning options to accommodate their diverse and varying learning styles and needs, whether its completely online, by distance or a blended learning approach i.e. a combination of both online/distance learning and face to face training in the classroom or remotely in the virtual classroom environment.

ESTR provides a quality online learning environment using the aXcelerate eLearning Portal for selected qualifications. Students will access their resources and submit their assessments through the portal. Login details will be given to students on enrolment.

Digital literacy

To undertake online or blended learning you need to have the required Digital Literacy skills needed to successfully undertake your course in the online/digital learning environment. As part of the Enrolment Application Pre-Training Review process, we will assess your level of digital literacy by asking you to undertake a Digital Literacy Self-Assessment Quiz. We will then discuss the quiz outcomes with you and make recommendations about whether the course is suitable for you, as well as identify areas where you may require additional support.

Online learning technology requirements

You will access your learning materials through the **aXcelerate Student eLearning Portal**. The following are the **minimum technology requirements needed** to successfully undertake your chosen course in the online/digital learning environment;

Computer, Laptop or Mobile Device with Internet Connection	<ul style="list-style-type: none"> Reliable internet connection. <i>Note; Please be wary of your data usage within your limits.</i> Webcam and microphone Microsoft Windows 7 or higher, or Mac OS version 10 or higher
Internet Browser	<ul style="list-style-type: none"> Latest version of Google Chrome is recommended for optimum compatibility We recommend that the following Browser Settings be enabled; <ul style="list-style-type: none"> Cookies Pop-ups (in both Internet browser and security software) JavaScript
PDF Reader	<ul style="list-style-type: none"> Latest version of Adobe PDF Reader
Word Processing Applications	<ul style="list-style-type: none"> Microsoft Word 2010 or higher Some units of competency may require you to also have access to other Microsoft Office applications i.e. Excel, PowerPoint etc.
Applications	<p>The following applications will be used for Virtual Classrooms;</p> <ul style="list-style-type: none"> Zoom

	<p>Free download from https://zoom.us/download or to a mobile device/iPad from the App Store or Google Play.</p> <ul style="list-style-type: none"> • Microsoft Teams Free download from https://www.microsoft.com/en-au/microsoft-teams/download-app or to a mobile device/iPad from the App Store or Google Play. <p>ESTR will confirm the specific application needed on enrolment.</p> <p><i>For participation in the virtual classroom environment you will be required to have your camera enabled and hold up photo ID to the webcam at the beginning of each virtual class so we can verify your identity.</i></p>
Other	<ul style="list-style-type: none"> • Some courses may require you to create and upload photographs or videos, so you may also need access to a digital camera or mobile video device. • Genius Scan application. Whilst not essential, this scanner application is highly recommended as it allows you to quickly and easily scan your assessments and export them as multi-page PDF file using your mobile device. This app is available for Free download from the App Store or Google Play.




IMPORTANT NOTE:

Even though are studying online or through a blended learning approach, you may require access to workplaces or simulated workplaces to complete the performance evidence requirements of some units of competency This is discussed as part of the Enrolment Application Pre-Training Review process and strategies will be implemented to address this.

Student engagement and support

Essential Skills Training and Recruitment will provide the following support to help you with your online/blended learning study;

- An orientation to the aXcelerate online learning platform is provided on enrolment. You will be sent your login details and an orientation video for accessing and navigating the platform. You will then be contacted within a week after enrolment to see if you have accessed the portal and if any further support is required.
- Our Training & Assessment and Administrative teams are available for **learning or technical support** queries by phone (02) 4961 0016 and email **Monday to Friday between 9:00am to 5:00pm** for the duration of your course. We will endeavour to reply to queries **within 48 hours** (Monday to Friday) and return your assessment results to you **within 4 weeks** of submission.
- We will monitor your participation and ensure that you continue to progress through your course. Your trainer will contact you on a regular basis by email, phone or SMS to check in and discuss your progress with you. Ongoing feedback will also be provided through interaction with your trainer in the virtual classroom environment or online messaging and detailed feedback provided on your assessments.
- Collaborative learning opportunities will be provided so that you can interact with peers, through the virtual classroom environment and discussion forums.

