



Student Handbook

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1. Introduction

Edwards Institute of Further Education is a Registered Training Organisation (RTO #31986) and provides nationally recognised accredited training and assessment.

2. Code of Conduct

As a Registered Training Organisation, Edwards Institute of Further Education operates in accordance with the SNRs (Standards for RTOs). This includes a commitment to principles whereby Edwards Institute of Further Education will:

- Adhere to all relevant legislative requirements from Federal, State and Territory governments. In particular, Workplace Health and Safety and Anti-Discrimination requirements are met at all times
- Enrol participants in an ethical and responsible manner
- Rely upon an Access and Equity Policy which ensures that our enrolment criteria and provision of training and assessment services comply with Equal Opportunity legislation
- Recognise the training qualifications issued by other RTOs
- Apply sound financial practices which protect student fees paid in advance
- Strive for excellence in our human resource standards and seek experienced and talented trainers, assessors and administration staff
- Be committed to providing quality service and a focus on continuous improvement. Edwards Institute of Further Education also values feedback from clients, staff and organisations to enable improvements to be incorporated into future programs
- Utilise sound management practices to ensure the timely issue of assessment results and qualifications, which are appropriate to competencies achieved and issued in accordance with national guidelines

3. Educational Principles

3.1 Mission Statement

Edwards Institute of Further Education is committed to providing access to vocational education and training to all individuals and groups within the community, and to ensuring that all students will have equal opportunity to succeed to their full potential, and to achieve their goals.

Our aim is to ensure that:

- Adult Learning Principles are applied and practised in all training programs
- All training staff are continually assessed in relation to experience, competence and communication skills
- On-going training and development for all training/teaching staff is available and promoted
- Where applicable, all training is accredited by the relevant authorities and meets with industry acceptance
- All course participants and trainees are provided a learning environment conducive to achieving the desired outcomes
- Through an holistic approach to training and education, all course participants and trainees are provided with the opportunity to realise their full potential in career and personal development

3.2 National Qualifications and Mutual Recognition

Edwards Institute of Further Education recognises the Australian Qualifications Framework (AQF), and agrees to recognise all Qualification Certificates and Statements of Attainment issued by any other Australian Registered Training Organisation (RTO).

Similarly, all other Registered Training Organisations throughout Australia have agreed to recognise all AQF Qualifications and Statements of Attainment issued by Edwards Institute of Further Education.

3.3 Flexible Learning & Assessment

The training provided by Edwards Institute of Further Education will be totally flexible. We will adapt, wherever practicable, to the needs and requirements of a participant. The training may be a combination of on-the-job, off the job, face-to-face and distance, oral and written.

The assessment process will also be flexible – in timings and in the types of evidence required to be submitted.

3.4 Competency Based Assessment

All training programs will be assessed under the principles of competency-based assessment.

The concept of competency-based assessment is that a trainee or course participant is assessed on his/her demonstration of competency in each unit rather than sit an exam that has a specific “pass” mark.

The competencies to be assessed include the knowledge, skills and tasks that are required in the workplace. A participant being assessed on these activities will be required to perform (or demonstrate) them to the level required in the workplace.

For each unit of competency, the assessor will make a judgement of competency based on the evidence provided. It is important to remember that if a participant is assessed as “Not Yet Competent”, Edwards Institute of Further Education will continue to work with that participant to assist in the achievement of the skills and knowledge necessary to be deemed “Competent”.

3.5 Recognition of Prior Learning (RPL) and Current Competency (RCC)

In addition to recognising formal AQF qualifications and RTO-issued Statements of Attainment, Edwards Institute of Further Education will take into account the skills and knowledge that candidates possess at the commencement of a training program.

In assessing a candidate's competencies, Edwards Institute of Further Education will assess evidence of prior learning and industry and/or workplace experience.

The RPL/RCC assessment will be based on evidence, supplied by the participant, and may include course/workshop certificates, references from employers, testimonials from clients or industry personnel, and examples of work.

