epic®

Realise what's possible

Student Handbook

Education Assist

Disability™ Employment Services

AN AUSTRALIAN GOVERNMENT INITIATIVE

EPIC Employment Services Inc. (RTO No. 41218)
trading as EPIC Education Assist

Copyright protects this publication. Except as permitted by the Copyright Act 1968 (Cth), reproduction by any means (photocopying, electronic, mechanical, recording or otherwise), making available online, electronic transmission or other publication of this material is prohibited without prior written permission of EPIC Employment Service Inc.

It is prohibited to amend the contents of this publication in any way. Requests and enquiries concerning reproduction and rights should be addressed to the Marketing Manager PO BOX 2052 Windsor QLD 4030.

Disclaimer: Although EPIC Employment Service Inc. has exercised care and made appropriate enquiries when preparing this resource, it does not guarantee or make any representation as to the accuracy or completeness of information contained. EPIC Employment Service Inc. does not accept liability for loss or damage that may be incurred by any person acting in reliance on this document, or as a result of information being inaccurate or incomplete.

Published by: EPIC Employment Service Inc.
Level 1, 230 Lutwyche Road
PO BOX 2052
Windsor QLD 4030

P 07 3857 5085
F 07 3857 5875
E hello@epicassist.org.au

Contents

About EPIC Assist 4

EPIC mission and vision 5

Enrolment information 6

Student services and support 10

Fees, charges and refunds 12

General course information 15

Code of practice for all students 23

Complaints and appeals 24

Student guidelines 26

EPIC Behaviours 28

About EPIC Assist

EPIC Assist (EPIC) is a leading not-for-profit organisation which has been operating for almost 30 years.

EPIC Assist (EPIC) is a leading not-for-profit organisation which has been operating for almost 30 years, assisting people with disability to prepare for, find and maintain meaningful employment. EPIC is an Australian Government funded Disability Employment Services provider, and a registered NDIS provider.

EPIC operates along the east coast of Australia with offices in Queensland, New South Wales, Australian Capital Territory, Victoria and Tasmania, while also delivering a range of disability services in Europe.

We provide a personalised service to assist people with disability to achieve their goals. EPIC stays with them on their journey until our assistance is no longer needed, resulting in success for all – participants, employers and the community.

EPIC also works closely with employers, taking the time to understand their business and its unique needs. We then identify an effective solution that meets those needs, leading to sustainable employment.

At EPIC we passionately believe a job has the ability to make a positive difference in people's lives. We strive to support people to secure the right job and to facilitate long-term outcomes. By studying with us you will be assisted to make career choices and will graduate with professional skills and attributes which will stand you in good stead in your chosen career.

Our Vision

"To be the most innovative and unique provider of human and community services."

Our Mission

"To enable people, communities and places to overcome disadvantage to aspire to their greatest potential."

EPIC Education Assist Purpose Statement

"We empower students and employers through education, building awareness and removing barriers to create opportunities that enhance diversity for our community."

Enrolment information

EPIC Employment Services Inc. (RTO #41218) trading as EPIC Education Assist is a Registered Training Organisation and meets requirements of the Standards for Registered Training Organisations (RTO) 2015. This student handbook contains essential information for students, including details of academic and support services, procedures, facilities, induction and enrolment procedures and so on.

EPIC Education Assist qualifications are nationally recognised. We deliver training in face to face sessions, distant, online and in blended delivery models. Our administration hub is based in Brisbane, Queensland. We are able to provide training in our EPIC offices and in particular have training facilities in the following locations:

- Brisbane
- Outer North Brisbane
- Sunshine Coast
- Wide Bay

Students can contact the administration hub to discuss the delivery options of each qualification.

Student recruitment and enrolment

EPIC Education Assist is responsible for conducting, reviewing and providing feedback of all students' applications to determine suitability of the qualification prior to enrolment. The pre-enrolment review of the student's needs, skills and study capabilities is a critical component of determining a student's suitability to undertake specific qualification. The Standards for Registered Training Organisations (RTOs) 2015 require – Standard 5:

Clause 5.1: Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

Clauses 5.2 to 5.4: Students to be provided with current and accurate information to enable an informed decision in relation to undertaking training with an RTO. Information regarding fees and charges for agreed services to be provided.