- 
- Students who have not logged on within 2 months of the course commencement and/or that do not reengage after repeated attempts at contact will be deemed to have withdrawn from the course.

Authenticity of Assessment

As online/distance students are not usually seen face to face by trainers, we need to ensure that the work submitted is authentic i.e. is your own work. Your trainer will contact you and ask you a couple of questions regarding the content of the unit(s) for you to answer verbally. This does not contribute to the overall assessment of the unit (unless Oral Questioning is an assessment method of the assessment).

Fees and Charges

Fees will vary depending on whether you are enrolling in a subsidised course, or whether you are paying fee-for-service (non-subsidised training).

Smart and Skilled (NSW)

If you are NOT in NSW and/or NOT ELIGIBLE for a subsidy or exemption from course fees, please skip the following sections related to Smart and Skilled, Concessions, Exemptions, Notification of Enrolment.

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. It's helping people in NSW get the skills they need to find a job and advance their careers.

Training Services NSW, in the NSW Department of Industry, is responsible for Smart and Skilled and leads policy, planning, funding, regulation and advice on VET and employment in NSW.

For more information visit their website; <https://smartandskilled.nsw.gov.au/>

Eligibility for Smart and Skilled

This training is subsidised by the NSW Government. To be eligible for a Smart and Skilled funded program with Essential Skills Training & Recruitment you must meet the following requirements;

- Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, and
- aged 15 years or older, and
- left school, and
- live or work in New South Wales

Smart and Skilled Fee Information

The price of Smart and Skilled qualifications is a set price for the full qualification.

A Student Fee Estimator is available on the Course Finder search on the Smart and Skilled website <https://smartandskilled.nsw.gov.au/> that individuals can use to check their eligibility and estimate their fee for NSW Skills List qualifications. This will be an estimate only, and the final student fee will be calculated through the provider calculator. Recognition or Prior Learning (RPL) and Credit Transfer (CT) granted can reduce the cost of your qualification. For more information on what is RPL or CT and how to apply please see refer to the relevant section of this handbook.

For a fee estimate or more information on the concessions and Fee exemptions available under Smart and Skilled, visit the Smart and Skilled website; <https://smartandskilled.nsw.gov.au/> You can also access the Smart and Skilled Fee Administration Policy on the following link;

https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2020_21/fee_administration_policy_20_21.pdf

Smart and Skilled Concessions

Under Smart and Skilled there are concessions available for students who are in receipt of a Commonwealth Government benefit or allowance, or who are the dependant of a person receiving a specified Commonwealth Government welfare benefit or allowance. Eligible benefits include;

• Age Pension	• Austudy	• Carer Payment *	• Disability Support Pension
• Farm Household Allowance	• Family Tax Benefit A (maximum rate)	• JobSeeker Payment	• Parenting Payment (Single)
• Special Benefit	• Veterans' Affairs Pensions	• Veterans' Children Education Scheme	• Widow Allowance
• Youth Allowance			

Source: Smart and Skilled Fee Administration Policy. NSW Department of Industry Version 2.6 – released 3 April 2021

To be eligible you, or the person of who you are a dependant of, must be in receipt of the specified benefit or allowance at the time of your enrolment. **You will be required to provide proof** by one of the following means;

- Letter from the Department of Human Services confirming receipt of the benefit. The letter must clearly show your Customer Reference Number (CRN).
- A current Concession Card the shows your CRN
- A current Centrelink Income Statement that shows the benefit or allowance category and the CRN
- Or any other evidence that shows the benefit or allowance category and the CRN
- Documentary evidence that Centrelink recognises you as the dependant of a person in receipt of the benefit or allowance. This evidence must clearly show the CRN of the Commonwealth Government welfare recipient.

Please note; The Carer Payment is a specific payment paid by the Commonwealth Government; this category does not include the Carer Allowance or Carer Adjustment Payment.

A NSW New Entrant Trainee on a JobSeeker Payment, or a NSW New Entrant Trainee who is a dependant of a person receiving a JobSeeker Payment is not eligible for a concession fee.

Smart and Skilled Fee Exemptions

Fee Exemptions are available for Aboriginal or Torres Strait Islander students and students with a disability. You must also provide evidence for these exemptions;

- Prove you are an Aboriginal or Torres Strait Islander (through descent, self-identification or community identification)
- Provide proof of a disability support pension or documentary evidence from an appropriate medical professional is required.

