

# Student Handbook

EMC Training

2022/23



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EMC Training Inc.

Tel: (07) 4659 8481

Email: [info@emctraining.com.au](mailto:info@emctraining.com.au)

<http://emctraining.com.au>

ABN [25 952 247 742](#)

This Student Handbook  
has been prepared for the clients of:

**EMC Training**

RTO Number: 32476  
A.B.N. [25 952 247 742](tel:25952247742)

Address: 4 Ruthven St Toowoomba Queensland 4350

Phone: (07) 46 598 481

Email: [info@emctraining.com.au](mailto:info@emctraining.com.au)

Web: [www.info@emctraining.com.au](http://www.info@emctraining.com.au)

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## INTRODUCTION

### Message from the Director

As Director of this organisation, I can assure students that I will fully support the implementation of all quality, management and operational functions outlined in this student handbook. I welcome your input and will ensure myself and the EMC team adhere to our underlying philosophy of continuous quality improvement in all aspects of EMC operations.

This student handbook provides the direction that informs and guides EMC towards the provision of best practice in training development, management and service delivery. For EMC, it will facilitate compliance with the standards regulated by the Australian Skills Quality Authority (ASQA). For clients of EMC, it will ensure that their investment in training provides the best possible training experience and outcomes.

Bevan Anderson

Director

EMC Training Pty Ltd

## TRAINING

All training offered by EMC are aligned to the RII Resources and Infrastructure Industry Training Package.

For a full list of the current nationally recognised training that EMC Training provides please visit <http://training.gov.au/Organisation/Details/32476>

### How is training delivered?

Training courses with EMC are delivered by:

- Face to face classroom training
- Onsite training – work based training
- A combination of the above

### Unique Student Identifier

The Unique Student Identifier (USI), allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. The online system provides each student with a USI.

EMC will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or EMC applies for a USI on behalf of the student. To avoid any delays in issuing certification documentation EMC will ensure that student's USIs are applied for or verified USI at the time of enrolment.

## ACCESS AND EQUITY

EMC is committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes

regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category. EMC ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. EMC will address access and equity matters as a nominated part of operational duties.

If a student identifies with one or more of the following priority groups, he/she may be able to receive additional assistance:

- Aboriginal and / or Torres Strait Islander people
- Carers of people who are ill, aged or who have a disability
- People with a disability
- Women and girls who are returning to education and training
- Women and girls who are seeking training opportunities in non-traditional roles
- Young people aged 15 to 25
- Australian South Sea Islanders
- Parental job seekers
- People with English language, literacy and numeracy needs
- Mature aged workers who require up skilling
- Long term unemployed and disadvantaged jobseekers
- People from different cultural and ethnic backgrounds
- People who speak a language other than English

EMC access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Practicing these policies will guarantee that any student who meets EMC entry requirements will be accepted into any training programs. If any student or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to EMC's management for consultation.

## **CLIENT SELECTION AND ENROLMENT PROCEDURE**

### **CLIENT SELECTION**

Enrolment and admission into some EMC training programs is subject to meeting certain prerequisite conditions and/or entry requirements. Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available prior to enrolment. In the case that a potential student does not meet the prerequisite conditions and/or entry requirements, EMC staff will endeavour to assist them in understanding their options in regards

to meeting the standards. Any questions regarding these arrangements can be addressed by trainers or EMC management.

## **ENROLMENT**

Before the student can be enrolled in EMC Training a series of questions are asked to ensure the student meets EMC Training requirements:

1. Did you complete year 10 or above?
2. What is your employment status
3. What is your level of experience and access to plant

From the three questions asked EMC Training can decide if or how to move forward with the enrolment.

If the decision is made to enrol then EMC staff will dispatch an enrolment form, and ensure the student is aware of the student handbook available on the website, fact sheet and schedule of fees.

Enrolment applications will then be assessed to ensure that the student meets any prerequisites and/or entry requirements that have been set for the selected course. Students will be informed of successful enrolment and sent information on the course and their course induction. Students who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact EMC to discuss their training needs and alternative opportunities.

## **Welcome**

On successful completion of the enrolment process, all students will receive an introduction email including:

- Introduction to EMC training staff
- Confirmation of the course being delivered
- The training and assessment procedures including method, format and purpose of assessment
- Qualifications to be issued
- Student handbook website

## **CREDIT TRANSFER**

Credit transfer refers to the transferral of credit obtained by students through participation in courses or national training package qualifications with other RTOs, towards a qualification offered by EMC. Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification/unit of competence. Credit transfer of a qualification/unit of competence is available to all students enrolling in any training program offered by EMC.