The study capability of a student is determined by the following factors:

- Recommendations of ACSF levels specified in the training package
- AQF level of the qualification
- Language, literacy and numeracy (LLN) skills required to undertake specific units of competency (as recommended by industry and trainer/assessor)

- LLN skills required to optimise student learning within program
- Ability to use relevant IT based devices, applications, software and services.

The pre-enrolment review is completed by the relevant trainer/assessor. Alongside the LLN review, existing educational attainment, capabilities, aspirations and interests are also identified to ascertain the suitability and relevance of the program. Information and evidence concerning Recognition of Prior Learning (RPL), Recognition or Credit Transfer is compiled. There may also be eligibility requirements for courses if they are government funded.

Students are also encouraged to contact the Education Assist administration for additional information about courses offered and about funding options, training costs and fees.

Once the Enrolment Form has been completed, together with all supporting documentation and payment (as required), the enrolment will be processed and students will receive a confirmation email and be allocated a trainer.

Language, Literacy and Numeracy (LLN) support

Students needing language, literacy and numeracy (LLN) support can be offered LLN support. Where only a low level of support is needed, the Training Coordinator may arrange for the student to receive assistance from the trainer or other staff member. Where extensive support is needed, the student may be referred to an expert in this field prior to being accepted into the qualification. Where an applicant's LLN needs will limit the achievement of learning outcomes, enrolment may be declined.

Unique Student Identifier (USI) Scheme

Upon enrolment all students are requested to provide their Unique Student Identifier number (USI). Students can create their USI here: http://www.usi.gov.au/create-your-USI/Pages/default.aspx

EPIC Education Assist can assist students to obtain a USI and will seek permission to apply for a USI on their behalf. Where a student gives consent for Education Assist to create a USI on their behalf the Privacy Policy is followed. In order to apply on your behalf for a USI identification documents are required. Education Assist uses documents supplied in the enrolment process and additional documents that are not required for student enrolment will be destroyed in accordance with the Terms and Conditions set out by the Student Identifiers Act 2014. No identifying data will be retained for USI creation. USI numbers are stored on our Student Management System, and only accessible by authorised personnel.

Enrolment information

Change of enrolment

Any changes to enrolment details including course transfer, extension and/or deferral of enrolment, withdrawal or cancellation must be made by contacting the Education Assist administration.

Changes of personal details

If students have a change of address or name after enrolment it is their responsibility to notify Education Assist administration of the changes to avoid mistakes in mailing reports, certificates or EPIC related details. Changes can be emailed to education.assist@epicassist.org.

Access and equity

Access and equity principles are incorporated into operational procedures which all staff apply to all students. EPIC does not discriminate towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, nationality, ethnicity or religion
- Marital status
- Disability
- Sexual orientation
- Age

Wherever possible, delivery and assessment processes are designed to enhance flexibility. This flexibility aims to maximise the opportunity for access and participation by students who may experience a disadvantage. Programs are equitable taking into consideration each person's cultural and linguistic needs.

Access to training qualification is open to all persons provided that they meet the requiremements and any pre-requisites set down for the particular qualification they wish to enrol in. Refer to the relevant qualification for individual details.

Enrolment information

The requirements and pre-requisites may include:

- Minimum age – where Government legislation sets a minimum age for licensing purposes as it applies to the type of employment relevant to the qualification.
- An absence of criminal convictions or other legal impediments within a defined period – as may be determined by Government legislation.
- Possessing minimum training qualifications - as may be determined by Government legislation or regulation.
- Possession of basic literacy/numeracy and computer skills.

Privacy

Student personal information may be disclosed to Federal and State Government agencies. If students are under the age of 18 years, personal information, attendance details and results may be disclosed to their parent/guardian.

The National Centre for Vocational Education Research (NCVER) collects information for general student administration as well as for planning, communication, research, evaluation and marketing activities under-taken by the centre. Only authorised departmental officers have access to this information.

