



# Student Handbook



**Language Training Institute**

Language Teaching and Teacher Training

Language Training Institute is a Division of Universal Education and Training Ltd, RTO No. 30173



**UNIVERSAL EDUCATION AND TRAINING LTD**

Registered Training Organisation Provider No. 30173

ANY TRAINING. ANYWHERE. ANY TIME.



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## 1. INTRODUCTION

**NOTE: Bold italicised** type infers a Form or Document that has been developed by this organisation for reference to Policies and Procedures, or, for use in record keeping related to the fulfilment of Policies and Procedures.

This policy and procedures information for students does not stand alone.

Students should also refer to specific information provided about Courses. This may include:

- Outlines of Course content or competencies
- Specific payment and refund policies relating to individual Courses
- Assessment
- Course outcomes – for example, with respect to possible employment outcomes
- Information provided at orientation – usually the first training session of the Course

Students should not hesitate to contact our staff if they are unable to locate this information on the website or in documents provided.

Above all, we hope that your training experience with us is rewarding and fulfilling – everything you were hoping for plus more.

The information provided here is meant to contribute to this outcome. We are looking forward to working together to achieve a great outcome for you and your future!

Universal Education and Training Ltd (UNET) is committed to excellence in training and equipping people to be all that they can be in whatever field of endeavor they pursue.

It follows then that UNET is committed to adhere to best practice guidelines for recognised training in Queensland, as adopted by the Australian Skills Quality Authority (ASQA), and as they apply to the presentation and development of UNET.

It is also the policy of UNET to ensure that its systems, record keeping, and administrative services, along with the training and services it offers are fully compliant with the recommendations and policies embodied in the [\*\*Standards for Registered Training Organisations 2015.\*\*](#)

This **Student Handbook** has been developed over time and revised in an attempt to ensure that UNET continues to comply with all that is expected, and continues to maintain its status as a Registered Training Organisation in Queensland.

This **Student Handbook** does not stand alone. Companion documents include:

1. **Course Documents** -- a full description of the curriculum associated with the accredited Courses offered by UNET.
2. [\*\*Standards for Registered Training Organisations 2015\*\*](#)
3. **Policies and Procedures Manual** -- this document is an internal document used by UNET staff to UNET operated in a manner that is fully compliant with the recommendations and policies embodied in the **Standards for Registered Training Organisations 2015**. A copy of the **Policies and Procedures Manual** is located at <http://www.unet.org.au/policies--procedures.html>

## 2. CODE OF PRACTICE

### OUR COMMITMENT

UNET is committed to high standards in the provision of Vocational Education and Training and other Student services. The policies set out in this **Code of Practice**, and in our **Policies and Procedures Manual** underpin the operations of the RTO.

### LEGISLATIVE REQUIREMENTS

UNET will comply with all legislative requirements of State and Federal Government, in particular Work Place Health and Safety, Workplace Relations, Anti Discrimination and Equal Opportunity.

### EXTERNAL REVIEW

UNET has agreed to participate in external monitoring and audit processes as required by the [Australian Skills Quality Authority](#). This includes random quality audits, audit following complaint and audit for the purpose of re-registration.

### QUALITY MANAGEMENT FOCUS

UNET has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, trainers and industry representatives.

### MANAGEMENT AND ADMINISTRATION

UNET has policies and procedures, which ensure sound financial and administrative practices. We guarantee the organisation's sound financial position and safeguard student fees until used for training or assessment. We have a fair and equitable refund policy. Student records are kept securely and confidentially and are available for student perusal on request. UNET will have any relevant insurance necessary for the operational needs of the organisation.

### PRE-ENROLMENT INFORMATION, MARKETING AND ADVERTISING

We refer to the [The Standards for Registered Training Organisations \(RTOs\) 2015](#) when designing, developing, reviewing, proofreading, and updating all materials either written or electronic for the marketing, advertising and promotion of our services to ensure ethical, accurate, representation of training products and services that are consistent with our scope of registration.

### TRAINING AND ASSESSMENT STAFFING STANDARDS

UNET has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles including Recognition of Prior Learning (RPL). Adequate training materials will be utilised to ensure the learning outcomes of the training product can be achieved. Appeals procedures are in place for students who are not satisfied with the assessment or training.

### COURSE/TRAINING PRODUCT INFORMATION

UNET provides accurate, relevant and up-to-date course information for students prior to commencement. This includes:

- Client selection, enrolment and induction/orientation procedures - outlined in the **Student Handbook**;
- Course information (including; content, fees and charges, refund policy and vocational outcomes) - outlined at:
  - [www.lti.edu.au](http://www.lti.edu.au) (for 10695NAT & 10688NAT)
  - [www.unet.org.au](http://www.unet.org.au) (for ICT30115)
  - [www.christianministry.com.au](http://www.christianministry.com.au) and [www.freebiblecollege.com.au](http://www.freebiblecollege.com.au) (for 10433NAT & 10434NAT)
- Provision for language, literacy and numeracy support in assessment - outlined in the **Student Handbook** and the **Training and Assessment Strategy**;
- Flexible learning and assessment procedures - outlined in the **Student Handbook** and the **Training and Assessment Strategy**;

- Welfare and guidance services - outlined in the ***Student Handbook***;
- Appeals, complaints and grievance procedures - outlined in the ***Student Handbook*** and this ***Policies and Procedures Manual***;
- Disciplinary procedures - outlined in the ***Student Handbook***;
- Staff responsibilities for access and equity – outlined in this ***Policies & Procedures Manual***
- Recognition of Prior Learning (RPL) arrangements - outlined in the ***Student Handbook*** and relevant course ***RPL Guides***

