

STUDENT HANDBOOK



Contents

Contact Details	5
PRE-ENROLMENT INFORMATION	6
Before you apply to enrol	6
Course Entry Requirements	6
Access and Equity Policy	6
Unique Student Identifier (USI)	6
Name Change	7
Permissions for ESTR to view your USI Transcripts	7
Recognition of Prior Learning (RPL) and Credit Transfer (CT)	8
What is Recognition of Prior Learning (RPL)?.....	8
How to apply for Recognition of Prior Learning (RPL).....	8
Recognition of Prior Learning (RPL) Evidence Requirements	8
Recognition of Prior Learning Procedures.....	9
IMPORTANT NOTE: Change of Name Document Requirements for RPL & CT Applications.....	9
What is Credit Transfer (CT)?	10
How to apply for Credit Transfer (CT)	10
Credit Transfer (CT) Evidence Requirements	10
Credit Transfer (CT) Procedures	10
Fee and Refund Information.....	11
Course Fees	11
The impact of accessing Government subsidised training.....	12
Payment Plans	12
Recovery of Outstanding Student Fees	13
Additional Costs.....	13
Refunds Policy	13
ENROLMENT AND COURSE INDUCTION	15
Enrolment Application Pre-Training Review Process	15
Student Training Plan	15
Student Course Induction Process	15
Student Code of Conduct	16
Student Rights	16
Student Responsibilities	16



Disciplinary Procedures	17
Student Portal Access	17
Course Withdrawal or Deferral Information	19
Withdrawal/Cancellation due to Inactivity	20
TRAINING AND ASSESSMENT	22
Delivery Modes.....	22
Digital Literacy and Technology Requirements	23
Attending Workshops (Face-to-Face and/or Virtual Classroom)	24
Workplace Health and Safety	25
Timeframes for Course Completion	25
Competency Based Training	25
Assessments	26
Assessment Due Dates	26
Plagiarism	26
Assessment Submission, Results and Feedback.....	27
If Further Evidence is Required (FER).....	28
Assessment Appeals	29
Work Experience.....	29
Criminal Record Checks (CRC)	29
Working with Children’s Checks (WWCC) and NDIS Workers Check (NDISWC)	30
Vaccination Requirements	31
Roles and Responsibilities for Work Experience	32
QUALIFICATION ISSUING	34
OTHER IMPORTANT INFORMATION	35
Student Feedback	35
Complaints and Appeals	35
Student Records.....	36
Retention of your student records.....	36
Access to your student records	36
Changes to personal details	36
Privacy.....	36
Privacy Notice.....	37
Subcontracting Arrangements.....	39
Consumer Protection Policy	39



Changes to Agreed Services.....40
What happens if your qualification becomes superseded before you have completed it40
Legislation41



Welcome

Dear Student,

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



Contact Details

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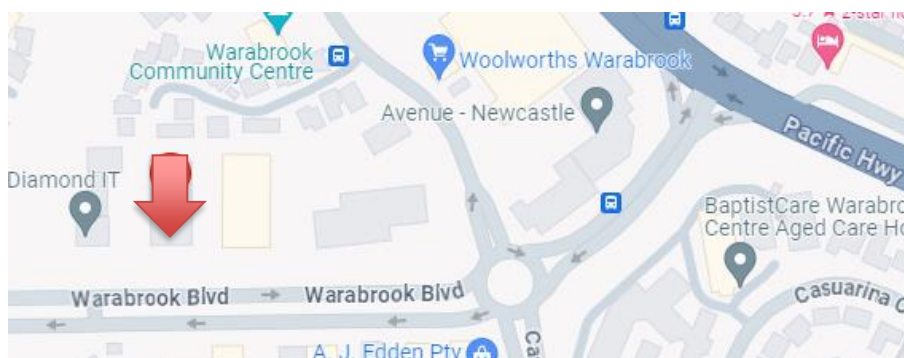
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PRE-ENROLMENT INFORMATION

Before you apply to enrol

Before you apply to enrol into a course with us here at Essential Skills Training and Recruitment, it is important that you are making an informed decision. Take the time to familiarise yourself with the details of the course you intend to enrol in, and ensure your understanding of the course entry requirements, what technology you will need access to, the expected study commitment and any fees and charges related to it. You can find information about your selected course on our website at www.essentialskills.com.au or reach out to us at (02) 4961 0016.

Course Entry Requirements

Each qualification has entry requirements. You will need to meet the course specific entry requirements to undertake any course with Essential Skills Training and Recruitment (ESTR). These can include, but is not limited to, the required level of language, literacy numeracy and digital literacy skills, access to the required technology, work placement requirements and pre-requisite qualifications you must hold etc. Please refer to our website <https://essentialskills.com.au/courses/> for the course specific entry requirements relevant to your chosen course.

Refusal of Course Entry: Essential Skills Training and Recruitment reserves the right to decline a student's enrolment in a course if there is doubt regarding the student's fulfillment of the entry requirements for that specific course or if there is a belief that the student may not successfully complete the course.

Access and Equity Policy

Essential Skills Training and Recruitment (ESTR) is committed to providing and promoting equal opportunities for all students to be successful within a fair and equitable learning environment, regardless of gender, sexuality, race, nationality, ethnic background, age, marital status, religion, physical disability or intellectual impairment etc. We will work with you to maximise your learning outcomes and provide options and support that is responsive to your individual needs.

Unique Student Identifier (USI)

All students enrolling in Nationally Recognised Training are required to have a Unique Student Identifier (USI). This must be provided to Essential Skills Training and Recruitment (ESTR) as part of the enrolment process. We cannot issue any qualifications on course completion without a valid USI.

The USI is a reference number, made up of 10 numbers and letters, that creates a secure online record of all of your nationally recognised training qualifications gained since 2015. This also allows you to access your training records and transcripts completed with any training organisation, online at any time.

Your USI number stays with you for life, so you only need to apply once. If you don't already have a USI number, applying for one is simple and easy. Go to the USI website www.usi.gov.au and follow the prompts. If you are unsure of you already have a USI number, or have forgotten it, you can also find links on how to check this on the USI website. If you need any help, please do not hesitate to contact us.

Name Change

If you formally change your name after enrolment e.g., through marriage or divorce, 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'.



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)?

Recognition of prior learning (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 competency.

How to apply for Recognition of Prior Learning (RPL)

As part of the online enrolment process, you will indicate your intention to apply for Recognition of Prior Learning (RPL). A Recognition of Prior Learning (RPL) Application will be emailed to you after your pre-training interview with our Customer Relations Officer. Whilst you are encouraged to apply at enrolment, you can apply at any time throughout your course.

Please note that the Recognition of Prior Learning (RPL) process can take some time to complete. The timeframe is largely dictated by how long it takes for you to gather your evidence and whether the assessor requires further evidence from you to support your application. The process could take several months.