No further access to enrolment information will be provided to any other organisations or persons without the students' consent or, unless authorised or required by law, in accordance with privacy guidelines.

Federal and State Government bodies may require, on occasion, access to the files for the purposes of audit, data collation and review and evidence review.

The content of the file remains the property of Education Assist unless otherwise authorised for release.

An authorisation form must be completed by the student prior to any disclosure of information to a third party.

Student file access

Upon request, students can view and have access to their student file/s, results and assessment overviews.

Education Assist will take every step to ensure the privacy and protection of the training records and student files.

Student services and support

Academic and vocational counselling

Students may receive academic or vocational counselling from the trainer, Training Coordinator, or other qualified person. This need may be identified by the student or by the trainer.

Welfare and guidance services

EPIC will endeavour to provide welfare and guidance to all students which may include:

(i) Workplace health and safety advice
(ii) Review of payments/schedules when requested
(iii) Provision for special learning needs opportunities
(iv) RPL and credit transfer opportunities

Should the nature of a student's needs be beyond the professional scope of Education Assist, referrals to external agencies and community support services can also be arranged.

Disability Support

Once the student completes the enrolment application and identifies that they have a disability or specific learning needs, the trainer contacts the student to discuss their qualification requirements and specific need. This will ensure that preparation for the student is undertaken prior to commencement. Education Assist can provide reasonable adjustments to the course of study to support student needs.

Students who require special arrangements, such as alternative workbook/assessment formats and special examination arrangements because of the effects of their disability, should discuss the matter with the student support prior to enrolling in a course of study.

Counselling Services

Education Asisst can provide information to students of counselling services to assist in exploring career and training pathways. The services can assist student who need qualification and career guidance, personal counselling, or someone to talk to in a confidential setting. For further information contact Education Assist administration.

Indigenous student support

Education Assist can provide information about Indigenous student support on matters such as Abstudy, career counselling, welfare, and managing study programs for Indigenous students. Students will be referred to ATSiCHS. http://atsichsbrisbane.org.au/

Student services and support

Post Program Support

To assist the student achieve their desired job outcome following their graduation, students may be provided assistance with job seeking, resume and interview skills, vocational advice, mentoring, and so on. Some students may be eligible for support from the Disability Employment Services within EPIC Assist. For more information contact the trainer or administration.

Fees, charges and refunds

Some qualifications attract Government subsidies which will affect the cost of tuition fees for the student. Student eligibility for these subsidies are determined by the relevant government departments. The subsidised cost of training plus the student contribution is identified on the schedule of fees. Students are advised to contact administration to determine their eligibility. Students are advised that participation in subsidised training may affect their eligibility for further subsidised training places. Specific information about future eligibility will be provided to students at the time of enrolment into any subsidised training program.

Students who are not eligible for funding are required to contribute to the cost of course delivery through the payment of tuition fees. To be eligible to receive Certificates once all theory and practical components are completed, all oustanding fees will have been paid. In addition the student must provide a USI (or exception) prior to a certificate being issued. A schedule of fees is available on EPIC website and outlines applicable fees for courses.

Time to pay fees (payment plans)

Students may be eligible to pay their course fees by instalments at an agreed rate. It should be noted that students who default in their payments will:

- have their results withheld;
- be refused further enrolment;
- be suspended till payments are up to date; and
- may be subject to legal action to recover the fees owing.

All payment plans are negotiated individually and will reflect the individual student's circumstances. Payment plans will generally consist of 10-20% of all course fees on commencement with the remainder spread evenly across the balance of time of the course.

Fees, charges and refunds

Refund policy - provider default

In the event that EPIC cancels a course prior to training commencing, all monies paid by students in advance will be refunded in full, with no administration fee withheld.