### 3. STUDENT INDUCTION POLICY<sup>1</sup>

#### 3.1. PRE-ENROLMENT INFORMATION

It is important that prior to enrolling all students will read and understand the pre-enrolment information (listed below) so that they can make an informed decision about their expectations when training with UNET and if a particular course is right for them. The pre-enrolment information includes:

- this Student Handbook (in full)
- information about the course / qualification they are enrolling into, including (but not limited to):
  - General Information
  - Entry Requirements
  - Course Content
  - Assessment
  - Course Outcomes
- class location or distance / online education information including (as applicable):
  - Course duration (start dates, close of study dates or enrolment timeframe)
  - Session times
  - Location
  - Payment and refund information / policies (including fees paid to the RTO, terms and conditions and the refund policy)
- Enrolment Terms and Conditions

In addition to the above information, UNET will also provide students with the following information before commencing their course to ensure that they are able to determine if the training product is relevant for their needs. This information will include the following which will be displayed, if/as applicable, alongside the Class Location or Distance Education information:

- code, title and currency of the training product
- name and contact details of any Third Party providers
- any work placement agreements

This information is made available to students via UNET's websites or an alternate method (e.g. information pack provided at an information event, etc.).

If you do not understand any of the information provided, then please contact us for further explanation and clarification.

If requested or required, potential students needs can be evaluated over the phone, through email communication or in person by listening and providing prompt solutions to their education needs based on the information that has been received from the potential student.

Students declare upon enrolment, if they have any areas of disability, impairment or long term condition that may affect their training. If a student identifies that they have a disability, impairment or long term condition the trainer who will be working with the student is notified by phone, email or in person (depending on the level of sensitivity needed). In some cases, UNET may not be able to provide the resources or services required to adequately support a learner with a disability, impairment or long term condition. If UNET deems that it cannot adequately support a learner it may choose to reject the enrolment application and refer the learner to other options which may be available to them.

UNET will ensure through Training and Assessment Strategies that assessment and delivery methods can be reasonably adjusted to meet specific learning requirements and needs.

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<sup>1</sup> 4.1, 5.1, 5.2, 5.4

Students are informed before enrolling their right to refund in the event of termination or the RTO not being able to provide the agreed services (Refer to RTO Closure Policy).

### 3.2. DISSEMINATION OF CLEAR INFORMATION TO STUDENTS

UNET disseminates clear information to each student, prior to enrolment. This is done through our websites, or hardcopies of web Information and includes the following:

- Client selection, enrolment and induction/orientation procedures - outlined in this ***Student Handbook***;
- Course information, including content and vocational outcomes - outlined on UNET or its division LTI's website (depending on the course);
- Fees and charges, including refund policy and exemptions (where applicable) - outlined on UNET or its division LTI's website (depending on the course);
- Provision for language, literacy and numeracy support in assessment - outlined in the ***Student Handbook***;
- Client support, including any external support the organisation has arranged for clients - outlined in the ***Student Handbook***;
- Flexible learning and assessment procedures - outlined in the ***Student Handbook***;
- Welfare and guidance services - outlined in the ***Student Handbook***;
- Appeals, complaints and grievance procedures - outlined in the ***Student Handbook***;
- Disciplinary procedures - outlined in the ***Student Handbook***;
- Staff responsibilities for access and equity – outlined in this ***Policies & Procedures Manual***
- Recognition of Prior Learning (RPL) arrangements - outlined in the ***Student Handbook***.

UNET will ensure that students are informed in a timely way if there are any changes to the services being provided. This includes changes in ownership, new third party arrangements or existing third party arrangements.

### 3.3. FEES AND REFUNDS POLICY

Refund policies may vary between courses. For the refund policy specific to a course please see the relevant website or course information pack.

UNET will ensure that for all courses students prior to enrolling will be provided information about:

- a. The fees that must be paid.
- b. Any payment conditions.
- c. UNET's refund and withdrawal policy.
- d. Refunds in the event of UNET not providing the agreed services.
- e. Any additional fees that may be applicable (e.g. reissue of Certificate, extension fees, etc.).
- f. UNET's RTO Closure Policy.



## 4. ENROLMENT TERMS & CONDITIONS

By enrolling in a course with Universal Education and training, you accept the following terms and conditions:

1. By enrolling in a UNET course or program a binding agreement shall arise between you and Universal Education and Training Ltd which shall be governed by the Australian Skills Quality Authority (ASQA).
2. You agree to the policies and procedures outlined in this student handbook.
3. You agree to and are aware of the course details (including; time-frame, start and close of study dates, location, session times.), noting that they may be subject to reasonable change. If you are unsure of any of these details, please contact UNET.
4. You agree that you have read and understood the relevant course information and have determined that you have the ability to study, and readiness for study with Universal Education and Training.
5. You agree that you have assessed your ability to complete the course in accordance with your own personal needs, skill level and available time.
6. You acknowledge that Universal Education and Training will endeavour to offer all assistance needed, however it is your responsibility to ensure you have adequately assessed your ability to complete the course in accordance with your own competency level.
7. You acknowledge that you are able to participate in this course and if your personal situation should change you may request an extension of your course, but your payment schedule will continue as per the payment terms until the full course cost has been covered.
8. You agree that it is your responsibility to be aware of your course completion date and to submit all assessment or apply for an extension prior to this date.
9. If you are under 18 years of age, Universal Education and Training will only process your Enrolment Form once it has been signed by your parent or guardian. By signing the Enrolment Form, your parent or guardian agrees to be bound by the terms contained herein and shall become legally responsible for all payments to UNET with respect to your Course.
10. You acknowledge that you have read the course fee information and agree to the payment schedule, amount, terms, refund policy and late fees stipulated.
11. You acknowledge that if you are applying for a government benefit/supplement to assist in the cost of training and are not entitled to a Centrelink bonus or for any other government related funding, proof of your rejection letter will enable you to cancel from this course before course commencement. Should your enrolment be processed and you receive a government bonus or study payments and at some time during your study and your personal situation changes and you are no longer entitled to Centrelink payments, you understand you are still liable for payments, as per your payment schedule, to Universal Education and Training until the course fees are paid in full.
12. You agree that it is your responsibility to inform Centrelink, Job Network Providers or any other organisation of your training, change in situation or other circumstances that may affect your benefits, payments or situation with those individuals or organisations. Should you have an automatic payment plan in place with Universal Education and Training and you do not stop your payments and an overpayment occurs, Universal Education and Training will not be liable for this. This payment will not be reimbursed to you and will sit as a credit with Universal Education and Training for a period of 12 months. Courses where credits may be used may alter from time to time at the discretion of Universal Education and Training. After a 12 month period my credits will become void.
13. You agree that you will abide by the terms of payment schedule, amount, terms, refund policy and late fees stipulated and make payments to Universal Education and Training for the full term of your training or until the total invoiced amount is paid.
14. You acknowledge that should you alter or stop my payment in any way you will be liable to Universal Education and Training for the full cost of this course and any additional expenses Universal Education and Training may incur to recover the amount owed by you to Universal Education and Training. Should you be paying via a payment plan and you cancel or alter your

- payment in anyway, a \$15.00 per week administration fee will be added onto your course costs and this will be included in the total course costs payable by you for the completion of this course.
15. You agree that it is your responsibility to stop all course payments being made to UNET after the completion of all course fees and charges have been made. If you fail to do this and additional funds are received by UNET, these will sit as a credit on your account for a period of 12 months to be used towards other courses offered by UNET.
  16. You agree that if you should NOT complete your study within the allocated course timeframe and you have not sought an extension, you acknowledge Universal Education and Training will cancel you from this course. No refund of course fees will be eligible to you. Should you have outstanding fees owed at time of cancellation, you will still be liable to Universal Education and Training for the remainder of course fees, late fees and any costs incurred to recover outstanding fees.
  17. You acknowledge that the Course Fee does not cover postage to Universal Education and Training, nor any materials that are NOT listed as a resource for a Course.
  18. By accepting these conditions, you agree that for record keeping purposes, Universal Education and Training will retain a copy of your assessment. If you wish to keep a copy of your assessment, you agree to make a copy prior to submission and take responsibility for any copying costs incurred. Universal Education and Training will accept soft or hard copies of assessment in place of originals providing that the copy is readable.
  19. You agree that it is your responsibility to notify Universal Education and Training, in writing, of any change to your contact details including; postal address, email address, daytime contact number or mobile phone number.
  20. You acknowledge that the content of the Course Materials, including copyright and all other such intellectual property rights contained therein, remain the property of the copyright owner. You may not reproduce for commercial purposes any part of the Course or Course Materials without the prior written consent of Universal Education and Training or the copyright owner.
  21. By accepting these conditions, you agree that should you be enrolling in a course where 'study assistance equipment' such as personal computer or other equipment is provided you understand that cancelling or altering your course payments to Universal Education and Training in ANYWAY will void you from any 'study assistance equipment' that Universal Education and Training are offering. You understand that only courses over 45 weeks in duration offer study assistance equipment and only upon full course fees being received without default and full course modules being completed will you be eligible to receive this study assistance equipment. You agree that Universal Education and Training may alter specific specifications, make and model of any and all study assistance equipment offered at their discretion.
  22. Upon receipt of your enrolment, evidence of meeting entry requirements (if any), deposit and upfront payment or payment schedule, Universal Education and Training agrees to:
    - a. Supply to you all materials listed for your Course;
    - b. Provide you with access to classes or online learning platform and/or an allocated trainer in accordance with your delivery method
    - c. Assess your competence (through assessment work or evidence of Recognition of Prior Learning).
    - d. Answer academic and non-academic queries you may raise about your Course in a timely fashion.

## 5. STUDENT SUPPORT, WELFARE AND GUIDANCE SERVICES

### 5.1. SUPPORT SERVICES

We have an open door policy for students to access our support services. Support services are not restricted to academic support they also include welfare support and or counselling. You can approach the Chief Executive Office or any of our staff at any time during office hours.

#### **Student support services available:**

- Information on our web-site ([www.unet.org.au](http://www.unet.org.au))
- Pre-course information sessions (when available)
- Delivery options in learning
- Training needs analysis

#### **Student support services available by request:**

- RPL assessment
- Guidance on career options
- Option for one on one distance tutoring and/or study groups
- Course Progress Reports

#### **Welfare and guidance services available:**

- Occupational Health and Safety information

#### **Welfare and guidance services available by request:**

- Recommendations for counselling services
- Review of payment schedules
- Learning pathways and possible RPL & RCC opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs
- Accommodation issues

Entry requirements vary between courses. For entry requirements specific to your course please see our website ([www.unet.org.au](http://www.unet.org.au)) or contact us prior to enrolment.

