



Learner Handbook

ECA College**Education Centre of Australia**

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Disclaimer

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Introduction

ECA College Pty Ltd is a Registered Training Organisation (RTO), ID Number 45012, which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards regulated by the Australian Skills Quality Authority (ASQA) which monitors & subjects ECA College to regular external audit to verify adherence to these standards.

ECA College is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

ECA College is a comprehensive, multicultural, vocational education College whose mission is to anticipate and respond to the educational needs of students, employers and the community in an advancing technological world. The College provides students with an effective teaching and learning environment designed to raise education standards, enhance economic development and enrich personal lives.

This handbook

This information booklet is designed to provide you with information about the services provided by ECA College. You will find information on how the College works, information on enrolment procedures, fees and payments, courses, assessment and appeals, student services, classroom and other facilities.

It provides information on how to resolve problems and find assistance with academic and personal questions. It also provides you with essential information on your rights and responsibilities as student.

Information on how to behave as a student within ECA College is also provided: the code of conduct for students and for trainers, and the consequences of breaking the code.

This booklet does not provide you with specific information about a particular course offered by ECA College. This information is contained in the Course Brochure supplied separately.

Our mission

ECA College' mission is to deliver quality training and assessment that meets the needs of learners and industry.

Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.

- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner centred.** We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

Student Admissions, Enrolment Policies & Procedures

ECA College follows its student admissions and enrolment policies and procedures. Upon application, the students are assessed based on the entry criteria of the course they applied for. The applicant will be notified of the results of their application. If the applicant is not satisfied with the result of the application, they may request the application to be reviewed.

The Student Enrolment Policy requires students to enrol within the dates specified by ECA College. The student has the right to defer or cancel their enrolment as long as they follow the requirements set in the Student Enrolment Policy and Procedure.

Upon acceptance of the enrolment application, students will be provided with confirmation of enrolment and information relating to the commencement of the course and orientation will be provided.

Language, literacy & numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach ECA College will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the details of the language, literacy and numeracy assistance available. ECA College generally recommends the LLN training courses provided by TAFE, where this level of support is assessed as necessary. These institutes have specialist teachers to support the student's development and are provided free or at low cost; and
- Negotiate an extension of time to complete a course if necessary.

Essential Website and IT Services

As well as being your key information point, the ECA College Website, www.ecacollege.edu.au provides links to:

1. Courses for information on all ECA College Certificate, Diploma and Advanced Diploma courses, and the Victoria University Sydney and Asia Pacific International College Pathway Program.
2. Student support for Application Forms and all other forms you may need to use while a student and a place to update your personal and contact details.
3. How to enrol information on entry requirements and procedures, dates and fees.
4. The ECA College Student Handbook.

While you are studying at ECA College you will need to have ready access the ECA College Student Portal to:

1. Access your personal and academic details;
2. Update your address and contact details as soon as they change;
3. View communication relating to reassessments and late fee warnings; and to
4. Check trainer's feedback on your academic results.

To log onto the ECA College Student Portal go to the www.ecacollege.edu.au home page and click on "Student Portal". You will then have to log on with your student ID and Password, which will be given to on your orientation day.

Orientation

As part of your enrolment in this program, you will need to attend an Orientation Program. The Program covers a broad range of topics.

The purpose of the Program is to provide an overview of the course you are studying, the institution in which you are studying and important information regarding how we can assist you with your studies and support your time studying in ECA College. The program provides information to ECA College students on a range of topics including:

- The Australian VET Quality Framework and your qualification
- ECA College as a Registered Training Organization (RTO), its affiliations, role and responsibilities
- Articulation pathways
- Our staff and their capabilities
- Resources, facilities and equipment
- Help available to you with regard to the LLN and academic support for your studies
- Services available to you, from the College, and from other sources to assist you in meeting your course requirements and/or maintaining your attendance.
- Availability of welfare services
- Our critical incident policy
- Your contact person at the College for support in academic and non-academic matters
- External, independent complaints referral and appeals
- Your continued enrolment during a complaint or appeal
- How we maintain student records
- Intervention strategies to help you complete your course
- Our verbal and written communications with you: Letters and other correspondence
- Course structure and content
- Modes and methods of delivery
- Assessment
- Disciplinary procedures
- Appeals, complaints and grievance procedures

Our expectation of you

ECA College expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of ECA College.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain the required academic progress through the learning materials.
- To monitor your own progress by ensuring that assessment due dates are observed.
- To utilise facilities and ECA College publications with respect and to honour our copyrights and prevent our publications from being distributed to unauthorised persons.
- To respect other students and ECA College staff members and their right to privacy and confidentiality.