Recognition of Prior Learning (RPL) Evidence Requirements

- You will be required to submit a portfolio of evidence and map this evidence to the elements and performance criteria of each unit you are seeking recognition on the unit of competency mapping tools provided with the Recognition of Prior Learning (RPL) Application.
- You can use a variety of documentation to apply for Recognition of Prior Learning (RPL). This includes, but is not limited to:
 - **Direct evidence** such as photos or videos of you on the job or copies of workplace documents that you have completed e.g. risk/hazard forms, audits, reports, staff meeting minutes, client care plans, case notes, progress notes etc.
 - **Indirect evidence** that provides details about your experience and responsibilities such as resume, job description, employment contract, employment history, in-house training records, formal qualifications, performance reviews, third-party reports etc.
 - **Supplementary evidence** such as a competency conversation with your trainer and assessor or any other relevant documentation that demonstrates your experience and knowledge.
- No type of evidence is weighted more than the other, it essentially depends on how well it covers the elements and performance criteria of the unit(s) of competency. If you need help or advice at any point, please do not hesitate to contact our office.

Recognition of Prior Learning Procedures

- The submission of a Recognition of Prior Learning (RPL) application does not mean Recognition of Prior Learning (RPL) has or will be granted.
- An ESTR Trainer and Assessor will review your application and portfolio of evidence and verify there is sufficient evidence supplied to support satisfactory achievement to the required competency standard for each unit of competency that recognition is sought. If they require further evidence from you, they will be in touch.
- The ESTR Trainer and Assessor will also conduct a competency conversation with you for each unit of competency that recognition is sought. This conversation will help the assessor confirm the authenticity and validity of the evidence provided.
- You may be required to undertake some practical demonstrations or complete some gap assessment in situations where the evidence you have provided is not sufficient enough to meet all of the unit of competency requirements.
- The ESTR Trainer and Assessor will also authenticate any third-party reports, job descriptions, employment contracts, official transcripts, statement of attainments or qualifications provided as part of your application. Please note that if authentication can not be obtained, it can not be used to grant Recognition of Prior Learning (RPL).
- You will be advised of the outcome of your application in writing. If Recognition of Prior Learning (RPL) has been granted, this will be reflected in your Student Training Plan. If Recognition of Prior Learning (RPL) has been denied, you will receive an email outlining the reasons why. If you disagree with the outcome, you are able to appeal through our complaints and appeals process.



IMPORTANT NOTE: Change of Name Document Requirements for RPL & CT Applications

If you have studied or worked 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 with your RPL or CT Application. The documentation must show your previous name(s) and your current name(s). Without this documentation, your RPL/CT application may be delayed. The purpose of this is to prove the change of name so that we can establish that the documentation provided is your own.

What is Credit Transfer (CT)?

Credit Transfer (CT) recognises matching or equivalent units of competency you have completed in prior nationally endorsed qualifications, and awarding credit, so that you don't repeat any unit that you have previously attained.

How to apply for Credit Transfer (CT)

As part of the online enrolment process, you will indicate your intention to apply for Credit Transfer and upload copies of your qualifications to support your application. Whilst you are encouraged to apply at enrolment, you can apply at any time throughout your course.

Credit Transfer (CT) Evidence Requirements

- Only nationally recognised AQF certification documentation will be considered for Credit Transfer (CT) i.e., official transcript(s) or results, Statement of Attainment(s) or Certificates for nationally recognised qualifications. The unit(s) of competency previously completed must be clearly shown.

Credit Transfer (CT) Procedures

- The submission of a Credit Transfer (CT) application does not mean Credit Transfer (CT) has or will be granted.
- If you have completed any prior qualifications with ESTR, Credit Transfer (CT) will automatically be applied for any relevant unit(s) of competency.
- Credit transfer (CT) will only be granted for unit/s of competency with the same unit code and unit title, or where there is a difference in code and/or title of the unit but it has been deemed equivalent to the current unit as published on the National Training Register www.training.gov.au.
- If a unit is deemed 'non-equivalent' on the National Training Register, ESTR is unable to grant Credit Transfer (CT), however you can look at applying for Recognition of Prior Learning (RPL).
- ESTR is required to authenticate the qualifications you provide with the issuing training organisation or via the USI Registry where available. Please ensure you have granted ESTR access to view our USI Transcript online. Instructions on how to do this is available in your Student Handbook.
- Please note where authentication cannot be obtained from the issuing RTO, ASQA, the USI Registry, or the issuing RTO confirms they did not award the certification, Credit Transfer (CT) cannot be awarded.
- You will be advised of the outcome of your application in writing. If Credit Transfer (CT) has been granted, this will be reflected in your Student Training Plan. If Credit Transfer (CT) has been denied, you will receive an email outlining the reasons why. If you disagree with the outcome, you are able to appeal through our complaints and appeals process.

If you wish to apply for Credit Transfer (CT), or Recognition of Prior Learning (RPL), after enrolment, please contact our office and ask for an application.

Fee and Refund Information

Course Fees

Course fees will vary depending on your chosen qualification and your eligibility for any government subsidies applicable to your state of residence, and available at the time of your enrolment. Essential Skills Training and Recruitment will assess your eligibility for any available subsidies as part of the enrolment application (pre-training review) process. All information regarding your course fees will be supplied individually on enrolment. You will then be provided with a quote for the total course fee applicable to your enrolment, which you must accept before your enrolment can proceed. If your enrolment into your course is being organised and paid for by your employer, this correspondence will go to them.

Your total course fee will be invoiced according to our standard payment fee structure outlined below, unless you have made alternative arrangements via a payment plan – see payment plans for more information.

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

Please note;

- 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.
- Where Essential Skills Training and Recruitment works with organisations and the course fees are covered by the employer, individual students will not be subject to fees (*unless specifically arranged with their employer*).
- The Enrolment Fee is required to be paid on enrolment to cover administrative and resource costs.
- If your total course fee is below \$500, full payment will be required on enrolment unless you have made alternative arrangements with us.

- 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 \$50 charge per additional attempt.

The impact of accessing Government subsidised training

Please be aware that where you access Government subsidised training, it may have an impact on your entitlement or eligibility for any future program support. It may mean that you might no longer be eligible for another subsidised training place once you have completed the qualification, or you may pay a higher fee for any future courses.

Payment Plans

If you would like to pay your 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, your course payments will be direct debited from a bank account or debit/credit card according to your agreed frequency, until all of your course fees are paid. **Please note**, there will be an **additional cost of a \$15.00 administration fee** related to this service **and an additional 5.56% including GST, on top of the course fees if payment by direct debit or credit card**, to be paid directly to Xplor Debit Success for their services. This additional fee is spread out over the term of your payment plan contract. You 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	\$15.00	Once only when Product is first established
Additional Fees	5.56% (including GST) of the course fees if payment by a debit or credit card	Fee is included in your weekly/fortnightly payment plan
Reversal	\$14.95	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 note in the instance of fee restructures instigated by Xplor Debit Success, or in the event of a miscalculation of fees payable at the setup of your contract, you will be liable for your full student fee, plus all fees as stipulated by Xplor Debit Success. If this results in a shortfall of fees collected by Xplor Debit Success, it will need to be rectified, by you, before the issuance of your completed qualification.