In all cases, Edwards Institute of Further Education will only grant RPL or RCC if it is satisfied that the evidence verifies that a participant is currently competent, based on the relevant training package competency standards.

A participant wishing to apply for RPL or RCC should contact Edwards Institute of Further Education.

4. Expectations of Students

To ensure that the best possible learning experience is achieved, participants are expected to take part in all training activities, and to attempt any task that may be set by the trainer/assessor.

Participants are requested to advise Edwards Institute of Further Education of any changes in personal details so that we can ensure the accuracy of our records at all times.

At the completion of each training program the trainer or assessor will provide each participant with an 'Evaluation Form'. We ask that these forms be completed and either returned to Edwards Institute of Further Education, either via the trainer/assessor or by mail, so that we can evaluate all comments and use them in our efforts to continually strive for improvements in the provision of our training and assessing.

5. Issuing of Qualifications

5.1 Qualification Certificate

A nationally recognised Qualification Certificate will be issued on the successful completion of sufficient units of competency to be deemed to have completed a qualification.

5.2 Statement of Attainment

Where a partial qualification has been completed (that is, where one or more units of competencies are completed but not a sufficient number to complete the qualification), a nationally recognised Statement of Attainment will be issued.

The Statement will indicate the unit or units of competency successfully completed. At a later date these units can then be claimed, through Recognition for Prior Learning, towards a full qualification.

5.3 Academic Transcript

The Academic Transcript is a full record of all the units of competency that have been successfully completed to achieve the granted Qualification.

5.4 Re-Issue of Certificates, Statements or Academic Transcripts

If a Certificate, Statement of Attainment or Academic Transcript is misplaced or damaged, please contact Edwards Institute of Further Education to arrange for a replacement. Please note that a fee may apply, and a Statutory Declaration may be required.

6. Complaints and Appeals Processes

6.1 Complaints

Any complaint relating to the training delivery, course content, conditions of the training or any other issue concerning the company should be presented to the company in writing.

The company will investigate the issue/s raised and will respond to the complainant in writing.

6.2 Assessment Appeals

A course participant has the right to appeal the result of an assessment by the company. The appeal must be in writing if a re-assessment is to be undertaken.

The procedure for lodging an appeal is:

- a written appeal to be presented to the company within (7) days of the initial assessment result being advised
- the assessor will discuss the basis of the appeal with the appellant, and advise him/her of the decision
- if the course participant is dissatisfied with the result of the discussion process, the matter will be referred to a director of Edwards Institute of Further Education for further consideration
- the original assessment result will either be upheld, or the course participant may be re-assessed by an alternative assessor
- the result of the second assessment, if applicable, will be the company's final decision
- if the course participant considers that the appeal process was unsatisfactory, or that the decision is still unsatisfactory, the company will refer the participant to the relevant external authority.

All steps of an appeal will be recorded in writing, and the decision of an appeal, the reasons for the decision and the results of assessments will be provided in writing to the course participant.

7. Fee Payment and Refund Policy

- Fees are to be paid at least five (5) working days prior to the commencement date of a training program
- Cancellations received in writing more than five (5) days prior to the commencement date of a training program may incur a cancellation fee of up to 20% of the full program fee

- Cancellations received less than five (5) days prior to the commencement of training may incur a cancellation fee of up to 50% of the applicable training fees ⁽¹⁾
- Where a student fails to commence a program and has not provided written advice of his/her cancellation, no refund will be given. ⁽²⁾

Notes: ⁽¹⁾ In the case of a full-qualification training program, the cancellation fee will be applied to the fees applicable to the first unit of competency only.

⁽²⁾ In the case of a full-qualification training program, no refund will be given for the fees applicable to the first unit of competency; any fees that have been received for subsequent units will be refunded.

8. Compliance with Legislation

Edwards Institute of Further Education warrants that it complies with all relevant legislation and regulations, including:

- National Vocational Education and Training Regulator Act 2011
- Vocational Education and Training (Commonwealth Powers) Act 2012
- Anti-Discrimination Act 1991 (Amended 1994)
- Disability Services Act 2006
- Work Health and Safety Act 2011

9. Access & Equity Policy, and Welfare & Guidance Policy

Edwards Institute of Further Education is committed to provide access to vocational education and training to all groups within the community, and to ensuring that all students will be given every possible opportunity to succeed, and achieve to their full potential.