In the event that EPIC cancels the continuation of a course once it has commenced, EPIC will ensure that students can be transferred to another provider to complete training. Alternatively, students may choose to have any fees paid refunded under the following terms:

- In full, where training and assessment has not yet commenced. This includes any student contribution fees.
- Pro-rata, where training and assessment has resulted in the successful completion of one or more units of competency, and a Statement of Attainment can therefore be issued. Pro-rata will be established as total fees (including student contribution fees) divided by the total number of units in the course to determine the per-unit cost. This unit cost will be retained by EPIC for the number of units successfully completed.
- Students on payment plans will not receive any refund unless the total fees paid is greater than the per-cost unit as described above, for all completed or commenced unit.

Refund policy – General cancellation before course commencement

In the event that a student withdraws from a course, fees may be refunded where the student withdraws within five working days after enrolment is confirmed, less an administration fee of $200. This includes student contrubution fees.

Fees, charges and refunds

Requests for refunds - after the cooling off period

A student may cancel or withdraw after their course has commenced and the cooling off period has passed. However, no refund will be applicable except at the discretion of the Training Manager, where extenuating circumstances can be demonstrated by the student for withdrawal from training. A student who enters into a payment plan agreement is still liable to pay full course fee if they withdraw from their course. Cessation of this plan in full or in part may be permitted at the discretion of the Training Manager where extenuating circumstances can be demonstrated by the student for withdrawal from training.

No refund will be applicable for students who have been deemed not yet competent at the completion of training and assessment processed.

Students wishing to apply for a refund of fees due to extenuating circumstances may submit a request to administration for review outlining the extenuating circumstance and attaching appropriate evidence. Extenuating circumstance may include situations and events that are outside your control, e.g. death of a family member in your immediate family, medically diagnosed illness of yourself or an immediate family member. Appropriate evidence would include death certificate, medical certificate.

The Training Manager will:

- assess the request on a case-by-case basis
- advice the student of the applicable refund in writing
- ensure the applicable refund of fees is forwarded to the student within 14 days of advising the student of the amount to be refunded

Students may appeal the outcome of a refund claim as per the Complaints and Appeals policy.

General course information

Education Assist is obligated to ensure that all accredited training and assessment is designed and conducted in line with the guidelines identified within the relevant training package and qualification rules. Education Assist is also obliged to adhere to the Standards for Registered Training Organisations 2015 as directed by the regulatory body.

Competency based training

Each qualification is sectioned into a number of units of competency. Each unit of competency is directly related to specific workplace activities. Students must achieve competence within every unit of competency within the qualifications to be awarded the relevant qualification.

Within competency based training a student is deemed competent once they have mastered the relevant workplace skills. In addition students must complete a set number of hours within the workplace. These hours are mandated within the training package or by Education Assist for assessment purposes.

Assessment

Competency based assessment is the process of collecting evidence and assessing whether competence has been achieved. It confirms that a student can perform to the standard expected in the workplace as outlined in the endorsed industry/enterprise competency standards. Students will not be given a grade or percentage as a result, but deemed to be either competent or not yet competent. The competency based assessment process will be conducted in an open, transparent and accountable manner emphasising the aspects of equality for all.

Education Assist will work with the student to develop a training and support plan that will inform students when each unit of competency or cluster will commence. At the beginning of each unit, the trainer will give each student an overview of the planned assessment. Prior to undertaking this assessment it is important that students read all the information given to help them to determine if they are ready to undertake the assessment. All assessment work must be completed by the due date.

Assessment activities are contextualised for the qualification of study being undertaken and are designed to cover all facets of the unit/qualification requirements and include components of workplace demonstration and performance where applicable.

Students are given attempts for the submission of each assessment. If a student is deemed not competent, the student works with their trainer and is directed back to the learning content and provided with opportunities to practice the competencies prior to reattempting assessment.

General course information

Students are encouraged to contact their trainer when unsure of the content prior to submitting an assessment piece.

Training package transition

Education Assist will ensure that students are being trained in the most current version of the training package. On a schedule Service Skills Organisations will develop updated training packages when industry identify the need. Training package products are updated to ensure they are responsive to industry's existing and future demand for new skills.

Education Assist will ensure the transition from superseded training packages and/or accredited courses shall occur within 12 months of their publication on the national register (www.training.gov.au).