Attendance Policy and Procedures

ECA College adopted a policy that students must attend at least 80% of the scheduled class hours in every Study Period of their Course.

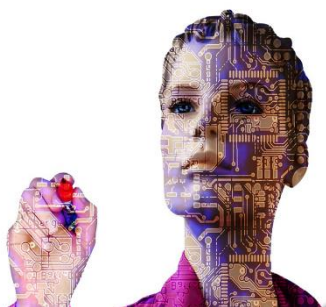
Rolls

There is an Attendance Roll for each Unit Class, which is to be marked by the Trainer during each class or session, indicating the number of hours each student attends, ranging from 0 for absent to 1,2,3....8. These Attendance Rolls are an official record of students' attendance and they are kept on the premises at all times.

At the end of each week's classes the Trainer enters the week's attendance data on the roll. The Trainer also checks and confirms the accuracy of the Attendance Roll and the RTO printout at the end of every week, and submits the completed, signed and dated rolls to the Attendance Intervention Officer.

Our Trainers

Our Trainer/Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is up-to-date as they participate in professional development activities and are therefore able to give our learners exposure to practical industry information.



At ECA College we deliver a nationally accredited qualification via campus based training. When you study with ECA College, your Trainer/Assessor will be always there to assist you throughout your course.

Unique Student Identifier

If you are studying nationally recognised training, you are required to have a Unique Student Identifier (USI). You need a USI when you enrol or re-enrol in training. Your USI

links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is the ability to provide students with easy access to their training records and results throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets –available to download [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number or Medicare Card.

A student may apply for and obtain an individual exemption in writing from the Student Identifiers Registrar because they have a genuine personal objection to being assigned a USI.

Please note

- unless exempt, a USI is required for all nationally recognised training courses
- an exemption from the USI means that ECA College can issue a VET qualification or statement of attainment to a student without collecting and verifying a USI from them
- where an exemption from the USI applies, the results of the training will not appear on the authenticated VET transcript accessed through the student's USI account

Safety on campus

ECA College is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.
- On campus ensure that your belongings are not unattended and in the event of any loss, contact Reception. Make sure that your belongings are clearly marked so that they are easily identified, but DO NOT write your address on them. A mobile number and/or email are enough.

Electrical equipment

- Electrical equipment that is not working should be reported to RTO staff.

Fire safety

- All users of a training and assessment facility need to be familiar with the location

of all EXITS and fire extinguishers. Users will consult available maps to determine location.

- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident & any aid administered must be recorded by staff involved.

Computer facilities

- Current work health and safety guidelines indicate that people working for long periods at computers should organise their work so as to allow a five to ten-minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- Posture can be improved by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.

Lifting

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by ECA College unless they do so voluntarily and taking all responsibility for any injury caused.

Work and study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.
- Do not leave tea towels or any cleaning cloths in a bundle on the bench tops or draped near any bin.
- Do not sit or climb on any desks or tables.

Internships

As part of Diploma and Advanced Diploma programs students participate in 216 hours of work internship, 12 hours per week, during terms 3 and 4, to gain exposure to the professional workplace to practice the skills and knowledge developed during classes. This is in addition to normal class attendance. The internships are arranged by ECA.

Facilities

Computer facilities

All students at ECA College have access to computer laboratories equipped with modern computers and visual aid devices. Enrolled students are given access to free Internet facilities,

a variety of software, printing and email facilities. Individual network accounts are given to students immediately upon the processing of the enrolment form.

Wireless Internet

Students have a free access to wireless internet. Students can bring their own laptops and use WIFI for research purposes. Password is similar with WIFI user name. Just choose ECA College-Students among the network options and you will be automatically connected.