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 then passed on to our debt collection services to follow up.

Additional Costs

- 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 sign up to a direct debit payment plan through Xplor Debit Success, an additional \$12 administration fee will be charged and an additional 4.5% (Debit Card) or 4.961% (Credit Card) including GST on top of the course fees, which is paid directly to Xplor Debit Success.

Refunds Policy

Essential Skills Training and Recruitment recognises that there are circumstances where you may need to cancel your enrolment or withdraw from your course. Our course refund policy is outlined below. Please read this carefully to determine if you are able to request a refund.

Course Type	Notice period	Fees payable and refunds applicable
Short Course <i>i.e., Skill Set, Single Units, one day courses or non-accredited training.</i>	(3) or more days <u>before</u> course commencement.	No charge. <i>ESTR will refund any fees paid in advance.</i>
	<u>Less than (3)</u> days <u>before</u> course commencement	20% of course fee is payable. <i>ESTR will refund any fees paid in advance, <u>minus</u> 20% of the course fee OR it can be held in credit for future programs (minus 20% of the Course Fee**).</i>
	<u>After</u> course commencement	No refund applicable. <i>All fees invoiced after commencement are payable.</i>

Course Type	Notice period	Fees payable and refunds applicable
Full Qualification	<i>At least (3) or more days before</i> course commencement.	No charge. <i>ESTR will refund any fees paid in advance</i>
	<i>Less than (3) days before OR within (3) days of</i> course commencement	Enrolment and Administration Fee of \$500 is payable ** <i>ESTR will refund any fees paid in advance, minus the Enrolment & Administration fee OR it can be held in credit for future programs (minus the \$500 Enrolment and Administration Fee**).</i>
	<i>After</i> course commencement	No refund applicable. <i>All fees invoiced after commencement and up to the point of withdrawal is payable.</i>

****Enrolment and Administration Fees apply because ESTR has spent time and money processing your enrolment and arranging course materials.**

- Under normal circumstances, no refunds will be given after course ‘commencement’, unless 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 etc.
- **The term ‘commencement’ in this policy refers to your first scheduled workshop for face-to-face/blended students, or your course induction for distance/online students.**
- Full or part refund of fees may be given in the following exceptional circumstances;
 - Fees have been overpaid
 - The course has been cancelled by Essential Skills Training and Recruitment.
 - The CEO determines that you would be unreasonably disadvantaged if you were not granted a refund e.g., serious misadventure and unable to continue with enrolment.
 - Partial refunds of fees paid will also be issued where recognition of prior learning and/or credit transfer have been granted for NSW Smart and Skilled funded enrolments after enrolment.

If you are eligible 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.



ENROLMENT AND COURSE INDUCTION

Enrolment Application Pre-Training Review Process

There are 3 steps involved in the Enrolment Application Pre-Training Review Process;

- 1) The completion of this **Online Enrolment Application Form**. To complete this form, you will need to upload identity and other supporting documentation.
- 2) A **Pre-Training Interview** with one of our Customer Relationships Officers
- 3) An **online Language, Literacy and Numeracy Assessment**.

The purpose of this process is to ensure that this course is both appropriate, and the most suitable course option for you, to determine if there is any additional support required to assist you with your training and to verify your eligibility for Government subsidies that may be available to you.

Please note Essential Skills Training and Recruitment (ESTR) verifies your identification with the document issuer or official record holder via third party systems for the purpose of confirming your identity.

Once your enrolment is finalised, you will receive a Confirmation of Enrolment Letter, access to your Student Portal and a Student Training Plan.

Student Training Plan

Once your enrolment is finalised, you will receive a Student Training Plan. Your Training Plan outlines your units of competency, their start and end dates, your responsibilities as a student, your employer's responsibilities (*if applicable i.e., Traineeships*) and ESTR's responsibilities as the training provider. The Training Plan is a living document and will be updated regularly during the qualification delivery. You should review the Training Plan and sign the declaration within 1 week of receipt. The Training Plan will be sent to you to sign electronically via PandaDoc.

Student Course Induction Process

As a student you will be expected to attend a course orientation session. This is important as it will help you navigate all the different aspects of your course, as well as understand the key information within this handbook, your rights and responsibilities as a student, course expectations and how to access the necessary course materials.

For our Face-to-Face or Blended Learning Delivery students, the orientation is integrated with your first scheduled workshop. For our self-paced Online/Distance students, you will be booked into a live online student course induction once your enrolment is finalised. Should you ever want to refer back to your course induction information, the student course induction video is available within your student portal, which can be accessed at any time.

Student Code of Conduct

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

Student Rights

As a student with Essential Skills Training and Recruitment, you have **a right to**;

- Be treated fairly and with respect by other students and Essential Skills Training and Recruitment staff,
- Learn in an environment free of discrimination and harassment,
- Receive high quality training and assessment from qualified trainers,
- Participate in a supportive and stimulating learning environment,
- Receive information about your course, the assessment requirements, student support services available and your progress and results in a timely and professional manner,
- Privacy and security concerning your records or documents that contain personal information,
- Lodge a complaint or suggestion for improvement, without fear of victimization or retribution.

Student Responsibilities

When you enrol with Essential Skills Training and Recruitment, **you agree to**;

- Treat other students and Essential Skills Training and Recruitment staff with courtesy, respect and fairness.
- Comply with all reasonable directions given by your trainer or other Essential Skills Training and Recruitment staff.
- Pay all applicable fees associated with your enrolment by the due dates, otherwise we may suspend or cancel your enrolment, refer your outstanding debt to a debt collection agency and will withhold the issue of your Statement of Attainment/Certificate for any completed units/qualifications.
- **When attending workshops**, whether face-to-face or online in the virtual classroom environment;
 - Hold yourself accountable and be punctual and regular in your attendance. Attend all timetabled workshops.
 - Stay for the duration of the workshop. Notify your trainer if you must leave early.
 - Return from scheduled breaks on time.
 - Ensure your mobile phone is switched off or on silent.
 - Avoid interfering, or disrupting any training, learning, or assessment.
 - Ensure your camera is enabled and microphone is turned on (*virtual classroom*).
 - Sign the attendance sheet on arrival and at the conclusion of the workshop (*physical classroom*).
 - Bring required learning materials to class.
 - Only smoke in the workshop venue's designated area.
 - Not to consume alcohol whilst in attendance of training with ESTR, this includes on breaks.
 - Adhere to the dress code.
 - Not use offensive language.