### 5.2. ACADEMIC PERFORMANCE ASSISTANCE

To assist students to meet the course requirements lecturers/trainers will set time at the beginning and during each course explain and revise the requirements of each assessment.

Staff will also be available by appointment to assist students who need further assistance.

In addition to this, academic performance will also be monitored to ensure all students are maintaining satisfactory academic course progress.

When students are at risk of not meeting the course progress requirements, an intervention strategy will be implemented that focuses on interviewing and counselling students and assisting them to achieve satisfactory progress.

### 5.3. PERSONAL COUNSELLING FOR EMOTIONAL NEEDS

It is the policy of UNET not to get involved in counselling matters that do not relate to a student's studies. However we do recognise that students may at sometime need personal counselling to resolve a situation. In such a case, the student will be referred to his or her pastor or the superintendent of the student's organisation or they will be directed to professional counselling service such as Christian Counsellors Association Australia <http://www.ccaa.net.au/> Life Line, Relationship Australia and Salvation Army Counseling services

#### 5.4. LANGUAGE, LITERACY AND NUMERACY PROGRAMS FOR ADULTS

Language, literacy and numeracy programs for adults are available at a range of training organisations throughout Australia, including:

- TAFE institutes;
- community training organisations;
- private training organisations.

These programs may be delivered as one-to-one tuition with a volunteer tutor, in open learning centres, in small groups/classes, or as distance training. Students with language, literacy and numeracy difficulties will be directed to one or more of the above organisations.

#### 5.5. DISABILITY SERVICES

Students with disabilities are asked to make their particular needs known to UNET staff either at their initial interview or at enrolment, so that every effort can be made to accommodate these needs.

Students with disabilities will be directed to one or more of the following:

- Disability Services and Information of their major city
- Disability Services and Information of their closet TAFE College
- Salvation Army Counselling services
- Disability Services Australia
- Better Hearing Australia (Victoria) Inc
- Australian Federation of Disability Organisations (AFDO)

## 6. ACCESS, EQUITY & COMMUNICATION

### 6.1. ACCESS & EQUITY GUIDELINES

UNET is committed to meeting the needs of the individual Students and the community as a whole, through the integration of access and equity guidelines.

UNET will ensure that equity principles for all, regardless of race, gender, age, social or educational background or any disability that may be present are implemented through fair allocation of resources (including human resources) and the right to equality of opportunity without discrimination.

UNET will ensure that no applicant for admission to the RTO will be disadvantaged in any way by virtue of their race, gender, age (recognising of course the minimum age), social or educational background or disability.

Staff and students may contact the Training Manager and/or the CEO and their trainer for further information and/or support regarding this access and equity policy.

UNET is committed to meeting the needs of the individual students and the community as a whole, through the integration of access and equity guidelines.

UNET will ensure that equity principles for all, regardless of race, gender, age, social or educational background or any disability that may be present are implemented through fair allocation of resources (including human resources) and the right to equality of opportunity without discrimination.

UNET will ensure that no applicant for admission to UNET will be disadvantaged in any way by virtue of their race, gender, age (recognising the minimum age), social or educational background (recognizing course entry requirements) or disability.

At all times UNET will endeavour to:

- Ensure the establishment of non – discriminatory student selection procedures which encourage fair access for members of underrepresented groups.
- Ensure that all policy and procedures reflect access & equity principles.
- Ensure that any relevant access and equity issues are considered during course development, delivery and assessment.
- Ensure that staff members understand this policy and are aware of its implications.

Students need to be aware that there are two types of discrimination:

- 1) Direct discrimination occurs when a person is treated unfairly because of their gender, race, and age or because they have a disability.
- 2) Indirect Discrimination is more difficult to identify and often occurs unintentionally. Indirect Discrimination often occurs when there is a requirement (a rule, a policy e.g., in Assessment, or a system) which appears fair but has an unfavorable effect on one group compared to another. If the impact on the policy is proportionally worse on one group over another (e.g. one culture over another, or women over against men) then indirect discrimination is probably occurring.

With those two aspects in mind, the following applies:

- Any assessment adopted must be fair to all and must not discriminate against any particular student or group of students. For example, there are students who “freeze” during written examinations. If in the trainer/assessor’s fair and honest opinion there is a student who will be disadvantaged in this way, then an oral examination or some less threatening means of assessment may be chosen for that student or for the class as a whole.

- Students who have satisfied basic entrance competencies in English, and yet still find it difficult to present assignments in that language, should be given an extension to allow them the extra time needed to present finished assignments. The extension to student of other cultures to allow them fair time to write assignments in their own home language and then to translate them is an attempt to address this issue.
- Students whose cultural background may find them expressing truth differently to that normally expected by those in a basically Western type culture, need to be assessed in a way that does not discriminate against them. Trainers/Assessors need to feel free to be creative, using the possibility of written and acted dramas and/or projects of appropriate standard to ensure that assessment methods are fairly and equitably applied.
- Teasing or horseplay based on gender, race, social or educational background is to be discouraged within UNET community.

If staff members or students become aware of any policy of UNET which they regard to be indirectly discriminatory, or if they become aware of instances of direct discrimination, they are requested to draw same to the attention of the CEO or RTO Secretary immediately.