Printing

A students' printer is available in Computer Lab 5 for students to print their class and assignment work. Please see 'Student Services' to purchase credit for printing your documents.

Student Breakout Area and Kitchenette

There are common breakout area and kitchenettes where students can have a snack between classes. It is equipped with a snack vending machine, a coffee machine, microwaves, refrigerators as well as kitchen supplies and a LCD TV and it is located on Level 3 (Shared service with APIC, Sydney).

ECA College Student Code of Conduct

ECA College is based on the principles of equity, mutual respect and shared responsibility and prides itself on the diversity of its students and staff. ECA College expects students to understand and meet these basic principles of behaviour.

To assist in meeting these objectives ECA College has established clear standards for student's interpersonal and academic conduct.

- Maintain the self-confidence and esteem of others.
- Preserve your own dignity, self-respect and confidence.
- Act with honesty and integrity.
- Be considerate, polite and courteous.
- Take responsibility for your actions.
- Treat others with dignity and respect at all times and especially when there is disagreement.
- Treat others fairly and without discrimination, regardless of their race, ancestry, place of origin, colour, ethnicity, citizenship, religion, gender, sexual orientation, age or disability.
- Respect the rights of others and protect your own rights.
- Respect differences in people, their ideas and opinions.
- Respect the privacy and confidentiality of staff and students.
- Take appropriate measures to help those in need.
- Refrain from harassment (sexual, racial, religious, etc.).
- Refrain from bullying.
- Refrain from abusive, threatening language.
- Show proper care and regard for the property of others, ECA College and ECA.
- Refrain from bringing anything to college that may compromise the safety of others.
- Adhere to required dress and safety standards.
- Have your student ID card with you at all times in the College.
- Show your student ID card when asked by ECA College staff members.

- Respect the restrictions on consuming food and drinks in classrooms.
- The laws of New South Wales do not permit smoking indoors, and there are severe limits on smoking outside the building foyer and forecourt. These public health restrictions must be observed.

Academic Conduct



- Respect the need of others to work in an environment of learning and teaching.
 - It is polite to speak English in areas where you are around people of different nationalities, especially during classes.
 - Come to college prepared, on time and ready to learn.
 - Turn off mobile phones during classes and assessments.
 - Attend and leave classes at the scheduled times or with the permission of your trainer/assessor.
-
- Give all class members the opportunity to listen in a quiet, non-disruptive environment.
 - Do not come to class under the influence of drugs (prohibited substances) or alcohol.
 - Bring all resources and equipment required to complete learning and assessment.
 - Follow trainer/assessor instructions at all times.
 - Complete assessment activities within the time frame given.
 - Refrain from academic misconduct
 - Provide factual and honest information in connection with course progress and enrolment.
 - Refrain from copying or plagiarising in assessment activities.
 - Refrain from talking to other students during the assessment events where it is not permitted by the assessor.
 - Do not submit someone else's work as your own.
 - Do not allow others to copy from your work where this is not allowed.
 - Refrain from using your mobile phone during an assessment event.
 - Attend all the scheduled assessment activities unless you have legitimate medical or compassionate and compelling reasons.

Authorities, Procedures and Penalties

- ECA College and ECA Staff, Trainers and Assessor may ask student(s) to leave a class and or building where it is deemed necessary in relation to with any breaches outlined above. Students may be taken to the Principal.
- The Director of Studies or the Governance, Quality Assurance and Compliance Manager will investigate alleged breaches of the ECA College Student Code of Conduct. If sufficiently proved and depending on the nature and seriousness of the breach, the Principal or Compliance Manager will at his/her discretion decide the consequences of or punishment for the breach. The consequences may include, but not be limited to:
 - Being placed on probation;
 - Suspension of enrolment;
 - Cancellation of enrolment;
 - Reporting to the relevant educational authorities;
 - Referral to the Principal; and/or
 - Referral to the police for further action.