- Notify us if you are unable to attend a workshop so we can book you into another one (*where one is available*).
- Not undertake training or work experience if you are intoxicated or under the effects of illegal drugs.
- **When submitting your assessments;**
 - Submit your assessments by their due date or talk to your trainer about an extension.
 - Not engage in plagiarism or cheating, ensure your assessment is your own work and in your own words.
 - Submit your assessments in the specified format, ensure all assessment components are completed and attached and is clearly labelled with your full name and unit code.
 - Contact your trainer if you are having any difficulties with any part of your assessment.
 - Keep a copy of all assessments you submit, in case you need to provide further evidence, or they get lost in transit, as they will not be returned to you.

Disciplinary Procedures

Disciplinary procedures may be initiated where any student is found to be displaying inappropriate behaviour that is impacting on the learning process or the safety of other students and our staff. Depending on the severity of the action this can include, but is not limited to; a verbal warning, being asked to leave the classroom, a formal meeting with your and/or your employer (*if applicable*) or termination from the course. Any further incidents of misconduct will result in the termination from the course. Serious misconduct will result in immediate termination of your course. Where you are terminated from your course, there will be no refund of your course fees given.

Student Portal Access

On enrolment, you will receive an invitation to create an aXcelerate account. This will give you access to your Student Portal. This is where you will access all of your course information, learning and assessment materials, links to your online virtual classroom workshops (*if applicable*) and submit your assessments. The portal will also allow you to check on your progress and assessment results, and ensure your personal information is up to date. You can access the student portal at <https://essentialskills.app.axcelerate.com/learner/>. It is also accessible via our website, or if you are using a mobile device or tablet, you can down the aXcelerate app from the Apple App or Google Play Stores.

You will be provided with an *Orientation to the Student Portal video* which will guide through how to navigate your Student Portal. If you're in a face-to-face group your trainer will discuss your portal at your first workshop, if you are a self-paced distance/online student, one of our enrolment officers will contact you to book in an orientation session with one of our trainers.

Please note;

- If you already have access to the aXcelerate Student Portal, you do not need to create another account.
- If you are enrolled in a completely face-to-face classroom program or short course, all of your learning and assessment materials may not be visible in your Student Portal. These will be provided to you in class.
- Links to virtual classroom sessions will not be available to access until 30 minutes prior to the workshop starting time.

Student Support Services

We are committed to supporting you to gain your qualification. As a student of Essential Skills Training and Recruitment you will have access to support services that will provide you with the individual assistance you need to overcome any barriers that might affect your progress and help make your study experience with us a positive one.

Our services include;

- **Administrative Support** to help you manage the enrolment process, payment and funding options, access and use your Student Portal etc. by phone or email during our business hours (Monday – Friday, 9:00am – 5:00pm).
- **Learning and Assessment Support** throughout your course by our Trainers and Assessors. If you have any special learning needs, these can be addressed at the time of your enrolment with our Customer Relationships Officer so we can ensure you are set up for successful completion from the get to.

If you are experiencing any difficulties with the course material, managing your time or commitment to your course throughout your time with us, please do not hesitate to contact us and ask one of our Trainers and Assessors for guidance. We can offer one-on-one student support sessions, which can be conducted face-to-face (either in person where practical, or virtually via Microsoft Teams), over the phone or via email during our business hours (Monday – Friday, 9:00am – 5:00pm). There is no limit to the amount of student support you can have. The required duration, method and length of the support session will be determined by the level of support required.

- **Language and Literacy Support** – On enrolment you will complete an online Language, Literacy and Numeracy (LLN) assessment so we can ensure your skills are at the required level for your chosen course and identify if any additional support may be required to help you throughout your course. Where additional support is required, we will endeavor to provide you with the support you require, or we may refer you to an external service that can be of assistance. Wherever possible, you will be supported to continue with your course, while accessing the LLN support. Please note; if external services are required, this will be at the cost of the student/employer.
- **Disability Support** – If you have a disability, we will take all reasonable steps to ensure you are provided with the opportunity to realise your potential through participation in education and training on the same basis as students without disabilities and are not subject to discrimination. Provided we have been advised of your disability, we can make reasonable adjustments to accommodate your individual needs, so long as they don't compromise the requirements of the relevant training package or the safety and welfare of other students or the trainer. If you consider that your disability will disadvantage you, we encourage you to talk to us about it.
- **Incidental Counselling** – We understand that at times you may experience problems in your personal or work life which make it difficult to concentrate or commit to your study. If this is the case for you, you are welcome to speak to a trainer about your concerns so they can best support you to keep on track with your studies. Where our trainer is unable to help you, they may refer you to external support services for assistance.

- **Training Plan Development** to reflect the requirements of your organisation and your job role.
- **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 or connect you with employers who may be looking for staff.
- **Work Placement Assistance** - if you are undertaking a classroom-based program that includes a work experience placement, we will organise the unpaid work experience placement with one of our local community services organisations.

Course Withdrawal or Deferral Information

If for any reason you wish to defer/suspend your training, the following processes apply;

Deferral

Definition: You are wanting to put your training on hold with the intention of recommencing.

- You can only request to defer/suspend training of your course **after commencement**. You cannot enrol and then immediately defer/suspend your training.
- You can only defer your course for a **maximum of (12) months**, (*unless you are enrolled under the NSW Government's Skilling for Recovery Initiative - see below*). After this time, you will not be entitled to continue with your course and refunds are not provided.
- If you are enrolled under the **NSW Government's Skilling for Recovery Initiative** you **cannot defer your training at all unless all** the following circumstances are met;
 - The request to defer training is supported by a medical certificate which explains why your medical condition prohibits you from continuing with the training; **and**
 - The request is for a deferral period of no more than six **(6)** months; **and**
 - You have commenced training prior to seeking the deferral, i.e., You cannot enrol and then immediately defer.
- You should discuss deferring your course with your Trainer or our Administration Manager as a first step, so we can discuss any support arrangements that may be implemented to allow you to continue with your training, before we process a course deferral.
- You should provide your intentions to defer in writing. This can be via email to info@essentialskills.com.au with the subject line '**Course Deferral Request**'. The request should specify the period of deferral/suspension and the intended date of return e.g., deferral of 6 months, with the intention to recommence on 01/11/2022.
- If you do not return to your course **within (12) months** of deferral you will be withdrawn from the course and will be liable to pay any student fees invoiced up to the point of deferral.
- Should your qualification change during the deferral period, you may be required to upgrade to the current qualification upon your return, which could mean additional units to complete, additional assessment for previously completed units to meet new assessment requirements and additional costs.

Withdrawal

Definition: You are no longer wanting to complete your qualification and want to withdraw from training.