You may be eligible for **fee-free training courses** as part of the **NSW Government's Skilling for Recovery Initiative**. Skilling for Recovery is a key component of NSW's COVID-19 Recovery Plan to support future employment outcomes in a range of in-demand industries. **To be eligible for Fee-Free Training** you must **meet the eligibility requirements for Smart and Skilled** (as outlined on page 22) and in **addition** meet at least **one** of the following categories;

- Be 17–24 years old at commencement of training, regardless of employment status (incl. Year 12 school leavers); **OR**
- A person who is a recipient of a Commonwealth Government welfare benefit; OR
- Currently unemployed; **OR**
- An employed person who is expected to become unemployed; **OR**
- A person who is currently employed wanting to enrol into one the following qualifications we offer;
 - CHC33015 Certificate III in Individual Support
 - CHC43015 Certificate IV in Ageing Support
 - CHC43115 Certificate IV in Disability
- A Veteran or a Veteran’s Recognised Partner.

Smart and Skilled Notification of Enrolment Process

Before you can commence a Smart and Skilled funded program you must verify your eligibility with State Training Services through the notification of enrolment process. This will involve you;

- Reading the information in this student handbook
- Completing the Consent to Use and Disclosure of Personal Information form
- Obtain and/or supply us with your Unique Student Identifier (USI)
- Completing the Recognition of Prior Learning/Credit Transfer application (if applicable)
- Completing the Essential Skills Training & Recruitment Enrolment Form
- Completing the Language, Literacy and Numeracy Assessment
- Having Essential Skills Training & Recruitment provide you will a smart and skilled fee using the provider calculator – Quote ID

On receipt of this information Essential Skills Training & Recruitment will calculate your fees based on your information provided and generate a notification of enrolment report. You will be issued with a Student Commitment ID which will register your place with Training Services NSW.

Skills First Victoria

Skills First is a reform of the Victoria State Government with the purpose of ensuring that Victoria's training system delivers high quality training that leads learners to real jobs. The Victoria State Government, Department of Education and Training is responsible for Skills First and leads policy, planning, funding, regulation and advice on VET and employment in Victoria. For more information visit their website; <https://www.education.vic.gov.au>

Eligibility for Skills First Victoria

This training is subsidised with Victorian and Commonwealth Government Funding. To be eligible for a Skills First funded program with Essential Skills Training & Recruitment you must meet the following requirements;

- A Victorian Employee of a National Enterprise with which ESTR has a legally binding agreement, and be enrolling in training arranged by that National Enterprise;
- Be physically present in the state of Victoria at all times whilst undertaking training and assessment;
- Either:
 - an Australian citizen;

- a holder of a permanent visa; or
- a New Zealand citizen; **and**
- Either:
 - **Under 20 years of age** as at 1 January in the year of commencement of training and enrolling in nationally recognised training; **or**
 - **Over 20 years of age** as at 1 January in the year of commencement of training and enrolling in;
 - A program that is at a higher AQF level than the highest qualification held at the time of the scheduled commencement of training;
 - A program on the Foundation Skills List (unless you already hold a qualification issued by an Australian VET or Higher Education provider at a Diploma level or higher)
 - Training as an Apprentice (not Trainee) under an Approved Training Scheme;
 - A Skill Set.
 - In **addition** to meeting the eligibility requirements you can only commence **a maximum of two (2)**;
 - Skills First subsidised Skill Sets in a calendar year;
 - Skills First subsidised programs that are AQF Qualifications in a calendar year;
 - Skills First subsidised programs at any one time;
 - Government subsidised programs at the same AQF level in your lifetime.

The impact of Skills First Government subsidised training

Where you access Skills First funding, it may have an impact on your entitlement or eligibility for any future program support. The impact is;

- If the course is a Certificate III or higher qualification, you will no longer be eligible for a subsidised training place once you have completed the qualification, or you may pay a higher fee for any future courses.
- You may however access subsidies for subsequent apprenticeships, traineeships or a higher-level qualification program.