Severe Breach of Student Code of Conduct: Grounds for Suspension or Cancellation of Student Enrolment

Severe breaches of the Student Code of Conduct may result in the suspension or cancellation of your student enrolment. Severe breaches of the code of conduct include, but are not limited to:

- Physical assault and/or threatening to inflict serious bodily harm.
- Bullying.
- Any form of abuse and/or harassment (sexual, racial, etc.).
- Threatening or intimidating staff or students.
- Directing inappropriate or disrespectful language at any ECA College staff member.
- Obstructing any staff in performing their duties.
- Acts of vandalism.
- Being in the possession of, or under the influence of illegal drugs, or under the influence of alcohol.
- Contravening federal, state or local law.
- Not following the assessor instructions in the conduct of the assessment activities.
- Becoming very disruptive during class or in an assessment activity.
- Copying or plagiarising in assessment activities or submitting someone else's work as your own.
- Talking to other students during assessment events where it is not permitted by the assessor.
- Allowing others to copy from your own work where this is not permitted.
- Using your mobile phone during an assessment event.
- Knowingly not attending the scheduled assessment activities without good reason.
- Soliciting students or staff for the purpose of personal gain.
- Accompanying unauthorised person(s) onto the College premises.
- Giving false or misleading information in connection with course progress and enrolment.
- Compromising the privacy and confidentiality of others.
- Refusing to leave the class when asked to do so by a trainer/assessor.
- Police will be involved in the following cases:
 - Possession of a weapon, including, but not limited to firearms.
 - Use of a weapon to cause bodily harm, or to threaten serious harm.
 - Trafficking in drugs or weapons.
 - Robbery.
- Acts of vandalism causing extensive damage to college property or property located on college premises.
- Physical assault causing bodily harm requiring professional medical treatment.
- Sexual assault.
- Racial, ethnic and/or religious abuse and harassment



Student Support Services

Student Services



ECA College has a dedicated Student Services Officer, Ms. Anju Sharma, who is able to assist students with the following matters:

- Paying your fees
- For course variations e.g. Leave of Absence,
- To find relevant ECA College staff
- Change of personal details

- General inquiries
- Complaints
- Student cards
- Internships

Alternatively, students can also email their initial inquiries to anju.sharma@eca.edu.au Phone: (02) 9318 8188

Equity

ECA College is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All ECA College staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy.

Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from ECA College staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of ECA College that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to ECA College, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Privacy

ECA College takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (2014).

Here's what you need to know:

ECA College will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, and your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.

Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the Enrolment Application Form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems are protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.

ECA College is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases ECA College will seek the written permission of the student for such disclosure. ECA College will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as parents, you need to authorise this access otherwise this access will be denied.

You have the right to access information that ECA College is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".

If you have concerns about how ECA College is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

Access to your records



You are entitled to have access to your student file and learning and assessment records on request. You may require these to monitor your progress with training or simply to go back and confirm something in a previous training module

While these records are retained by ECA College, you are welcome to have access anytime - just ask your trainer and it will be organised immediately. We do require you to complete and sign a request form.

You can access hard copy records and reports from our student management system, but only relating to you personally. You can request this access using the Student Records Request Form. Access to requested records during a work day will be arranged as soon as possible and definitely within 24 hours. Students should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, ECA College reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

Changes to terms, conditions and agreed services

ECA College reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that effect the student's enrolment the student will be informed 7 days prior to changes taking effect.

ECA College will also advise the student as soon as practicable, should there be any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Fees and refunds

In accordance with applicable State legislation, ECA College is entitled to charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

ECA College acknowledges that it has a responsibility under the Standards for Registered Training Organisations to limit the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities ECA College may accept payment of no more than \$1,500 from each student prior to the commencement of the course. This requirement applies regardless of whether the payment of the fees is being made directly or through a third party.

Following the course commencement, ECA College may require payments of additional fees in scheduled payments in advance from the student but only such that at any given time, the amount required to be paid in advance is consistent with the portion of training being delivered.

Fees payable

Fees are payable when the student has received notification of enrolment. Invoiced fees must be paid in full within 10 days of receiving an invoice from ECA College. ECA College may discontinue training if fees are not paid as required.

For a full list of current fees and charges please request a copy of ECA College *Schedule of Fees and Charges*.

Student cancellation

Students who cancel their enrolment part way through a course must notify ECA College in writing via email or letter at the soonest opportunity. Students who cancel their enrolment after a course has commenced will not be entitled to a refund of fees. Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled course.