UNET is committed to clearly identifying the needs of its students and delivering service to meet these identified needs through the following:

- Students are asked declare upon enrolment, if they have any areas of disability, impairment or long term condition that may affect their training. If a student identifies that they have a disability, impairment or long term condition the trainer who will be working with the student is notified by phone, email or in person (depending on the level of sensitivity needed).
- Engaging students needs initially over the phone, through email communication or in person by listening and providing prompt solutions to their education needs based on the information that has been received from the potential student.
- Identifying students perceived needs by extracting information from our enrolment forms and providing necessary communication to trainers so that specific education needs have been identified and addressed based on the information that has been received from the potential student.
- Making students aware that assessment and delivery methods can be adjusted to meet their specific requirements and perceived needs.

## 6.2. COMMUNICATION

UNET is committed to excellence in customer service and will:

- Continually strive to make it easier for our students to complete their studies with us;
- Implement innovative ways to deliver services, and provide a range of service options that best suit our student's needs;
- Identify ourselves when answering the phone and deal immediately with the students or prospect students concern or find someone who can;
- Listen to students and endeavor to provide them with prompt solutions;
- Provide information that is accurate, complete and easy to understand;
- Get back to students to ensure they are kept up-to-date with actions we have taken;
- Regularly seek feedback on our students expectations and level of satisfaction; and
- Act on feedback to continue to improve the quality of our service.

It is vital that lines of communication remain open between UNET and students.

Having access to the internet is one very useful means of communication. Emails can be sent and received at any time of the night and day. Students might be surprised to know the hours that some of our staff work – just check the time recorded in the properties of the emails we send and you'll see for yourself!

Apart from using the internet for emailing, our website will usually contain relevant, up-to-date information that will help students in the training process.

When calling by phone, students shouldn't be surprised or discouraged if they have to leave a message with a staff member or on the voice mail service. Just leave a time and number for us to get back to you. It may be easier for us to call you in the evening after business hours. Just give us a couple of options and we'll do our best to fit in with you.

If you don't have access to the internet, just let us know. We still know how to "lick and stick" a stamp.

If you like the person-to-person approach, just phone to make a time and we'll do our best to see you when we can.

Whatever happens, we'll try our best to communicate with you via the surest and most appropriate means of communication that suits you.

## 7. PERSONAL DETAILS & PRIVACY

It is important your personal details are kept up to date for Government reporting requirements and so that you receive all important information relating to your studies with us. It is also important that your name appears correctly on your Certificate (testamur) and it is sent to the correct address.

As a Registered Training Organisation, we are required to collect certain information about you, as set out in the Australian Government's AVETMISS standards.

When you enroll with UNET we will ask you to tell us some personal details about yourself. The details that we may ask you for include (but are not limited to):

- name
- gender
- date of birth
- place and country of birth
- email address
- mobile phone
- home phone
- mailing address
- emergency contact details
- town / city / country of birth
- previous education
- any disability or impairment which may affect your studies
- reasons for studying

We will also ask you to supply is with your Unique Student Identifier (USI). This allows us to make sure that records of your study with us are correctly recorded with the government. No AQF certification documentation will be issued to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the Student Identifiers Act 2014

It is important that students [contact UNET](#) to notify us of any change to their personal details (e.g. address, contact details, etc.) during their enrolment period. This is to ensure that any notifications sent to the student (e.g. Certificates) are sent to the student's current address and or in case there is an emergency.

To update your name, proof of identity documents with your new details is required (e.g. date of birth, family name).

All personal information will be stored as per our records management policy outlined this Student Handbook.

Under the Data Provision Requirements 2012, UNET is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on your enrolment form and your training activity data) may be used or disclosed by UNET for statistical, regulatory and research purposes. UNET may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.



Personal information disclosed to NCVET may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.
- You may receive an NCVET student survey which may be administered by an NCVET employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at [www.ncvet.edu.au](http://www.ncvet.edu.au)).

## 8. RECOGNITION OF PRIOR LEARNING (RPL), CREDIT TRANSFER AND TRANSITIONING POLICY<sup>2</sup>

### 8.1. RECOGNITION OF PRIOR LEARNING (RPL)

Specific information about RPL may vary between courses. For the RPL Guide specific to a course please see the relevant website or course information pack. Students are asked if they would like to apply for RPL on enrolment<sup>3</sup>.

The RPL process is structured so as to be cost effective and fair for both UNET and students.

Applicants who consider that they have completed appropriate training or have through prior learning and experience gained the required skills/competencies stipulated for the units of the course may be granted credit upon substantiation of that claim.

The assessment will be professionally conducted and will be valid, reliable, flexible and fair.

Evidence for RPL may include (but not be limited to):

- Evidence of current competence
- Performance, demonstration, or skills test
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview
- Case studies
- Other certificates or transcripts
- References / Supervisor Testimonials

If there is sufficient evidence in the application and supporting documentation, no further assessment will be necessary. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. The form of assessment may be negotiated with the student and may consist of interview, written assignment, exam, or other method.

All RPL assessment must be conducted by a qualified Assessor.

Applicants will be advised prior to beginning the Application Procedure of what they will be charged for the RPL/RCC assessment.

Successful students are notified promptly of the RPL/RCC outcome. The Assessor advises unsuccessful students of reasons for non-recognition and steps they can take, including appeal mechanisms.

If unsuccessful, the client advised of appeal procedure and advised of study reduction time and credit transfer details.

### 8.2. CREDIT TRANSFER<sup>4</sup>

Credit transfers (also referred to as “Direct Credit”) will be applied as part of the RPL process where applicable. Students are not required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or licence condition (including an industry licensing scheme)

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<sup>2</sup> 1.8

<sup>3</sup> 1.12

<sup>4</sup> 3.5

requires this. If a student provides suitable evidence they have successfully completed a unit or module at any RTO, UNET will provide credit for the unit or module. Suitable evidence includes:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- authenticated VET transcripts issued by the Registrar.