We have a commitment to encourage people from under-represented or disadvantaged groups to enrol in our programs, and we further commit to enhance their learning opportunities.

This commitment applies equally to groups of people that may be under-represented or disadvantaged through race or culture (for example, Aboriginal and Torres Strait Islanders), or with disabilities ranging from sight or hearing impairment, learning difficulties, or other mental or physical handicaps.

Edwards Institute of Further Education also makes provision for those who may have difficulty with language, literacy and numeracy. Where appropriate, these skills will be assessed and procedures implemented to ensure that any difficulties in these areas do not impede the learning process.

Any participant who feels that they may require assistance in **any** area is encouraged to speak to Edwards Institute of Further Education so that we can help to ensure that they are not disadvantaged in their learning.

10. Work Health and Safety

Edwards Institute of Further Education is committed to providing a safe and healthy environment for all employees, contractors, visitors and participants. We aim to achieve the highest degree of work health, safety and security by adhering to government legislation, and by taking a genuine interest in the wellbeing of our staff and visitors.

Please note that all employees, contractors, visitors and participants are requested to share the responsibility of maintaining a safe and healthy workplace.

Accordingly, we ask that you report any accident or incident – no matter how minor – to your trainer or assessor.

11. Equal Opportunity, Anti-Discrimination, Harassment & Victimisation Policies

Edwards Institute of Further Education commits to ensuring equal opportunity in both employment and education, and will not show favour to any person or persons due to race, religion, age, sex, colour, physical or mental handicap.

Edwards Institute of Further Education is committed to provide a workplace free of discrimination, racism, harassment, victimisation or bullying, and such behaviour by either an employee or a participant will not be tolerated. Any employee or participant who feels that they have been discriminated against, harassed, victimised or bullied by another person in the course of work or study within Edwards Institute of Further Education is encouraged to report the incident to the directors of the Edwards Institute of Further Education.

Discrimination occurs when a person, or group of people, is treated differently because of a particular attribute, such as their gender, race, religion or disability.

Harassment takes numerous forms, including sexual harassment. Sexual harassment includes:

- Making unwelcome sexual advances
- Making a request for sexual favours
- Making remarks or comments of a sexual nature to, or about, another person
- Subjecting another person to unwelcome conduct of a sexual nature, through conversation, action or the display of material that the other person finds sexually offensive.

It is important to remember that different people have different views of what is sexually offensive, and all Edwards Institute of Further Education officers, employees and course participants need to respect the views of others.

Victimisation occurs if a person is subjected to less favourable treatment due to having made a complaint against the company or an employee, furnished information, or having been involved in a complaint hearing.

Bullying covers a myriad of unacceptable behaviour including abusive or insulting language, constant criticism, teasing, and unreasonable use of seniority status.

All such behaviour is unacceptable and should be reported.

12. Privacy and Client Records

Edwards Institute of Further Education is committed to protecting the privacy, confidentiality and security of personal information supplied to Edwards Institute of Further Education as part of the training/assessment process. Information or records provided to Edwards Institute of Further Education will be used only for the following purposes:

- Processing participant applications
- Determining eligibility for funded programs and/or recognised training
- Reporting enrolments within SNR standards
- Issuing nationally recognised qualifications
- Auditing by State authorities

A client may view his/her personal records by arrangement with the company

13. Disciplinary Action

The following are deemed to be unacceptable:

- The consumption, or being under the influence, of alcohol or illegal substances during training or assessment
- Disruptive behaviour affecting the comfort of other participants or of company personnel
- Threatening behaviour towards other participants or of company personnel

Any participant who behaves in the above manner will be requested to leave the training or assessment session. Recurrences of the above, or similar, behaviour may result in the expulsion of the participant from the training program

We wish you every success in your studies.