- You should discuss withdrawing your course with your Trainer or our Administration Manager as a first step, so we can discuss any support and/or arrangements that may be implemented to allow you to continue with your training, before we process a course withdrawal. If you still decide to withdraw then the following applies:
 - You should provide your intentions to withdraw in writing. This can be via email to info@essentialskills.com.au with the subject line '**Course Withdrawal Request**'. The request should specify the reasons for your withdrawal.
 - If you are completing your qualification under Traineeship arrangements, we will need to discuss this with your employer before we can process your withdrawal, as this will mean that your traineeship will be cancelled.
If the reason for your withdrawal is that you have resigned from your current employer, you may still be able to complete your qualification. This is based on individual circumstances, and we will discuss what options are available and any applicable costs with you at the point of withdrawal.
 - **Refunds will only be issued in accordance with our Fee and Refund Policy.** Make sure you refer to our policy outlined in this handbook to see if you are entitled to a course refund. In general, no refunds will be given after course commencement, and you will be liable to pay any outstanding course fees invoiced up to the point of withdrawal.
 - If you have submitted any assessments prior to withdrawing, these will be marked, and your results returned to you before we process your withdrawal.
 - Once your withdrawal has been processed you will receive the following;
 - A notification email stating you have been formally withdrawn from the course.
 - An updated Training Plan for your records that will show any units of competency you completed, units that you commenced but did not complete all the unit requirements, and units that were not yet commenced during your enrolment with us. You are not required to return a signed copy to us.
 - A Statement of Attainment for any units of competency that you were deemed competent in prior to your withdrawal within 30 days of the notification of withdrawal – provided all outstanding course fees have been paid.

Withdrawal/Cancellation due to Inactivity

Essential Skills Training and Recruitment periodically reviews the progress of all our students. You should make every effort to regularly attend workshops (*if applicable*), submit your assessments in line with your Student Training Plan and keep in touch with us if you are having any difficulties or issues. If it is found that you are not making sufficient progress, we will implement the following processes;

- If you have not commenced your training within (8) weeks of course commencement, and do not engage after repeated attempts at contact, you will be deemed to have withdrawn from the course and we will

cancel your enrolment. You will remain responsible for any course related fees that were invoiced at the time of cancellation. If you contact us beforehand, we may extend the commencement period to a maximum of a further (8) weeks before cancelling your enrolment. This will be assessed on an individual basis.

Note: Course Commencement means you have actively participated in your training by submitting some form of assessment evidence.

- If you are on a traineeship and not making sufficient progress, Training Services NSW could be notified. They may assist with implementing strategies to support you to complete.
- If you start to fall behind in your assessment submission the following process will apply;

Milestone	Action we will take
2 months behind	You will be called to discuss the reasons why you have fallen behind. A plan of action will be put in place to help get you back on track.
3 months behind	If you are not complying with the plan set with your trainer, we will issue you with a Non-Compliance with Training Plan letter via email and post. <i>If your training is being funded by your employer, they will also be notified.</i> We will then follow up with a phone call (1) week after this letter has been issued if you have not already contacted our office or trainer to discuss. You must attempt to catch up on overdue assessments.
4 months behind	If you have made no valid attempt to progress, we will issue you with an Intention to Withdraw Letter via email and post. <i>If your training is being funded by your employer, they will also be notified.</i> You will have (14) days to respond to the Intention to Withdraw Letter. If we do not hear from you, you will be administratively withdrawn, and no course refunds will be given. You will be liable to pay any outstanding course fees invoiced up to the point of withdrawal.



TRAINING AND ASSESSMENT

Delivery Modes

Essential Skills Training and Recruitment is committed to providing students access to flexible learning options to accommodate their diverse and varying learning styles and needs, whether it's face to face, self-paced or via a blended learning approach i.e., a combination of both online/distance learning and face-to-face training in the classroom or online in the virtual classroom environment.

Regardless of the mode of delivery, you will need to have some basic digital literacy skills and access to the required technology to successfully undertake your chosen course. All of your Learning and Assessment material will be provided to you online via your Student Portal. You will also complete and submit your assessments via your Student Portal.

FACE TO FACE

Training delivered in person in the traditional classroom environment or remotely in the virtual classroom environment. Assessment work will be completed online in your student portal.

BLENDED DELIVERY

A combination of trainer led workshops (either in the classroom or remotely in the virtual classroom environment) and self-paced distance learning components. This model offers flexibility but also the benefits of face-to-face delivery.

SELF-PACED (ONLINE/DISTANCE)

Work independently and take on a greater responsibility for your own learning. i.e., work at your own pace, in your own time and in your own environment. Learning and assessment resources will be accessed and submitted online via your student portal. Your learning will be supplemented with email and telephone contact with a trainer.



Digital Literacy and Technology Requirements

As part of the Enrolment Application Pre-Training Review process, we will assess your level of digital literacy and access to technology by asking you to undertake a Digital Literacy Self-Assessment Quiz.

<p>The minimum <u>TECHNOLOGY REQUIREMENTS</u> include</p>	<ul style="list-style-type: none"> • Access to a computer, laptop, iPad or Tablet with reliable internet and email access, and a camera and microphone to interact in the virtual classroom environment. Note: <i>Please be wary of your data usage within your limits.</i> • Latest version of Google Chrome for optimum compatibility. • Latest version of Adobe PDF Reader. • Microsoft Word 2010 or higher or equivalent application. Some units of competency may require you to also have access to other Microsoft Office applications i.e., Excel, PowerPoint etc. • Microsoft Teams (for Virtual Classroom) <i>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.</i> • 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.
<p>The minimum <u>DIGITAL LITERACY SKILLS REQUIRED</u> include</p>	<ul style="list-style-type: none"> • Internet Skills such as using the internet to search and find information and completing online forms. • Email Skills such as composing and sending emails, attaching files and replying to emails. • Computer Skills such as logging into apps, using a webcam and microphone, creating, saving, uploading and downloading documents.



IMPORTANT NOTE:

If you are studying in a blended or self-paced delivery mode, 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 learning journey;

- An orientation to the aXcelerate online learning platform is provided. You will be sent your login details and an orientation video for accessing and navigating the platform.
- 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 classroom/virtual classroom environment or online messaging and detailed feedback provided on your assessments.
- If you are studying in a self-paced Online/Distance delivery mode and 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).

Attending Workshops (Face-to-Face and/or Virtual Classroom)

You are expected to attend, actively participate and complete all scheduled training so that you can gain your qualification. Not attending workshops may put you at a disadvantage when it comes to submitting your assessments. If you are unable to attend a scheduled session you should provide adequate notice and an explanation by contacting our office on (02) 4961 0016 or emailing info@essentialskills.com.au. Your attendance will be recorded and if your training is being funded by your employer, your attendance record will also be supplied to them for their records.

We understand that there may be times that you may not be able to attend due to unforeseen circumstances. Should this be the case, we may be able to offer you a make-up class, where one is available. If you are continually struggling to attend your scheduled workshops, you should talk to your trainer as soon as possible, so we can determine other options that may be available, such as transferring to another group.

Please refer to your Student Responsibilities contained within this Student Handbook for more detailed information regarding your obligations with workshop attendance. If you are undertaking training online in the Virtual Classroom Environment, please ensure you log on at least 15 minutes prior to the scheduled session time and check that you are not experiencing any technical issues and that your camera and microphone is enabled so you are ready to commence at the scheduled time.