Before providing credit on the basis of qualification, statement of attainment or record of results, EMC will either authenticate the information by directly accessing the USI transcript online or by contacting the organisation that issued the document to confirm the content is valid.



EMC is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/ or modules completed at another RTO or RTOs.

## RECOGNITION OF PRIOR LEARNING

Recognition of prior learning means recognition of skills and knowledge currently held, regardless of how, when or where the learning occurred. These skills and knowledges may be attained through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the student is currently competent against the unit/s of competency standard. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples.

## EMC RECOGNITION OF PRIOR LEARNING PROCESS

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and / or partial or total completion of a VET qualification.

### **Trainers will provide RPL applicants with:**

- a copy of an RPL Introduction Letter
- information about the types of evidence that can be used to support an RPL application

### **Recognition of prior learning fee**

The student will be charged 50% of the scheduled course fee. This includes the initial application, consultation either in person or via phone with a suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit by unit basis based on the scheduled course fee.

## FEES

EMC operates chiefly as a 'fee for service' training business however eligible participants may have access to funding opportunities, such as Construction Skills Queensland (CSQ) funding. Fees will be paid on enrolment prior to the commencement or at the completion of training unless prior arrangements are made with EMC management.

At all times EMC Training requires only up to the threshold prepaid amount of \$1500 as stated in Standard 7 Clause 3. All fees in excess of this amount are paid by completion of training prior to the issue of the certification.

Fee information is available via:

- EMC website

- EMC promotional material
- Direct email from EMC

Each of these information streams clearly identifies all fees and charges, including optional charges such as Recognition of Prior Learning (RPL) fees. The RTO's fee policy will be updated regularly so that both EMC and our clients will be protected.

EMC will provide the following fee information, to each student prior to the completion of the enrolment:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges;
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- The nature of the guarantee given by the RTO to complete the training and / or assessment once the student has commenced study in their chosen qualification or course;
- The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- The applicant's refund policy.

## FEE STRUCTURE

### Total course fee

Each qualification, unit of competency training course offered by EMC has a specific course fee. The course fee is the maximum fee that may be charged to the student for his/her selected training program.

It is EMC's policy that the course fee will be all-inclusive. Students will not be 'surprised' by unexpected requirements, fees or expenses.

Where additional resources normally associated with a program of study are required (for example; reference material, research documents, own computer) the student will be clearly advised of exactly what is required in the student study guide for that program.

For full details on EMC Trainings fees please refer to the Schedule of Fees.

### Payment required in advance

Payment is made upon successful enrolment or completion of the training program.

### Enrolment fee

No enrolment fee is applicable.

### Withdrawal fee

No withdrawal fee is applicable.

### Re-submit fee

No re-submit fee applies.

### Re-assessment fee

No re-assessment fee applies.

## REFUNDS

An application for a refund is addressed according to the notice given by the person making the request:

- 14 days prior to the commencement of the course – 100% refund
- Between 13 days and 7 days prior to the course - 75% refund
- Between 6 days and the commencement of the course – 50% refund
- Withdrawal during the course – no refund. A pro-rata credit is available so the student can complete the course at a later date

Information provided prior to enrolment specifies the student's rights as a consumer, including but not limited to any statutory cooling-off period (where applicable) and the student's right to obtain a refund for services not provided by the EMC in the event the:

- Arrangement is terminated early, or
- EMC fails to provide the agreed services.

## TRAINING GUARANTEE

In the extremely unlikely event of a business interruption or training failure, EMC will make every effort to transfer currently enrolled students to a similar course with another RTO at no additional cost to the student.

Where there are any changes to agreed services, EMC will advise the student as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

### Statutory Cooling Off Period

The Standards for Registered Training Organisations require EMC Training to inform persons considering enrolment of their right to a statutory cooling-off period. A statutory cooling-off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling-off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that EMC Training do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling-off period is not applicable to our students who have enrolled into a program. For refund option in other circumstances, students must refer to the refund policy

## CLIENT SUPPORT

EMC takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation, they will be referred to an appropriate service or an alternate training organisation.

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact EMC who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties.

In the event that a student's needs exceed the capacity of the support services EMC can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. EMC staff members will assist students to source appropriate support. Any costs incurred for access to external services will be paid for by the student.

### **In summary, EMC will provide:**

- Training programs and services that promote inclusion and are free from discrimination
- Support services, training, assessment and training materials to meet the needs of a variety of individual students
- Consideration of each individual's needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs
- Access to information and course materials in a readily available, easily understood format
- Information to assist students in planning their pathway from school or the community to vocational education and training

### **Language, Literacy and Numeracy Assistance**

EMC course information and learning materials contain written documentation and in some cases, numerical calculations.