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to ECA College *Schedule of Fees and Charges*.

Refunds

Students who cancel their enrolment 10 business days before the commencement of a course will be entitled to a full refund of fees paid. This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement under the Standards for Registered Training Organisations that an RTO must allow the minimum statutory cooling off period applicable for the jurisdiction in which they operate. Australian Consumer Law introduced in 2010 has made this consumer protection consistent in all States and Territories.

Students who give notice to cancel their enrolment 9 business days or less prior to the commencement of a course will be entitled to a 75% refund of fees paid. The amount retained (25%) by ECA College is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training.

Students who cancel their enrolment after a course has commenced will not be entitled to a refund of fees. An exception to this policy is where ECA College fails to fulfil its service agreement and fees are refunded under our guarantee to students.

Discretion may be exercised by the CEO in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student will be offered a full credit toward the tuition fee in another scheduled course in-lieu of a refund. The CEO may also authorise a refund of tuition fees if the circumstances warrant it.

Where refunds are approved, the refund payment will be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Refunds are paid via electronic funds transfer using the authorised bank account nominated by the student on the *Refund Request Form*.

Where a student has purchased a text or training workbooks and subsequently cancels, ECA College will not refund monies for the text.

Payment method

ECA College accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to ECA College)
 - Payment in cash is not accepted

Transfers

Requests for transfers to alternate course can be arranged if ECA College is advised in writing more than 10 working days prior to the course commencement date and there is availability

on the selected course. One transfer will be accepted without charge where ECA College has been notified in writing at least 10 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00.

Our Guarantee to Clients

ECA College is committed to completing the outlined training and assessment once students have commenced their study and to meeting all of its student responsibilities.

In the unlikely event that ECA College is unable to commence or complete the course, the RTO will, if possible, arrange for the agreed training and assessment to be completed through another RTO (Fees may be incurred).

Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, ECA College will provide a refund of any used portion of the fee.

Continuous improvement

ECA College is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a *Continuous Improvement Report* for consideration by the Management Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The *Continuous Improvement Report* template is available on request. Students are encouraged to provide feedback to ECA College so we can improve our services in the future.

Learner satisfaction survey

At the completion of your training program, you will be issued with a *Learner Satisfaction Survey*. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to ECA College for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Assessment

At ECA College assessment is conducted using a combination of Written Knowledge Assessments, Research Tasks, Case Studies, Reflection Journal, & Practical Demonstrations /Observations.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The student is required to provide a written response to a range of questions relating to the knowledge evidence of the units of competency.

These would generally be short answer response activities and may include other questioning methods including multiple-choice.

- **Research Tasks:** The student is required to undertake research and provide a written response to each question. These assessment activities usually require short to medium answer responses.
- **Case Study Response:** The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.
- **Reflection Journal:** The student is required to complete a journal in which they record and reflect on tasks and activities they have completed while studying. The journal may not be assessed directly against performance criteria but is a component of the course and will contribute to the evidence of competence and enable the assessor to monitor student progress.
- **Practical Demonstration/Observation:** The student will be observed performing specific tasks in their day-to-day workplaces or simulated workplaces. The assessor will observe the student performing tasks relevant to the units of competency being assessed. The student will be briefed on these observation activities and events.

Re-assessment

Students who are assessed as not competent are provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills which can be addressed through further training. These students are provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of ECA College to provide two opportunities for additional training and re-assessment at no additional cost to the student and/or employer. Students who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment.

Student's requiring additional learning support are brought to the attention of ECA College management so the progress of the student can be monitored closely and additional support services applied well before it becomes necessary to impose an additional fee for re-assessment. Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be determined through mutual agreement.

Complaints and Appeals Handling Policy

ECA College is committed to providing a fair and transparent complaint handling process to enable it to manage and respond to allegations involving the conduct of:

- the RTO, its trainers, assessors or other staff;
- a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or

- a learner of the RTO

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by ECA College in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to ECA College within 28 days of the student being informed of the assessment decision or finding.