Dress Code

When attending workshops, you 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. 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 is not acceptable. For work, health and safety reasons, enclosed footwear is also to be worn when attending face-to-face workshops. Bare feet, thongs and slippers are not acceptable forms of footwear.

Workplace Health and Safety

Essential Skills Training and Recruitment has a duty of care to provide students, staff and others with a safe learning environment. We are committed to providing and maintaining an environment for you that minimises any risks to health or safety. As a student, it is your obligation to participate in work health and safety processes by;

- Following instructions for safe work methods
- Promptly reporting hazards, accidents, issues or behaviour that may impact on health and safety to your Trainer and Assessor
- Keeping the training area neat and tidy at all times to reduce the likelihood of accidents
- Ensuring that your conduct does not endanger others
- Observing hygiene standards
- Only smoking in the designated smoking areas
- Not be under the influence of alcohol or illegal drugs whilst on our premises or during training and assessment activities
- Familiarising yourself with details of emergency and evacuation processes

In the event that an evacuation occurs, you should remain calm and follow the instructions of your Trainer and Assessor. They will follow the evacuation plan that was outlined to you at your student induction.

Timeframes for Course Completion

By taking a place in your course you are committing to completing it within the designated time frame as outlined on your Student Training Plan. Some courses will also have a specific completion deadline, particularly those that are Government subsidised or are traineeships. If you are unable to make the completion deadline you must discuss this with your trainer as soon as possible so strategies can be put in place to support you through to completion. Please note that if you are not actively engaging in your studies or have not made arrangements for an extension (*if one can apply*) prior to the completion date, we may withdraw you from your course once the completion date passes.

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. The assessment tasks have been designed to assess you against the specific elements and performance criteria required for each unit of competency. You must receive a satisfactory result in each assessment task to be deemed competent in a unit of competency.

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

Assessments

Assessments are an opportunity for you to demonstrate that you have the level of skill required to a workplace standard and each completed assessment is evidence of your performance. There are many assessment strategies that assessors will use to determine your competence, including, but not limited to:

- Written and verbal questions
- Workplace projects
- Case Studies
- Practical demonstrations in the workplace or simulated working environment
- Presentations
- Workplace Logbooks
- Third Party Reports

As your training is competency based, you are not graded. For each unit of competency there will be a range of assessment tasks that is required to be completed before you can be deemed competent. Your performance in each individual assessment task will have an outcome of **'Satisfactory - (S)'** or **'Further Evidence Required - (FER)'**. All of your assessments for the unit of competency are then considered together to determine the final assessment outcome of either **'Competent - (C)'** or **'Not Yet Competent – (NYC)'**.

If you receive a FER or NYC result, your Trainer and Assessor will provide you with feedback about the gaps required and ask you to resubmit your answer/s for those questions only. See Assessment Results and Feedback for further information.

Assessment Due Dates

Your assessment due dates will be outlined on your Student Training Plan that you will be provided with on enrolment. If you cannot meet an assessment due date, you should talk to your Trainer and Assessor before the due date to discuss your options and seek an extension.

Plagiarism

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have plagiarised the work in any way.

'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 directly from another source e.g., your learning resource, textbooks, the internet or Artificial Intelligence (AI) such as ChatGPT etc.

You can use reference materials to help you with your assessments, however your assessment must be your own work, in your own words to demonstrate your understanding of the questions being asked, and the source of the information referenced.

Your Trained and Assessor will look for consistency in your answers. If there's uncertainty about your understanding of the question, or suspicion that the work is not your own, your assessor may schedule a call for further clarification. Please note that this practice is a standard approach to ensuring a student's understanding.



IMPORTANT NOTE:

Penalties may apply in the event that plagiarism is discovered or suspected. This can include a verbal or written warning. You will be asked to resubmit your assessment and if further plagiarism is found or suspected, further action will be taken. This can include being withdrawn from your course without a refund.

Assessment Submission, Results and Feedback

All qualifications require assessments to be completed and submitted online via your Student Portal, unless you are enrolled in a full-time Certificate III or Short TNI program. You will also access your assessment results from here as well. This keeps everything in one place makes submitting and accessing your results simple and easy.

Once your assessment has been marked, you will receive an email notifying you that your assessment results are available in your student portal. You need to log into your student portal to see your overall result and your trainer and assessor feedback.

For students enrolled in a full-time Certificate III or short TNI program your assessments can be submitted in any of the following ways;

- **Email** – Emailed to info@essentialskills.com.au
- **Post** – Mailed to PO Box 984 HAMILTON NSW 2303
- **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.
- **In person at our office reception** - Drop them in person to our office reception. You will need to complete the Assessments Login Register located at in Reception prior to handing the assessment to the Administration Officer.

Remember to 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. Also ensure that you have;

- Signed the Assessment Cover Page 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.

When your assessments are marked, you will receive an email with an Assessment Result Page attached that will outline your results and trainer and assessor feedback. Note your submitted assessment will not be returned to you, so ensure you keep a copy, especially if you need to provide Further Evidence.

Assessment Results

Regardless of how your assessment is submitted please allow (3) to (4) weeks for them to be marked and your results returned to you.

Each unit of competency will have multiple assessment tasks to complete. **You must obtain a satisfactory result in each individual assessment to receive an overall competent result.**

If you receive an **Unsatisfactory or Not Yet Competent (NYC)** result, this means further evidence is required from you before you can be marked competent. This could be the completion of other assessment tasks yet to be submitted for the unit, or we may need further information to demonstrate your understanding of some questions within your submitted assessment.

If Further Evidence is Required (FER)

If you receive an Unsatisfactory or NYC result, your Trainer and Assessor will provide you with feedback about the gaps required. 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. If you need further clarification on what additional information you need to provide, please do not hesitate to contact your Trainer.

When submitting your further evidence, you only need to resubmit your answer/s for those specific questions in your student portal. When you view your results, you will be able to see the questions requiring further information and the trainer and assessors' feedback in relation to them.

For students enrolled in a full-time Certificate III or short TNI program, as you are provided with hard copy, paper assessments, any further evidence should be submitted as a separate document and should only include the questions that the assessor has asked for additional information. Ensure that your full name, unit code & title, and each question is clearly labelled on your document. We will accept emailed responses; however, you must ensure the same information above is provided.

When marking your assessment, if the further evidence is small and can be completed verbally, your Trainer and Assessor may attempt to phone you to gather the information required at the time of marking and prior to finalising your result.



IMPORTANT NOTE:

You will be allowed (3) attempts to achieve competence in any individual assessment. Any further attempts will incur a \$50 charge per additional attempt.

Assessment Appeals

If you are dissatisfied with an assessment decision you have the opportunity to submit an appeal. Before making an appeal, we ask that you first contact your Trainer and Assessor in an attempt to understand the decision.

Assessment Appeals should be made in writing using the Appeals Form or other written format **within 14 days** of the assessment 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 Essential Skills Training and Recruitment
- Reassessment by another Assessor
- Another registered provider will be asked to arbitrate and reassess if necessary
- You can request an independent party investigate (at your expense) or make a complaint with ASQA (only after following Essential Skills Training and Recruitment's complaints and appeals process first).