Skills First Victoria Concessions

If you meet the eligibility criteria for the Victorian Government subsidised course, you may also be entitled to a concession on your tuition fee. Concession fees are available to students who;

- Self-identify as being of Aboriginal or Torres Strait Islander descent;
- Are studying qualifications up to and including Certificate IV and prior to the commencement of training:
 - Hold a valid;
 - Health Care Card issued by the Commonwealth;
 - Pensioner Concession Card; or
 - Veteran's Gold Card; or
 - An alternative card or concession eligibility criterion approved by the Minister;
 - A dependant spouse or dependant child of one of the above card holders;
 - Asylum Seeker or trafficked person.

Any applications for fee concessions must be accompanied with documentation that supports your eligibility for such concessions.

Course Fees and Refund Information

Course fees will vary depending on whether you are enrolling in a subsidised course, or whether you are paying Fee-For-Service (non-subsidised training). On enrolment, you will be provided with a quote for your total course fees.

Your total course fee will be invoiced according to our standard payment fee structure below unless you have made alternative arrangements via a payment plan.

Standard STUDENT Fee Structure		
Fee Type	When it is payable	Cost
Enrolment Fee	Payable on enrolment	\$200 or \$50 (<i>concession</i>)
Administration Fee	Payable on commencement of training	\$300 or \$50 (<i>concession</i>)
Commencement Fee	Payable 3 months after enrolment	50% of remaining course fee
Final Fee	Payable 6 months after enrolment	Final 50% of remaining course fee

Standard EMPLOYER fee Structure		
If the course fees are under \$1,000 , employers will be invoiced for the full course fee on enrolment . Otherwise, employers will be invoiced in accordance with our standard employer fee structure outlined below, unless alternative arrangements have been negotiated.		
Fee Type	When it is payable	Cost
Enrolment Fee	Payable on enrolment	50% of student fee
Final Fee	Payable 6 months after enrolment	Final 50% of remaining student fee

- All information regarding fees to be paid by student will be supplied individually on enrolment. This will be in the form a Quote or Notification of Enrolment document for NSW Government subsidised training, Statement of Fees for VIC Government subsidised training, or a Fee Confirmation Letter for Fee-for-Service students.
- The Enrolment Fee is required to be paid on enrolment to cover administrative and resource costs.
- If your Student Fee is calculated as \$0.00, your course is Fee-Free, and you will not be required to make a payment for your chosen course.
- If your Student Fee is below \$500 then full payment will be required on enrolment unless you have made alternative arrangements with ESTR.
- If you are enrolling in a Diploma level qualification, you will be invoiced for the enrolment and administration fees as outlined in the table above, however your remaining course fees will be invoiced over (4) instalments over the first (10) months of your course. Agreed dates for payments will be finalised with you at the time of the confirmation of your enrolment.
- Essential Skills Training and Recruitment cannot accept more than \$1,000 upfront from any individual student. This complies with our financial management policy to ensure fee protection for our students.
- All fees collected will be retained by Essential Skills Training & Recruitment.

- Students will be entitled to 3 attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge which will be at the discretion of the Essential Skills Training & Recruitment.
- Fees will be adjusted to reflect any RPL or CT granted.

Payment Plans

If an individual student would like to pay their course fees off in weekly or fortnightly instalments so that the payments are smaller and more manageable, a direct debit payment plan will be arranged through a third-party provider called Xplor Debit Success Pty Ltd (ABN 32 095 551 581). Xplor Debit Success is a wholly owned subsidiary of TSG Holdings (AUST) No.2 Pty Ltd ABN 89 608 821 281 and a related company of Transaction Services Holdings Limited ARBN 125 664 860 ('TSHL').

Through Xplor Debit Success, the course payments will be direct debited from a bank account or credit card according to the agreed frequency until all course fees are paid. **Please note**, there will be an **additional cost of a \$12 administration fee** related to this service **and an additional 4.4% (Debit Card) or 4.961% (Credit Card) including GST on top of the course fees**, to be paid directly to Xplor Debit Success for their services. This additional fee is spread out over the term of the students contract. Students will be made aware of this prior to entering into this arrangement. This administration fee and other fees that may be charged by Xplor Debit Success are outlined in the table below.