### 8.3. TRANSITIONING TO NEW QUALIFICATIONS POLICY<sup>5</sup>

UNET does not deliver and/or assess revised Training Packages or accredited courses unless they have gained approval from the registering body, confirmed by the inclusion of the revised Training Package or accredited course on UNET's scope of registration.

UNET ensures it meets the requirements of the revised Training Packages or accredited course within at least one year of the replacement training product being released on the National Register. UNET ensures that students are not enrolled in qualifications that adversely affect their opportunities for employment and/or future study pathways. Where a Training Package has been revised and new qualifications developed, student enrolments within the new qualification commence as soon as possible and no later than 1 year after publication of the revised Training Package. UNET ensures that when enrolling students that they abide by transition requirements within the accredited course documentation. New students do not commence training or assessment in any training product that has been removed from the National Register.

UNET ensures that trainers and assessors are aware of changes in the revised Training Package or accredited course and related training and assessment strategies and resources. Learners, employers and other relevant stakeholders affected by these changes are advised of how the changes will affect them.

UNET implements strategies for transitioning students to the new qualification/course or 'teach out' students in the superseded qualification/course within a timely manner, within the timeframe designated by ASQA in their General Direction, Transition and Teach Out .

UNET's management system, including management of enrolment and student records management, relevant policies and procedures are also reviewed to take into account the changes required to transition to a new training product.

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<sup>5</sup> 1.26, 1.27

## 9. CHANGES TO COURSE DETAILS

### 9.1. CHANGES TO COURSE FEES

If there are any changes to be made to tuition and course related fees this will not be passed onto students who have already enrolled and or commenced training, however it will affect potential students.

Information regarding these changes will be published on our website.

### 9.2. CHANGES MADE TO COURSE TIMETABLES, STAFF, AND DELIVERY SEQUENCE

We reserve the right to make changes where necessary to timetables, delivery sequence, training hours and other details beyond our control that may affect study schedules. Students will be advised through written notification, student portal, student notice-board and our website of any proposed changes.

### 9.3. CANCELLATION OF COURSES

UNET is committed to providing clients with the services detailed in their agreement with us. Students will be advised in writing if a planned course is not proceeding and a full refund of all fees will be made available. Should UNET cancel any competency or course, participants are entitled to a full refund, or transfer of funds to another competency or course, or future competency or course.

## 10. COURSE DELIVERY & ASSESSMENT

### 10.1. MODES OF STUDY OR DELIVERY

Delivery options will vary between courses offered. For the course delivery options specific to your course please see our website ([www.unet.org.au](http://www.unet.org.au)) or contact us prior to enrolment.

### 10.2. COURSE PROGRESS REQUIREMENTS

The course requirements will vary between individual courses and modes of study. Students must achieve satisfactory course progress for each compulsory study period for the enrolled qualification. Students will be informed of their progress requirements through the course information and study materials provided to students upon enrolment. If at any point during your study you are unsure of your course progression requirements then please ask your trainer or UNET staff where you can find this information.

### 10.3. METHODS OF ASSESSMENT

Each unit of competence may have various forms of assessment, including but not limited to:

- case studies
- role play
- practical demonstration
- written tasks
- observation
- portfolio work
- third party reports
- projects/assignments

The delivery sequence of each qualification includes delivery of pre-requisite and holistic assessment of units of competence. Where possible, units are grouped together for combined assessment. All students have access to reassessment on appeal.

### 10.4. FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES

Our training and assessment procedures are flexible and take into account learner needs. We will ensure that:

1. All required resources for the delivery of any course are in place and maintained in good working order
2. Training and assessment will only be conducted by qualified staff
3. All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material.

This means that training and assessment you receive with us is in accordance with the national quality training framework and any qualifications you achieve with us will be recognised anywhere in Australia.

### 10.5. COMPETENCY BASED TRAINING AND ASSESSMENT

All accredited training programs delivered by UNET are assessed under the “Principles of Competency Based Training”.

The aim of Competency Based Training is to assess the Student’s ability to do the activities in each unit therefore assessment is based on your demonstration of practical skills. An Assessor will assess a students competence (ability) in each unit. They will receive an assessment of “Competent” or “Not Yet Competent”.

A Unit of Competence (Competency) includes the skills, knowledge and attitudes that are required to complete a task in a work environment. When students are being assessed on these tasks they will be required to perform them to the level required in the appropriate environment.

All assessment results are recorded. Students will be notified of results in each assessment and have access to their assessment records through their Trainer or the UNET office.

## 11. ISSUING OF CERTIFICATES & STATEMENT OF ATTAINMENTS

UNET will issue a Certificate and / or Statements of Attainment to persons whom it has assessed as competent in accordance with the requirements of the Training Package or accredited course, a qualification or unit of competency.

UNET ensures that all Certificates and Statements of Attainment issued:

- meets the Australian Qualifications Framework (AQF) requirements
- identifies the RTO by its national provider number from the National Training Information Service
- includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service.

UNET retains client records of issued Certificates, Competency Transcripts and Statements of Attainment for a period of thirty years.

If a student requires a Certificate, Competency Transcript or Statement of Attainment to be reissued due to loss or damage, they can request for it to be reissued. Please note that a reissue fee applies.

UNET has a student records management system in place that has the capacity to provide the registering body with AVETMISS compliant data regarding its training / assessment services (including the issuing of qualifications).