Where the new equivalent training package products is automatically added to our scope of registration, we will continue to deliver the superseded product until we commence delivery of the new equivalent product within the 12 month period.

Where the training product is superseded by a non-equivalent product, Education Assist will cease enrolling students and teach out the existing students whilst applying to the regulating body (ASQA) to add this product to our scope of registration. Once approved on our scope of registration we can commence enrolling students into the new qualification.

Reasonable adjustment

Education Assist will endeavour to ensure that the training and assessment methods meet the needs of each students. Further, we recognise that there may be times when a specific training and assessment activity is not suitable for individual students. Students are to discuss their needs with their trainers if any training and assessment activity is not suitable or possible to be completed due to disadvantage or disability. Where possible reasonable adjustment of the training and assessment activity will be made, providing they conform to the industry competency standards as expressed in the training package.

Reasonable adjustment may include:

- customisation within the training package
- modification to the learning and assessment environment, e.g. use of assistive technology, providing learning support, provision of accessible information

General course information

Academic integrity and plagiarism

Education Assist is committed to providing quality learning and educational outcomes to students. Quality education includes evidence of students developing their research and writing skills, and submitting their own work.

Plagiarism involves:

- Submitting an assessment or part of an assessment that another person has completed
- Using information, text, artwork, graphics or other material from any source including the internet without acknowledgement
- Quoting or paraphrasing material from a source without acknowledgement and appropriate referencing
- Contributing less, little or nothing to a group assignment and then claiming an equal contribution

All assessment submitted will need to be accompanied with a declaration by students that the work submitted is their own. Any work that is suspected of being plagiarised, may be scanned through the use of plagiarism software by the trainer. A trainer may refuse to mark the work and the student maybe asked to resubmit their own original assessment item. Further breaches will be referred to the Training Manager.

Results of assessment

Each individual piece of assessment within a Unit of Competency will be deemed either

S = Satisfactory or NS = Not Satisfactory

Once all pieces of assessment have been completed for each Unit of Competency students will be deemed either Competent or Not Yet Competent.

Result of Assessments are coded as follows:

C	Competent
NYC	Not Yet Competent
Cr	Credit
RPL	Recognition of Prior Learning

Students who are dissatisfied with an aspect of assessment results should firstly contact the trainer/ assessor involved within ten (10) working days of the result being presented to them. The trainer/assessor will then discuss the issues, and remark if appropriate. If the student is still not satisfied with the result they can lodge an appeal with the Training Manager.

General course information

Assessment feedback

Assessment feedback will be provided to students by the assessor for all assessment items. This includes both written and practical assessment activities. If students have not successfully completed any piece of assessment, the feedback will include information on what is required to be included in order to successfully resubmit.

Recognition of prior learning (RPL)

Recognition of prior learning is the formal recognition of the current skills and knowledge that a person holds, regardless of how, when or where the learning occurred. The attainment of competencies can occur in a number of ways including:

- formal or informal training and education
- work experience
- general life experience

In order to grant recognition of prior learning the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualification Framework (AQF) accredited courses.

Applicants will be required to supply evidence which may include certification, references from past employers, and testimonials from clients, performance, demonstration or skills tests and/or written presentation and evidence of created work linked to the units of competency for the qualification. The assessors must ensure that the evidence is authentic, valid, reliable, current and sufficient.

An RPL application may be requested by contacting the administration officers. Fees are applicable. Students wishing to apply for RPL are to request an interview with the trainer prior to lodging an application.

Credit Transfers

Education Assist accepts and recognises qualifications and statements of attainment issued to applicants by other registered training organisations (RTO) registered in QLD. or other State/Territory from the current qualification.

If a student wishes to apply for a credit transfer they are required to complete an application for credit transfer and provide a certified copy of their original documents. Education Assist will

then verify that the certificate was issued by the nominated RTO and record the verification on the student's file.

Education Assist will not issue a whole program of study using credit transfer; at least one competency must be achieved through normal enrolment or recognition of prior learning.

Certificates and statements of attainment

Education Assist will issue AQF certification documentation to students, in line with the Standards for RTO's 2015, who satisfactorily achieve the competency requirements of the qualification listed on the scope of registration.