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

ECA College applies the principals of natural justice to its complaints and appeals processes. Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: https://www.ombo.nsw.gov.au/data/assets/pdf_file/0017/3707/FS_PSA_14_Natural_justice_Procedural_fairness.pdf

Complaint and appeals handling

ECA College applies the following principles to its complaints and appeals handling:

Complaints and appeals are acknowledged in writing and a written record of all complaints is kept by ECA College including all details of lodgement, response and resolution. ECA College will maintain a complaints register to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling are stored securely to prevent access to unauthorised personnel.

A complainant is to be provided an opportunity to formally present his or her case at no cost. Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.

The handling of a complaint is to commence within seven (7) working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.

The complainant is to be provided a written response to the complaint, including details of the reasons for the outcome. A written response must be provided to the complainant within fourteen (14) days of the lodgement of the complaint.

Complaints must be resolved to a final outcome within sixty (60) days of the complaint being initially received. ECA College will attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) days is considered acceptable and in the best interest of ECA College and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of four (4) weekly intervals.

ECA College shall maintain the enrolment of the complainant during the complaint handling process.

Decisions or outcomes of the complaint handling process that find in the favour of the student shall be implemented immediately.

Complaints are to be handled in the strictest of confidence. No ECA College representative will disclose information to any person without the permission of ECA College's Chief Executive Officer. A decision to release information to third parties can only be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form.

Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that the complainant is entitled to be heard with access to all relevant information and with the right of reply. The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.

Review by an independent person

ECA College provides the opportunity for persons making a complaint or an appeal who are not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. To facilitate this, ECA College will engage a suitably qualified and experienced VET consultant to provide this review impartially on behalf of the student.

Review by external agency

Where the complainant or person lodging an appeal is not satisfied with the handling of the matter by ECA College, they are to have the opportunity for a body that is independent of ECA College to review his or her complaint or appeal following the internal completion of complaint or appeals process. The Resolution Institute is recommended to provide a mediation service for students to assist in resolving complaints. <https://www.resolution.institute/>

Students who are not satisfied with the process applied by ECA College may refer their grievance to the following external agencies:

Unresolved complaints may be referred to the Australian Skills Quality Authority - ASQA Online Complaint Form [click here](#). Students are advised that ASQA's role is not to act as a

student advocate for individual students. Rather, ASQA uses the information reported through complaints to inform how it regulates training providers.

ASQA has specific confidentiality obligations in relation to registered providers. ASQA respects both privacy and natural justice considerations in handling complaints. This means that complainants will be advised how their information was used in the regulatory process although in some instances the advice will not be detailed and the process can be lengthy if audit activity is involved.

Students are also advised that ASQA will require the student to have exhausted all avenues through ECA College's internal complaints handling procedure before taking this option.

National Training Complaints Hotline also provides an opportunity for students to lodge their grievance with an external agency who will follow up and investigate their complaint. This service can be accessed via the following phone number: 13 38 73 (select option 4).

Unresolved Appeals in relation to consumer related issues may be referred to the Office of Fair Trading. The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service.

Recognition of your existing skills and knowledge

In accordance with the requirements of the Standards for Registered Training Organisations, ECA College provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in ECA College's scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a course. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a course are eligible to apply for recognition in that course no additional charge.

- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competency.

Forms of evidence for recognition

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. ECA College reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

Getting credit for your current competence – National Recognition and Credit Transfer

ECA College acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications. This is called National Recognition and also Credit Transfer.

Under the Standards for Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National

recognition/ credit transfer allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

Evidence requirements

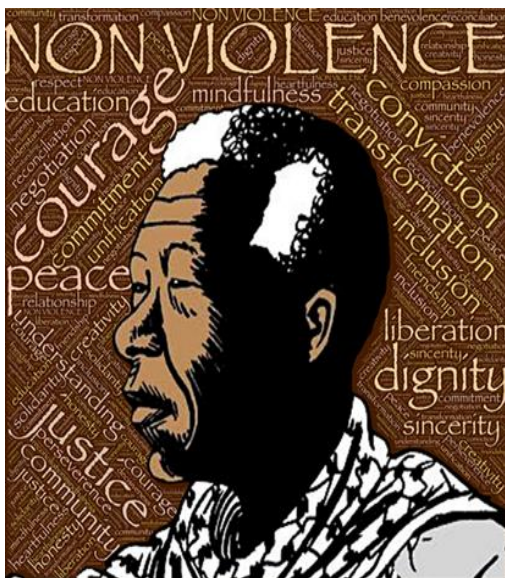
If you are seeking credit you are required to present your statement of attainment or qualification for examination by ECA College. These documents will provide the detail of what unit(s) of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. You are required to submit copies only which are certified as a true copy of the original.

Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfers:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which are not included in ECA College scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and ECA College does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

Legislation & Regulatory Responsibilities



ECA College is required to operate in accordance with the law. This means we comply with the legislative and regulatory requirements. The following legislation is a list of the Acts that ECA College has recognised it has obligations under. They also represent obligations to you as a student whilst training with ECA College

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at www.australia.gov.au/state-legislation (State) & www.comlaw.gov.au (Federal)

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WH&S Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WH&S Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WH&S Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WH&S Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also co-operate with any actions taken by the person conducting business or undertaking to comply with the WH&S Act and WH&S Regulation.

Privacy Act 1988

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12th March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to overseas recipients.

Disability Discrimination Act 1992

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
 - removing barriers to older people participating in society, particularly in the workforce; and
 - changing negative stereotypes about older people.

Racial Discrimination Act 1975

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the

right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

National Vocational Education and Training Regulator Act 2011

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- co-operating with National VET Regulator
- compliance with directions given by the National VET Regulator

Standards for Registered Training Organisations (RTOs) 2015

The purpose of these Standards is to:

- set out the requirements that an organisation must meet in order to be a registered training organisation (RTO);
- ensure that training products delivered by RTOs meet the requirements of training packages or VET accredited courses, and have integrity for employment and further study; and
- ensure RTOs operate ethically with due consideration of learners' and enterprises' needs

The Standards form part of the VET Quality Framework which is comprised of the Standards for Registered Training Organisations, the Australian Qualifications Framework, the Fit and Proper Person Requirements, the Financial Viability Risk Assessment Requirements and the Data Provision Requirements.

Compliance with the Standards is a condition for all NVR RTOs and for applicants seeking registration under the Act.

Trainers' Code of Ethics

ECA College expects high standards of ethical behaviour from its Trainers. This Code of Ethics identifies the ideals and principles of ethical professional conduct designed to guide Trainers achieve the required standards in their dealings and relationships with students, colleagues and the broader community.

Integrity

- Trainers will create and maintain appropriate professional relationships with students and their colleagues
- Trainers will act with impartiality, truthfulness and honesty towards students and their colleagues

Dignity and Respect

- Trainers' relationships with their students and colleagues must be based on mutual respect, trust, empathy and confidentiality
- Trainers will at all times value social and cultural diversity and treat students equitably, with care, empathy and respect
- Trainers will value the uniqueness of each student's work to facilitate students learning and development
- Trainers will work to enhance student autonomy and sense of self-worth, and encourage students to reflect on and develop their own values
- Trainers will work to ensure mutual respect based on a shared commitment to these ethical standards among students and their colleagues

Responsibility

- Trainers hold a position of influence and trust and they should not compromise or violate the boundaries of professional relationships with their students
- Trainers will work collaboratively, giving priority to the education, welfare and development of their students
- Trainers will act with their educational colleagues and the wider community to enhance the profession, international education and the reputation of ECA College
- Trainers will work to help students realise their educational and personal objectives
- Trainers will participate in ongoing professional development to improve the quality and effectiveness of their teaching
- Trainers will undertake and complete their duties in a responsible, thorough and timely manner

Justice

- Trainers will be equitable, fair and reasonable in their dealings with students and colleagues

- Trainers will seek to resolve competing claims of different interest groups and ethical principles with understanding and empathy through collaborative and reflective professional discussion
- Trainers are committed to strengthening the shared objectives and wellbeing of their students in a manner consistent with maximising the common good
- Trainers know and understand their legal responsibilities in relation to discrimination, harassment, vilification, bullying, privacy and occupational health and safety

Delivery location:

ECA College

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Chippendale NSW 2008

Telephone: 02 9318 8188, Fax: 02 9283 3646