A Statement of Attainment will be issued to students who, upon completion of their course have archived some, but not all of the required competencies for the course. Some courses may require completion of both theoretical and practical components in order for a unit of competency to be awarded. A Statement of Attainment will also be issued if the student completes over and above the required electives for their qualification.

## 12. WITHDRAWALS & REFUNDS

All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted via email to: [admin@unet.org.au](mailto:admin@unet.org.au) OR post to:

Universal Education and Training  
PO Box 6145  
Maroochydore BC 4558

If a student does not provide written notice of withdrawal before course completion, no refund will be given.

If the student does not provide a notice of withdrawal and does not start the course on the agreed starting date, Refunds will be calculated as per the refund policy.

Refund policies may vary between courses. For the refund policy specific to your course please see our website ([www.unet.org.au](http://www.unet.org.au)) or contact us prior to enrolment.



## 13. STUDENT BEHAVIOR POLICY

Students are responsible for ensuring they maintain the terms and conditions of their enrolment by adhering to the schools policies, procedures, behaviour policy, course progress and or attendance policies and procedures. Students have a responsibility to ensure they successfully complete their studies within the expected duration of the Confirmation of enrolment.

### 13.1. STUDENT RIGHTS AND RESPONSIBILITIES

All students are entitled to:

- assessment decisions based on merit and not affected by irrelevant personal characteristics
- a training environment free from discrimination, bullying and sexual harassment
- the right to raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised
- reasonable flexibility in study / assessment arrangements, especially where needed to accommodate their family responsibilities, disability, religious beliefs or culture.

All students must:

- follow the standards of behaviour outlined in this policy
- avoid gossip and respect the confidentiality of complaint resolution procedures
- treat everyone with dignity, courtesy and respect

### 13.2. UNACCEPTABLE BEHAVIOUR

To ensure all learners receive equal opportunities and gain the maximum from their time with us, these rules apply to all people that attend any of our sessions. Any person/s who displays dysfunctional or disruptive behaviour may be suspended and or enrolment cancelled. Dysfunctional behaviour may include and is not limited to:

- Continuous interruptions to the trainer while he/she is delivering the course content
- Smoking in non-smoking areas
- Attending classes under the influence of drugs and or alcohol
- Being disrespectful to other participants
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places others and themselves at risk
- Continued absence on a regular basis without notification
- Deliberate and wilful damage to another student's property and or the school's property
- Bullying of students and staff whether physically, verbally and or electronically
- Verbal and physical abuse towards students and staff

Discrimination, bullying and sexual harassment are unacceptable at UNET and are unlawful under the following legislation:

- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004 (Cth)
- Australian Human Rights Commission Act 1986 (Cth).

Students and staff (including managers) found to have engaged in such conduct might be counselled, warned or disciplined. Severe or repeated breaches can lead to formal discipline up to and including suspension, cancellation of enrolment or dismissal (in staff cases).

In any event the student will be notified in writing of our intention to suspend and or cancel enrolment.

Any person who receives written notification of suspension and or has their enrolment cancelled has the right of appeal through our internal complaints and appeals process.

The student has 20 working days from the date of notification in which to lodge a written appeal through our internal complaints and appeals process. Written notification must be lodged with the CEO.

If the student is unhappy with the outcome of the internal appeals process they have the right to make an appeal using the external processes.

The dispute resolution process described in the policy does not prevent an overseas student from exercising their rights to other legal remedies.

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### 13.2.1. DISCRIMINATION

Discrimination is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by the law, such as sex, age, race or disability. Discrimination can occur:

**Directly**, when a person or group is treated less favourably than another person or group in a similar situation because of a personal characteristic protected by law (see list below).

*For example, a student is harassed and humiliated because of their race or a student is refused enrollment because they are 'too old'.*

**Indirectly**, when an unreasonable requirement, condition or practice is imposed that has, or is likely to have, the effect of disadvantaging people with a personal characteristic protected by law (see list below).

*For example, an assessment type does not allow flexibility for when it can occur, disadvantaging a single parent who needs to care for children at the time of the assessment.*

Discrimination is unacceptable at UNET. Staff (including managers) and students found to have engaged in such conduct might be counselled, warned, suspended or disciplined. Severe or repeated breaches can lead to formal discipline up to and including dismissal or cancellation of enrollment. When assessing a discrimination claim UNET will apply the following legislation:

- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004 (Cth)
- Australian Human Rights Commission Act 1986 (Cth).

It is noted that some Course enrollments require students to operate within a Christian environment and are to be seen to conduct themselves in a manner consistent with Christian principles, beliefs and ethics.

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### 13.2.2. BULLYING

If someone is being bullied because of a personal characteristic protected by equal opportunity law, it is a form of discrimination.

Bullying can take many forms, including jokes, teasing, nicknames, emails, pictures, text messages, social isolation or ignoring people, or unfair work practices.

Under Federal law, this behaviour does not have to be repeated to be discrimination – it may be a one-off event.

Behaviours that may constitute bullying include:

- sarcasm and other forms of demeaning language
- threats, abuse or shouting
- coercion
- isolation
- inappropriate blaming
- ganging up
- constant unconstructive criticism
- deliberately withholding information or equipment that a person needs to do their job or access their entitlements
- unreasonable refusal of requests for leave, training or other workplace benefits.

Bullying is unacceptable in UNET and may also be against occupational health and safety law.