The certificate for qualifications will include Education Assist name, the name of the person receiving the certificate, the qualification name, title and code of the qualification, the credential number, the date issued and the signature of the person authorised to issue and a list of units of competency completed.

Where a student only completes one or more units and not the complete qualification, a statement of attainment will be issued for the unit/s successfully completed.

Certificates and statements of attainment will be issued following the completion of the qualification or at withdrawal for the units of competency, where all student fees have been paid in full, and a Unique Student Identifier (USI) has been received. The certificate and statement of attainment will be issued within 30 days.

Student results will be recorded in the Student Management System (SMS), and on the student's e-file. When a student has completed their nominated qualification and a credential has been issued, the student's confidential e-file is archived.

Unsatisfactory progress

Students will be provided with every opportunity to succeed in their studies through learning support and student service arrangements. However, all students are expected to achieve satisfactory progress with their studies through participation and attendance as required. Students with unsatisfactory progress will be offered to discuss their progress with either the trainer or Training Coordinator. An appropriate plan can then be established in which the student's options can be identified. Students will be assisted in establishing good training and learning engagement and online attendance habits and to maintain professional and industry currency in their studies. Students will be supported and encouraged to be accountable for commitment to be engaged in their studies and learning.

General course information

Administrative withdrawal

Students who fail to routinely participate their course, complete assignments and assessment pieces will be at risk of being administratively withdrawn from any or all courses or units of study. A student may be administratively withdrawn for failure to make satisfactory academic/ assessment progress and/or non-attendance of any training activities for six months.

Education Assist can administratively withdraw a student from a single course, multiple courses or units of competency and to revoke that student's enrolment at any time after six months for failure to comply with training requirements including, but not limited to:

- Failure to maintain training engagement activity as required for six months without prior written approval
- Demonstrating unsatisfactory academic, training and course engagement in the preceding six months and/or having missed an excessive amount of assignments submissions, training delivery, forums etc. that would not allow for assessment of competency.
- Showing no record of training or learning engagement by completion of course work with achieved competency in any assessment format for six months.

Education Assist will communicate with students who are administratively withdrawn to provide opportunities for students to re-engage in their studies.

Students who are administratively withdrawn are responsible for all fees and other charges related with the course of study or units of competency and are not eligible for a refund for the course of study or units of competency.

If a student has been administratively withdrawn they are able to apply to reactivate their course access within 12 months of administrative withdrawal. At that time if the student wishes to complete the previously paid for course, there will be no additional fees levied.

General course information

Vocational placement/On the job component

Vocational placement/on the job components are a structured opportunity for students to apply in a workplace context the knowledge and skills gained throughout the course of their studies. During vocational placement students will be given the opportunity to observe and participate in work being undertaken within workplace activities under supervision. During this time students will be expected to undertake a number of assessments based on workplace activities.

Students will be provided with opportunities to demonstrate skills in a workplace. The training package outlines if the placement hours are a compulsory component of the qualification. In addition, the Education Assist may nominate placement hours for assessment purposes. Students must complete vocational placement as part of their studies and can not be awarded a competency without demonstrating the skill in a vocational setting.

Education Asisst can support students to identify an appropriate venue for placement. Selected venues can only be used if they are deemed to be appropriate by the Training Coordinator. The student is responsible to travel to and from the designated workplace.

All students will be advised of details related to the vocational placement at the commencement of their studies.

Insurance cover for students is provided by EPIC and covers students during both in classroom and vocational placement. Some vocational placements may require a "working with children suitability check" or "criminal record check". Education Assist can provide assistance with this application process.

General course information

Professional workplace behaviours

Students are expected to display a high level of personal responsibility for their learning process and for their interaction with other students and staff members, as well as customers/clients in their vocational placement.