EMC recognises that not all students will have the same level of ability in relation to reading, writing and performing calculations. When an issue is identified by EMC staff or requested by a student, a language, literacy and numeracy test will be provided to assess the student's LLN and to identify if it is at the level for the qualification/unit of competency. This process is to ensure that all students who

commence a training program possess the skills required work at the core skill level of the qualification such as read work documents, complete reports, forms/checklists, ask questions and follow directions and complete work calculations and measurements.

EMC will endeavour to provide assistance to students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of EMC staff to assist, the student will be referred to an external support agency so they have the opportunity to obtain the skills required to complete the training program.

### **Flexible delivery and assessment procedures**

The staff and management of EMC respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to training and assessment methods may include, but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

EMC staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. In the event that a student's needs exceed the capacity of the support services EMC can offer, they will be referred to an appropriate external agency.

## **DISCIPLINE**

EMC makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

## **PROFESSIONAL BEHAVIOUR**

EMC Management advises any trainer or staff member who is dissatisfied with the behaviour or performance of a student that they have the authority to:

- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the EMC complaint procedure.

EMC staff are expected to maintain a professional and ethical working relationship with all other staff members, management and students. Breaches of the disciplinary standards will result in discussion between the relevant trainer and EMC, and appropriate action will be taken.

## PLAGIARISM

Plagiarism is the "wrongful appropriation" and "purloining and publication" of another author's "language, thoughts, ideas or expressions," and the representation of them as one's own original work. (Source: [www.wikipedia.org](http://www.wikipedia.org))

Plagiarism is considered academic dishonesty and it is subject to serious sanctions such as cancelation of training. All sources, of material used in completing assessment activities including websites, text books or any other work which is not the students original work must be clearly referenced. Proven incidents of plagiarism will not be tolerated.

## COMPETENCY BASED TRAINING AND ASSESSMENT

Students enrolled in training which will lead to either a Statement of Attainment or Certificate are required to complete Assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that Students can perform required skills and knowledge.

Assessments undertaken may include:

- Written/oral Assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Development of a portfolio
- Work samples
- Third party reports

You will be given feedback on all Assessment Activities. Competency based assessment does not use a marking scale rather you are deemed "competent" or "not yet competent".

## RECORDS

EMC has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by EMC and committees, individuals or organisations acting on its behalf.

### Student progress

Students have the right to request information about or have access to their own individual records. EMC trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hardcopy of their own individual file that can be supplied as a printout from records retained within the data management system.

Please feel free to ask your EMC trainer and assessor or administration staff at any time for a printout of your progress.

## RECORD KEEPING PROCEDURES

Upon enrolment, student's details will be entered into the EMC database system. This process initiates the establishment of the student's individual file which is then used to record all future details

pertaining to the client. The file is retained by EMC and management of the file will be in accordance with the EMC training records policy.

EMC is committed to maintaining the accuracy, integrity and currency of all student files, as well as ensuring appropriate security of all records to uphold confidentiality and protect student privacy. EMC management will undertake a monthly validation of the training records of approximately 5% of registered students and report the findings at the monthly staff meeting.

## **Completed assessments**

Each and every assessment submitted by every fee for service students will be retained for a minimum period of six (6) months. For all students accessing funding all completed assessments will be retained for the time stipulated by the funding body. All results will be kept for thirty (30) years.

In paper format, student's work will be filed alphabetically according to the students' last names. Individual student records will be stored in a lockable steel filing cabinet in a locked secure office area. If the files are stored in a location where student or public access is possible, the cabinets will remain locked.

After the initial six (6) months of the files being stored the hard copies will be archived by year and in alphabetical order in a secure location.

For ease of application and consistency, a similar filing process will be used for electronic files. The electronic records are stored utilising AVETMISS compliant software and access is restricted by a password system.

## **Results of assessment records**

Student assessment results will be recorded electronically within the EMC database system. This information may be used to provide annual competency completion reports and/or AVETMISS reports, as required.

- Sufficient information to re-issue the testamur, if required, will be retained
- Results of assessment will be retained for thirty (30) years

## **Security**

The data management system is Cloud based and offers the security and integrity expected of a reputable Cloud storage system. In addition, electronic records are copied to a portable hard drive, every four (4) week period. The portable hard drive is stored off site in a fire proof secure location.

EMC software and hardcopy systems will retain student's results for a period of no less than thirty (30) years. If requested, enrolment information, training and assessment information or results of assessment will be provided in electronic format wherever possible.