Fee	Amount	When Payable
Administration	\$12.00	Once only when Product is first established
Additional Fees	4.4% of the course fees if payment by Debit Card, 4.961% of the course fees if payment by Credit Card	Fee is included in your weekly/fortnightly payment plan
Reversal	Up to \$15	On the Dishonour of a payment

Please note that Fees are subject to change, as Xplor Debit Success is a third-party provider.

The fees noted in the table above are maximum amounts charged by Xplor Debit Success in relation to the provision of the product. The actual amounts payable is set out in your customer/membership contract. You will be notified in writing of the amount you pay before the Product is issued to you by Xplor Debit Success. Please also note that where there is a shortfall of fees collected by Xplor Debit Success, you are liable to pay them. For example, if you originally sign up to your payment plan with your debit card, which incurs an additional fee of 4.4%, and then change your payment method part way through to a credit card, which incurs a higher additional fee of 4.961% there will be a difference in the amount payable and therefore a residual fee will be owing on your course fees.

Recovery of Outstanding Student Fees

Once an invoice is issued, you will receive automatic reminder emails from Xero (the accounting software Essential Skills Training and Recruitment uses for financial management) days 1, 7, 14 & 21 after the invoice is issued. If payment is not received within 21 days, the Essential Skills Training and Recruitment Finance Operations Manager will contact you for payment. If payment is still not received after 90 days, it is passed on to the debt collection services to follow up.

Additional Costs

- If a replacement textbook is required by any student, the student will be required to pay for the cost of the replacement book which is between \$15 - \$120 (depending on the qualification).
- If external support services are required, this is the expense of the student/employer. E.g. Interpreter
- If a replacement Certificate or Statement of Attainment is required to be reproduced there will be \$20 fee associated with this that must be paid before the certificate is released.
- If you are working in the community services sector and require a Working with Children's check, this will be at your own expense. Approximately \$80
- If you sign up to a direct debit payment plan through Debitsuccess, an additional \$12 administration fee will be charged and an additional 4.4% (Debit Card) or 4.961% (Credit Card) including GST on top of the course fees, which is paid directly to Debitsuccess.

Refunds Policy

- If a program is cancelled by Essential Skills Training and Recruitment, all fees paid in advance will be refunded in full.
- If formal notice of a withdrawal of **at least 3 days before commencement** of training, ESTR will refund any fees paid in advance.
- If given formal notice a withdrawal **within 3 days of the commencement of training and receipt of materials**. ESTR will refund fees paid in advance less;
 - The enrolment and commencement fee of \$500 for full qualifications
 - 20% of the total course fee for skills sets, single units or non-accredited training
 - Or you may choose for the money paid to be held in credit for future programs, less the admin and commencement fee.
- Under normal circumstances, no refunds will be given after the commencement of a program, unless the you can provide a medical certificate or show extreme hardship. In these cases, fees will be refunded on a *pro-rata* basis or reduced to cover our costs for course materials, postage etc.
- Full or part refund of fees may be given in the following exceptional circumstances;
 - Fees have been overpaid
 - The course has been cancelled by ESTR
 - The CEO determines that the client would be unreasonably disadvantaged if they were not granted a refund e.g. serious misadventure and unable to continue with enrolment.
 - Partial refunds of fees paid will be issued where recognition of prior learning and/or credit transfer have been granted for NSW Smart and Skilled funded enrolments after enrolment.
- To apply for a refund, please contact our office for a 'Refund Request Form'. If you are dissatisfied with a refund decision, you can submit a formal complaint, which will be reviewed by the CEO

Subcontracting Arrangements

If Essential Skills Training & Recruitment has any subcontracting arrangements in place for the delivery of your training and assessment you will be informed prior to enrolment.

Complaints and Appeals

Any client dissatisfied with any program or activity related to the provision of training and assessment services has the right to submit a complaint. Complaints should be made in writing using the **Complaints Form** or other written format. A form can be emailed or posted to you on request, or it is available on our website.

Once a written complaint is received, you will be contacted by Essential Skills Training and Recruitment's (ESTR) CEO **within 7 days** of receipt of the complaint, to discuss the nature of your complaint and work with you to try to resolve the matter.