Students are expected to:

- Treat all others (including other students, staff and clients) with consideration, respect, courtesy and fairness.
- Refrain from using any behaviour that could offend, embarrass or threaten others.
- Arrive on time and prepared to undertake workplace activities.
- Observe all workplace health and safety requirements and follow workplace policies and procedures.
- Observe good standards of personal hygiene.
- Wear clean, tidy and appropriate clothing as directed by the workplace supervisor (e.g. uniform plus comfortable closed in shoes, no low necked tops or short skirts/ dresses).
- Maintain confidentiality of private or sensitive information discussed at the workplace.
- Refrain from discussing information gained on placement.
- Not disclose any client identifying data e.g. names or addresses outside the workplace.

Students displaying inappropriate or dangerous behaviour, (e.g. disruptive placement behaviour, refusal to follow workplace health and safety (WH&S) procedures, poor attendance) will be required to undertake a discussion with their trainer to identify the inappropriate behaviours and to agree the necessary changes needed. The student and trainer will negotiate an agreed plan of action and time frame for reviewing the necessary behaviour changes. If the agreed changes are not implemented, the student may be withdrawn from the course without fees refunded.

Code of practice for all students

Students are expected to:

- Treat all others - including other students, staff and clients, with consideration, respect, courtesy and fairness;
- Refrain from using any behaviour that could offend, embarrass or threaten others;
- Observe all workplace health and safety requirements;
- Be responsible for their own learning and apply self-discipline and independence with regards to their study;
- Participate in chosen course of study;
- Ensure all information provided to Education Assist is accurate;
- Update trainer/administration with personal details such as, moving house and contact telephone numbers; and
- Ensure all study materials and resources necessary are accessed and saved as appropriate.

To ensure all students receive equal opportunities and gain the maximum from their time with Education Assist, we reserves the right to suspend or exclude students for the following acts of misconduct:

- Cheating
- Plagiarism
- Collusion
- Falsifying information
- Breaches of Commonwealth and State law
- Behaviour that impairs the reasonable freedom of other persons to pursue their studies
- Any act or failure to act that endangers the safety or health of any other person
- Any person acting in a way that causes students, staff or other persons within to fear for their personal safety
- Any person acting in a way that causes damage to property
- Any person harasses, vilifies, abuses, threatens, assaults or endangers staff, students or other directly or by other means of communication
- Brings onto, or consumes, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner) during their training and/or work placement
- Bring onto or consume any alcohol onto the training venue
- Failure to make satisfactory progress in their course
- In arrears of fees and payments

Complaints and appeals

Complaints

Education Assist encourages and promotes timely and effective resolution of complaints through equitable processes and in accordance with relevant legislation and regulations.
Complaints refer to matters such as:

- Personal information and privacy considerations
- Non-academic issues
- Harassment and discrimination
- Financial matters and payments
- Application and enrollment procedures
- Exclusions from training events and facilities
- Complaint against a staff member/trainer
- Complaint about another student
- Other training related matters

If a student has a complaint that requires attention, they should follow these steps:

Step one
Students are encouraged to speak immediately with the trainer and attempt to resolve the issue locally.

Step two
If the issue is not resolved students are encouraged to use the feedback line on the EPIC website to make a formal complaint or to contact the Training Coordinator. The Training Coordinator will involve the Training Manager as needed in order to find a satisfactory resolution to the matter. Additionally the matter can be referred to the Chief Executive Office for resolution.

Step three
If it is not possible to resolve the matter internally, via the processes above, the student is encouraged to access independent mediation. Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney - General.

Complaints and appeals

Appeals

Students who are dissatisfied with any aspect of the outcome of their assessed work (including unit requirements and attendance), have the right to appeal the decision and seek a review of the outcome.

If a student wishes to appeal a decision, they should follow these steps:

Step one
Students are encouraged to speak immediately with their trainer and attempt to resolve the issue locally. This may involve remarking of the assessment, discussing the result in detail with the student, allowing the student to resubmit portions of the assessment where the guidelines were misunderstood, or any other action deemed appropriate. Students are to approach their teacher within ten (10) working days of the result being presented.

Step two
If the issue is not resolved with the trainer they are encouraged to contact the Training Coordinator in writing giving details of the issue for resolution. The Training Coordinator will review all academic appeals with the Training Manager.