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)

If you are undertaking a full-time or recruitment/pre-vocational program with us where an unpaid work experience placement is a course requirement, you must complete and pass a **Criminal Record Check (CRC)** prior to commencing your 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 for this.

As the nature of the industry involves working with aged and vulnerable people, the CRC type must specifically be the Aged/Children/Disabled/Vulnerable National Criminal Record Check. Where required, you will be issued with

an email link to PharmacyID to go online, complete the CRC application and enter the details of your identity documents. This is ESTR's preferred method.

If you do not have access to the internet and/or cannot submit your CRC application online for some reason, you 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 your behalf. We will advise you 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)

If you are 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) you 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 support or services under the National Disability Insurance Scheme (NDIS), you 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. We cannot do it on your behalf. We 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.



By signing the Information Disclosure/Privacy Notice Declaration in your online enrolment application you consent for ESTR to pass on a copy of your CRC and/or WWCC and NDISWC to the host employer for their HR records. If you do not agree to this, it could jeopardise your 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

Whilst it is no longer a legal requirement to be vaccinated against COVID-19 to work or undertake a work placement in an aged care facility, home and community care or disability services setting, individual organisations will have their own policy around vaccination requirements.

Most organisations will require that you have had a minimum of two (2) COVID-19 vaccination doses and a current Influenza vaccine.

Your work experience placement host may ask for proof of your vaccination status prior to accepting you for work placement. Please be aware that if you choose not to be vaccinated or provide evidence of your vaccination status, it may prevent you from completing the work experience component of your course, which will mean you will be unable to meet the requirements to complete your qualification.

Whilst on your work experience placement, you will be required to comply with all COVID-19 and other infectious disease safety measures. This may include wearing a mask at work, sanitising your hands and any other safety measures implemented by your work experience host organisation.

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/>



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
<ul style="list-style-type: none">• 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
<ul style="list-style-type: none">• 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), 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 <u>prior to</u> 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/factsheets/unpaid-work/student-placements>
- Give the student an introduction and induction on the organisation’s 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



QUALIFICATION ISSUING

Upon successful completion of your course, a **Certificate** or **Statement of Attainment** will be issued to you. A *Certificate* is awarded when you complete all the units required within the qualification. A *Statement of Attainment* is issued when you complete a skill set or selected units of competency that partially fulfil a qualification.

Before we issue your Certificate or Statement of Attainment, your student file will go through an audit process to ensure that your competency has been properly assessed, all assessment tasks have been completed, we have all the required evidence and all outstanding fees have been paid. If you have completed your course under traineeship arrangements, your Training Plan is also sent to your employer to sign to endorse your competence to industry standards before your certificate is issued. If something is missing or we require some further evidence, you will be contacted to provide it before we can issue your qualification.

Once the audit is complete, and everything is deemed to be in order, your Certificate or Statement of Attainment will be posted to your home or postal address that we have on file at the time of your completion, **within 30 calendar days** from the date your final assessment is marked competent, or you exit the course. Once you hand in your last assessment, if you have recently moved, we recommend that you contact us to check your address is up to date, so it is posted to the correct address.



IMPORTANT NOTE: We do not issue interim Transcript of Results to students.

The results you achieve are available in your Student Portal. These results are also held in your USI record as they are reported to the USI Registry on a 3-month cycle. You can download an interim Transcript from your USI account. We will only issue you with a Transcript Record of Results on completion or if you withdraw from your course.

Records of Certificates and Statement of Attainments issued by Essential Skills Training and Recruitment will be retained 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 it is released. We will also need to confirm your identity before re-issuing.

Find us on social media



OTHER IMPORTANT INFORMATION

Student Feedback

We value your feedback at any time. This may be done informally via phone or email, or more formal mechanisms such as student surveys which will be emailed to you at different milestones during the delivery of your course. This enables us to improve our service delivery and monitor your training and assessment needs. We would greatly appreciate it if you could spare a few minutes to complete these when you receive them.

Complaints and Appeals

If you are dissatisfied with any program or activity related to the provision of training and assessment services, you have 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 your 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 our 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 we consider 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

Student Records

Retention of your student records

All of your student records relating to your enrolment, workshop attendance and assessments/results are retained for a period of (3) years from the date of course completion or withdrawal from the course. After (3) years, we then only retain your enrolment information and record of any Qualifications or Statement of Attainments issued to you, for up to (30) years. This enables us to be able to authenticate or duplicate your records of attainment throughout your working life. It is also a compliance requirement under the Standards for Registered Training Organisations 2015.

Access to your student records

You can request access to your records held by Essential Skills Training and Recruitment and can also request amendments where you believe the record is incorrect, out of date or incomplete. You will be able to access most of our records, particularly those relating to your assessment results, via your Student Portal.

Should you require access to your records, **you must submit a written request and provide (2) forms of identification**. If you are under the age of 18 years, your parent or guardian can request access to your records, up until you turn 18. Please also note that 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. This is all outlined in the privacy notice that you will sign on enrolment. Refer to the section in privacy in this student handbook for further information.

Changes to personal details

If your personal details change during your course, you should advise us as soon as possible so your records can be updated. You are able to update most of your personal details yourself via your Student Portal, or you can phone our office in business hours, and we can update it for you.

Please note that if your legal name changes after enrolment e.g., through marriage, divorce or deed poll registration, and you wish for your Qualification to be issued in your new legal name, you must provide documentary evidence to prove your legal 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). You will also need to update your USI records with the USI registry as well, before we can issue your qualification in your new legal name.

Privacy

Essential Skills Training and Recruitment is required to collect and retain personal information, including your personal details, cultural background, educational background and records of your training activity for a variety of reasons. Your personal information is securely stored, retained no longer than necessary and securely disposed of appropriately.

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information such as your name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, sensitive personal information (including your ethnicity or health information) and other enrolment and training activity information so we can process and manage your enrolment in a vocational education and training (VET) course with us. Failure to provide your personal information could result in us being unable to enrol you as a student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

We also may disclose your personal information to third parties, including;

- School – If you are a secondary student undertaking VET, including school-based apprenticeship or traineeship;
- Employer – If you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies, including the NSW Department of Education (Department);
- Nominated Apprenticeship Centre – if you are undertaking your qualification under apprenticeship or traineeship arrangements;
- Host Work Experience Placement Employer – if undertaking an unpaid work experience placement organised by Essential Skills Training and Recruitment;

How NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, state and territory authorities (other than registered

training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your Essential Skills Training and Recruitment.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

The Department may also disclose your personal information to other Australian government agencies, including those located in States and Territories outside of New South Wales. These government agencies may use your personal information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of your training, the determination of your eligibility to receive subsidised training or for any Fee Exemptions or Concessions.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency during or after you have ceased training with Essential Skills Training and Recruitment for the purposes of evaluating and assessing your training. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Essential Skills Training and Recruitment to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

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

Subcontracting Arrangements

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

Consumer Protection Policy

Essential Skills Training and Recruitment is committed to upholding the consumer rights of our students in accordance with the national **Competition and Consumer Act 2010 (Cth)** and **associated Australian Consumer Law (ACL)**. Our Consumer Protection Strategy is outlined below.