If you feel that no satisfactory solution has been reached, you have the right to appeal the decision made by ESTR where reasonable grounds can be established or request an independent party to investigate. Any fees associated with independent parties to review a matter will be at the complainant's expense. You can also refer your complaint to our registering body; ASQA (Australian Skills Quality Authority). **Please note that ASQA does not act as an independent party for reviewing complaints, and you must have followed ESTR's complaints and appeals process before making a complaint about ESTR to ASQA.**

Appeals should be made in writing using the Appeals Form or other written format **within 14 days** of the decision or outcome. A form can be emailed or posted to you on request, or it is available on our website.

Once a written appeal is received you will be contacted by Essential Skills Training and Recruitment's (ESTR) CEO or Leadership Team **within 7 days** of receipt of the appeal, who will review the appeal and work with you to try to resolve the matter.

All complaints and appeals will be finalised as soon as practicable, or at least within 30 calendar days, unless there is significant reason the investigation will take longer. You will be advised of the outcome in writing. Where ESTR considers more than 60 calendar days is required to finalise the complaint or appeal, you will be advised in writing of the reasons and regularly updated on the progress of the matter until the matter is resolved.

Resolution may be by any of the following:

- No further action
- Written/verbal apology
- Refund of any money paid
- Provision of the same course at no cost
- Provision of the same course with another provider at no cost

Consumer Protection Policy

Essential Skills Training & Recruitment is committed to upholding the consumer rights of the students studying with us.

- Every attempt will be made to resolve student's complaints as per the Essential Skills Training & Recruitment complaints procedure.
- The Essential Skills Training & Recruitment CEO is the dedicated Consumer Protection Officer and will be available for students to handle all complaints.

Consumer Protection Officer CEO – Leisa Harrison P: (02) 4961 0016 E: info@essentialskills.com.au

You can also contact the Smart and Skilled Customer Support Centre if you need advice;
<https://smartandskilled.nsw.gov.au/> P: 1300 772 104

Deferral or Withdrawal from Training

Leaving the Program

If you are on a traineeship and resign from your current employment, in some cases you may still be able to proceed with your program. Contact the office to discuss your options if you still would like to complete your course. If you are cannot continue with the program for any reason, you must inform us as soon as possible.

Deferral

If for any reason you wish to defer your enrolment, please discuss this with your trainer as a first step. Your trainer can discuss any additional support requirements you may have. In all instances we will endeavour to implement processes that will support you to continue with your training.

If you do decide to defer you can only do so for a **maximum of 12 months**, after this time you will not be entitled to continue with your course and refunds are not provided. You will be required to provide you intentions to defer in writing.

Withdrawal

If you decide to withdraw from a course, we ask that you discuss the reasons for doing so with your trainer. They may discuss any support requirements that can be implemented to allow you to continue your training. If you still decide to withdraw then the following applies:

- You must give formal written notice of the date and reasons for your withdrawal.
- You will not be refunded any fees paid and any **outstanding fees are still payable by you** in line with the Fee and Refund Policy.

- You will be given the results of any assessments submitted to date and issued a Statement of Attainment for units assessed as competent within 21 days of notice of discontinuation.
- Your Training Plan will be updated, and you will be given a copy.

Student Inactivity

Essential Skills Training and Recruitment periodically reviews the progress of all enrolled students. You will be contacted regularly by phone or email to see how you are progressing with your studies and will be provided with a student progress report every 6 months. If it is found that you are not making sufficient progress, a trainer will contact you to discuss why with the intention of assisting you to get back on track. If you are on a traineeship, or your course has been paid and organised by your employer, they will also be informed.

If we have made repeated attempts to contact you, and we do not get a response from you within 6 weeks we will automatically withdraw you.



IMPORTANT NOTE:

If there are any changes to legislation, business ownership or operations which will have an effect on training or our ability to deliver the nominated training you will be notified as soon as possible.

Find us on social media



Connecting workers and employers

Keep up to date with positions available in the community services sector. Become part of our **Community Services Job Board group** on Facebook. Just search “Community Services Jobs” or use this link

<https://www.facebook.com/groups/2185314478350584/>



The Community Services Specialists

Julie Fletcher
BUSINESS COLLECTIVE

essential skills
training and recruitment

P4P
People For Positions
Community Services
Recruitment Specialists