Step three
If it is not possible to resolve the dispute internally, via the processes above, then the student is encouraged to access independent review of the outcome to resolve the dispute. Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney - General.

Students have ten working days from the date the student has been notified of their result, in which to register an appeal.

This Complaints and Appeals Policy does not remove the student's right to pursue other legal remedies.

Student guidelines

In the classroom /during training sessions

Education Assist students who attend face to face classes or training sessions in an EPIC office will be inducted and advised of relevant information to support their successful study.

Students will be encouraged to follow the agreed rules/accepted practices as outlined by your trainer.

Mobile phone, tablets and other electronic devices are not permitted to be used within the classroom/session.

EPIC laptops/computers may only be used for activities related to the relevant studies being undertaken.

Evacuation procedures

At the training induction, students will be advised of the evacuation procedures for the class. During emergency evacuations trainers act as emergency coordinators and retain absolute authority in respect to any actions, instructions or requests relating to an emergency. Students are required to familiarise themselves with emergency procedures.

Accidents and hazards

Students must report all accidents, incidents and hazards on EPIC facilities to their trainer or the Workplace Health and Safety Representative. Students will also be required to complete an incident report.

Breakages, losses and damage

Students are required to report all damage to property to a staff member. If a student willfully breaks or damages property they will be asked to pay for the replacement of that property. There may also be disciplinary action.

Drugs and alcohol

Students are not permitted in class/session or to participate in any activity (such as vocational placement) following the consumption of performance inhibiting substances such as drugs or alcohol. By law any drug offence is automatically reported to the police.

Student guidelines

Smoking

There is no smoking allowed in any indoor part of EPIC buildings or hired training venues. All "No Smoking" legislation in each State and/or Territory must be abided by all students.

Food and Drink

Students who wish to bring their own food and drink should first check to see if their training venue has facilities to store/prepare food safely. Eating and drinking is discouraged within the classroom/session and students are requested to use designated areas for these activities. Bottled water is permitted in the classroom/session.

Dress Code

Students should dress in neat, tidy, professional attire at all times and should comply with WHS requirements. Soiled or stained clothing is not acceptable. No inappropriate attire will be accepted such as singlets, short skirts or shorts, ripped clothing, low cut tops or midriffs, offensive wording etc. The trainer will advise students if there is a requirement to wear particular items of clothing in the case of practical assessment, or vocational placement. Please remove all caps, hoodies and sunglasses during class sessions.

Lost Property

EPIC does not take responsibility for personal property. Students are advised to keep personal belongings with them at all times. If you lose property or find an item, advise the EPIC office. If a personal item is lost, stolen or damaged, report this to your trainer or student services.

Consent

Students under 18 must provide a consent form signed by their parent or guardian for additional activities, e.g. excursions, field visits (not including agreed vocational placement), training.

General Behaviours

EPIC employees subscribe to a set of behaviours detailed on the following page. All students of EPIC are also expected to subscribe to these.

epic

EPIC Behaviours*	
1	Play **above** the line (take **ownership**, be **accountable**, be **responsible**) and not below the line (blame, excuses, denial).
2	Resolve conflict, **go direct** (no gossip).
3	Respond to/**acknowledge** all internal and external communication by COB the following business day.
4	Label and call both good and bad behaviour (must be - **genuine, specific, timely**).
5	Be **professional** in all interactions - use common **courtesy** and manners (say hello and goodbye, check before you chat, respect response).
6	Share **knowledge** and good news stories to benefit one EPIC.
7	Be **part of the solution** or you forfeit your right to complain.
8	Make sure people know who you are and where you are by the tools provided (**name badges, check in/out**).
9	Embrace change and **new ideas** positively.
10	Deliver a **10/10 customer experience** to everybody, every day, every time, without fail – no exceptions!

*Behaviours we have agreed to demonstrate every day

epicassist.org

Realise what's possible

Contact Us

To connect with your local
EPIC Service Centre call 13 EPIC (13 3742)
or email us on info@epicassist.org

EPICAssistAU

EPIC_AU_

EpicOrgAu

training@epicassist.org