Consumer Protection Strategy

Essential Skills Training and Recruitment will ensure;

- all training and assessment services meet the legislative requirements of a Registered Training Organisation.
- all information provided about our training products and services is accurate and factual.
- information about any partnerships for the delivery of training and assessment is provided prior to enrolment.
- all information required to make an informed choice about enrolment with Essential Skills Training and Recruitment is published and publicly available in our course brochures, flyers and on our website. This includes course specific entry requirements, language, literacy and numeracy levels, required access to technology, our Complaints Appeals Process, Fees and Refund policy, and Privacy Policy.
- that prospective students meet course entry requirements before they are enrolled. We will not knowingly enrol a person who is unlikely to successfully complete the training program.
- that students are advised, as soon as practicable, of any changes to agreed services, including in relation to any changes to relevant legislation, existing partnering agreements, new partnering agreements or a change in ownership.
- that all training and assessment provided is high quality and delivered with due care and skill.
- that students are provided with important workshop dates and location information, course duration and assessment due dates within a reasonable timeframe.
- every attempt is made to resolve any student complaints using the Complaints and Appeals Policy.
- any complaint is treated as an opportunity to review and improve our service and is included as part of our Continuous Improvement Process.

The CEO is our designated Customer Protection Officer. Their role will be to handle all complaints and grievances and to ensure compliance with Consumer Protection legislative and Funding Body contractual compliance.

Consumer Protection Officer CEO – Leisa Harrison P: (02) 4961 0016 E: info@essentialskills.com.au
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You can also contact the Smart and Skilled Customer Support Centre if you need advice;
<https://smartandskilled.nsw.gov.au/> P: 1300 772 104

Changes to Agreed Services

Where there are any changes to the agreed training and assessment services that will affect you, Essential Skills Training and Recruitment will advise you as soon as practicable. This may include, but is not limited to, changes relating to;

- classes discontinued or moved to a different location or delivery method if attendance numbers fall below the set minimum
- training package updates which may require your enrolment to be transitioned to the newer version of a course/qualification
- legislation, business ownership or operations which will have an effect on training or our ability to deliver the nominated training to you
- existing partnering agreements or new partnering agreements relevant to your course delivery
- closure of Essential Skills Training and Recruitment

In the event that Essential Skills Training and Recruitment closes, you are obliged to pay the fees for the part of the course that you have completed and been assessed. If you have completed all of the requirements of the qualification, a Certificate and record of results will be issued to you, otherwise a Statement of Attainment will be issued if you have not fully completed the qualification, but have completed one or more units of competency. We will also forward all student records to ASQA. Further guidance about what to do in the event Essential Skills Training and Recruitment closes can be found on ASQA's website on the following link:


<https://www.asqa.gov.au/resources/faqs/provider-closures-students>

What happens if your qualification becomes superseded before you have completed it

When you undertake Nationally Recognised Training, you are working towards a qualification that is standardised and recognised across Australia and designed to meet industry needs. However, industry needs, trends and best practices change over time, and so qualifications are regularly reviewed and updated by Government Industry Skills Councils to ensure they continue to reflect the latest knowledge and skills. Where it is identified that industry needs have changed and a qualification needs to be updated, it is superseded and replaced by a new version and the superseded version is phased out.

When this happens, Registered Training Organisations such as Essential Skills Training and Recruitment generally have a 12-month deadline to which all students studying in the qualification that has been superseded must either complete it, withdraw or be transitioned to the new qualification. But before we can commence delivery of the newest industry qualifications, we also have to apply to the Australian Quality Skills Authority (ASQA) to add them to our scope and develop new course materials that align to the updated qualifications.

Please know that when qualifications are superseded and phased out, it does not mean that your current enrolment is devalued or disadvantages you in any way. Industry recognises both current and superseded qualifications as equally valued qualifications.



If your qualification becomes superseded, we will inform you in writing and give you as much time as possible to make a decision about what the best and most appropriate outcome would be for your individual circumstance.

Generally, you will have the following 3 options;

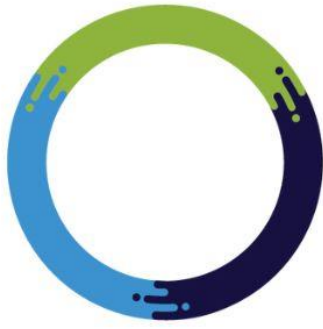
- OPTION 1: Ensure you complete your course before the teach-out deadline
- OPTION 2: Transition from the superseded qualification to the new qualification (once it is on our scope)
- OPTION 3: Withdraw from your qualification. You will be issued with a Statement of Attainment for any units you have successfully completed.

Please note that if you are transitioned to the new qualification there will be additional requirements that you will need to meet. The additional requirements will depend on what units of competency you are enrolled in and how these have changed within the updated qualification. We will work with you to minimise the impact of transitioning to the new qualification as much as possible, however you may be required to complete some additional units and gap assessments which are designed to bring your knowledge in line with that of the new qualification.

Legislation

Essential Skills Training and Recruitment is committed to complying with all relevant State, Territory and Commonwealth laws and legislation. Legislation we adhere to includes, but is not limited to;

- National Vocational Education and Training Regulator Act 2011,
- Australian Skills Quality Authority (ASQA) Standards for Registered Training Organisations (RTOs) 2015,
- Data Provision Act 2012
- Work Health and Safety Act 2011,
- Apprenticeship and Traineeship Act 2001,
- Disability Discrimination Act 1992,
- Children and Young Persons (care and protection) Act 1998, Working with Children Act 2005, and Child Wellbeing and Safety Act 2005
- Privacy Act 1988,
- Anti-Discrimination Act 1991,
- Equal Opportunity Act 2010,
- Australian Consumer Law (ACL) 2011,
- Competition and Consumer Act (CCA) 2010



The Community Services Specialists



Changing Lives

Essential Skills Training and Recruitment is a Community Services focused Registered Training Organisation assisting employers and workers to set the benchmark for support and service in the community. We support the industry through recruiting a new workforce that is equipped with the skills, knowledge and passion to provide a quality experience for their clients.

www.essentialskills.com.au

RTO ID: 91729



Practical end-of-life planning and services

Doula Connections provides support for End-of-life planning and doula services. End of life Doulas provide a very broad range of services — in general, they assist people to plan for and navigate the end of their lives.

www.doulaconnections.com.au



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People for Positions is a community services recruitment specialist that focus on professional services and advice. We support you in recruiting your ideal talent whilst saving you time and money. We pride ourselves on our knowledge, experience and networks in the Community Services sector and have a person centred approach to all.

www.peopleforpositions.com.au



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