## **Ceasing operation**

In the event that EMC ceases to operate, its records of results will be transferred to ASQA in the required format and detail as specified by the National Regulatory Authority at the time of ceasing RTO operations.

All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.

EMC will ensure that any confidential information acquired by the business, individuals, committees or organisations acting on its behalf is securely stored.

A scanned electronic copy of all signed qualifications issued will be converted to PDF format and secured in the student's file.

## PRIVACY

EMC considers student privacy to be of utmost importance and will practice a high standard of care and concern in regard to maintaining student privacy in all aspects of business operations. Any persons external to the organisation acting on behalf of EMC are made aware of the confidentiality procedures and privacy policies prior to commencing work with EMC.

EMC will comply with all legislative requirements including the Privacy Act 1988 (Commonwealth) and Australian Privacy Principles (2014). The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

EMC ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the SNR. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and / or letters will be recorded.

## COMPLAINTS AND APPEALS

EMC is dedicated to providing a high standard of service. Should you have a complaint or wish to appeal a decision made by the RTO, you are encouraged to do so by using the following processes:

### Complaints

Complaints are the expression of dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Students, Staff and Contractors.

The following are examples of issues for which you may lodge a complaint:

- Enrolment
- training delivery
- training and/or assessment, including Recognition of Prior Learning
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, student amenities, etc.

**First instance:** You are encouraged to speak immediately with your Trainer. If you are not comfortable addressing the issue with the Trainer you are encouraged to contact the Manager.

**Second instance:** If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

Outcomes of complaints will be provided to you in writing within fifteen (15) working days of the decision.



In the event that a complaint has been lodged, an Incident/Complaint Form must be completed and forwarded to the administration immediately, even if the situation has been resolved to the satisfaction of all parties.

If it is going to take more than 60 days to review the complaint you will be notified in writing how long it should take before a decision is made.

## Appeals

Appeals are the expression of dissatisfaction with a decision made by the RTO. There are various grounds for lodging appeals. These include, but are not limited to:

- assessment results
- refused refund
- refused requests for an extension

### Step 1

If you are not satisfied with a decision made by the RTO, you must complete the Appeals Form - Part A and forward to the Manager.

*(This should occur within five (5) working days of receiving the appeal)*

### Step 2

If you are not satisfied with the outcome of the appeal it is to be reviewed by an external third party.

*(The Student is to be advised of the outcome within ten (10) working days).*

In the event that it is going to take more than 60 days to review the complaint you will be notified in writing and how long it should take before a decision is made.

## CERTIFICATES AND STATEMENTS OF ATTAINMENT

On completion or withdrawal, EMC will issue Statements of Attainment/ Certificates within thirty (30) calendar days. (Assuming there are no outstanding fees)

EMC Training is responsible for issuance of AQF certification documentation

Please note: If you require a Statement of Attainment to be issued during your enrolment, you will need to notify the EMC office. You will then receive a Tax Invoice for \$25 plus GST. This must be paid prior to receiving your Statement of Attainment and can be paid via Direct Debit, Credit Card or cheque.

In the event of a lost or damaged Certificate or Statement of Attainment, please request the re-issuance of a Statement of Attainment (fee \$25 plus GST) and Certificate with record of result (\$40 plus GST).

## EVALUATION

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. EMC encourages all Students to make contact should they wish to provide feedback or comments on any aspect of the service received.

## RELEVANT LEGISLATION TO BE COMPLIED WITH

### WORK HEALTH AND SAFETY ACT 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<http://www.comlaw.gov.au/Series/C2011A00137>

### INDUSTRIAL RELATIONS ACT 1988

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

[http://www.austlii.edu.au/au/legis/cth/num\\_act/ira1988242/](http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242/)

### PRIVACY ACT 1988

The [Privacy Act 1988](#) makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit the <http://www.privacy.gov.au>.

### COPYRIGHT ACT 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to

[www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm](http://www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm)

## **NATIONAL VOCATIONAL EDUCATION AND TRAINING REGULATOR ACT 2011**

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit: <http://www.comlaw.gov.au/Details/C2014C00623>

### **Equal Opportunity**

- New South Wales Anti-Discrimination Act 1977
- Queensland Anti-Discrimination Act 1991
- South Australia Equal Opportunity Act 1984
- Victoria Equal Opportunity Act 2010
- Western Australia Equal Opportunity Act 1984

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to:

<http://www.equalitylaw.org.au/elrp/resources/>

## **AUSTRALIAN CONSUMER LAW (ACL) 2011**

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

## **COMPETITION AND CONSUMER ACT (CCA) 2010**

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit:

<http://www.accc.gov.au/content/index.phtml/itemId/815209>