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### 13.2.3. SEXUAL HARASSMENT

Sexual harassment is a specific and serious form of harassment. It is unwelcome sexual behaviour, which could be expected to make a person feel offended, humiliated or intimidated. Sexual harassment can be physical, spoken or written. It can include:

- comments about a person's private life or the way they look
- sexually suggestive behaviour, such as leering or staring
- brushing up against someone, touching, fondling or hugging
- sexually suggestive comments or jokes
- displaying offensive screen savers, photos, calendars or objects
- repeated unwanted requests to go out
- requests for sex
- sexually explicit posts on social networking sites
- insults or taunts of a sexual nature
- intrusive questions or statements about a person's private life
- sending sexually explicit emails or text messages
- inappropriate advances on social networking sites
- accessing sexually explicit internet sites
- behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Just because someone does not object to inappropriate behaviour in the training environment at the time, it does not mean that they are consenting to the behaviour.

Sexual harassment is covered in the training environment when it happens at classes, at training-related events, between people sharing the same training environment, or between students outside of the training environment.

All students, staff and volunteers have the same rights and responsibilities in relation to sexual harassment. A single incident is enough to constitute sexual harassment – it doesn't have to be repeated.

All incidents of sexual harassment – no matter how large or small or who is involved – require Trainers and managers to respond quickly and appropriately.

UNET recognises that comments and behaviour that do not offend one person can offend another. This policy requires all students, staff and volunteers to respect other people's limits.

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#### **13.2.4. VICTIMISATION**

Victimisation is subjecting or threatening to subject someone to a detriment because they have asserted their rights under equal opportunity law, made a complaint, helped someone else make a complaint, or refused to do something because it would be discrimination, sexual harassment or victimisation. Victimisation is against the law.

It is also victimisation to threaten someone (such as a witness) who may be involved in investigating an equal opportunity concern or complaint.

Victimisation is a very serious breach of this policy and is likely (depending on the severity and circumstances) to result in formal discipline against the perpetrator.

UNET has a zero tolerance approach to victimisation.

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#### **13.2.5. GOSSIP**

It is unacceptable for students and staff at UNET to talk with other staff members, students, supporters or suppliers about any complaint of discrimination or harassment.

Breaching the confidentiality of a formal complaint investigation or inappropriately disclosing personal information obtained in a professional role (for example, as a manager) is a serious breach of this policy and may lead to formal discipline.

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#### **13.2.6. PLAGERISM**

UNET will not tolerate deliberate attempts at plagiarism. It is regarded as a serious act of academic misconduct. Plagiarism is defined as:

- Word for word copying of sentences or whole paragraphs from one or more sources or presenting of substantial extracts from books, articles, and other published material without clearly indicating their origin.
- Submission of another student's work in whole or in part as though it were your own work.
- Submission of work written by someone else and submitting that work on your behalf.

## 14. COMPLAINTS AND APPEALS POLICY

The purpose of Universal Education and Training Ltd complaints and appeals policy is to provide a student with the opportunity to access procedures to facilitate the resolution of an issue, dispute or complaint. The internal complaints and appeals processes are based on the principles of conciliation and mutual cooperation.

In the case of a complaint by a student regarding assessment or any other issue relating to the Training provided, this policy allows for the following:

- students need to feel free to discuss any issues about any Course related matter with any Staff Member they think will be able to assist in resolving the issue. If the issue can be resolved in initial discussions, no action is required.
- in the case of assessment Issues, the student should first approach the Trainer/Assessor conducting the Assessment.
- if the issue cannot be resolved informally in these initial discussions, the student should follow the formal Complaints Procedure below.

No charge or fee of any kind is applied to any appeal of Assessment or any other matter. Internal complaints and appeals processes are available to students at no cost.

### 14.1. COMPLAINTS AGAINST ANOTHER STUDENT

Complaints brought by a student against another student is dealt with under the Student Behavior policy section.

### 14.2. INFORMAL COMPLAINTS

In the first instance, Universal Education and Training Ltd requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint. Students should contact their a UNET Staff Member in the first instance to attempt mediation/informal resolution of the complaint. If the matter cannot be resolved through mediation, the matter will be referred to the Chief Executive Officer and Universal Education and Training Ltd internal formal complaints and appeals handling procedure will be followed (see above).

### 14.3. FORMAL COMPLAINTS

The Student has the option of submitting a formal complaint in writing to either a Staff Member, or directly to the CEO, at any time regardless of any prior communication with other staff on an issue. If a Student submits a formal complaint in writing to a Staff Member, the Staff Member is encouraged to try and resolve the issue with the Student.

The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process. The student must notify the UNET in writing of the nature and details of the complaint or appeal. Formal complaints and or appeals are to be lodged in writing as per the complaints and appeals policy.

A student can lodge a formal complaint in writing by either:

- i. An email directly to the staff member with the words "Formal Complaint" in the email subject
- ii. An email to administration ([admin@unet.org.au](mailto:admin@unet.org.au)) with the words "Formal Complaint" in the email subject; or
- iii. An email directly to the CEO – ([paul@unet.org.au](mailto:paul@unet.org.au)) with the words "Formal Complaint" in the email subject; or
- iv. Post to:

Regardless of whether a successful outcome is achieved or not with the student as a result of the Staff Member's response, the Staff Member must provide a copy of the formal complaint to the CEO with in three (3) days of whichever is the earlier of either:

- Resolution of the situation, or,
- A period of fourteen (14) days of the initial receipt of the formal complaint in writing

If the situation has not been resolved by a Staff Member who has received a formal complaint in writing within fourteen (14) days, the CEO will either attempt to resolve the issue, or ask an Appointee to try and resolve the situation.

If the CEO receives a formal complaint in writing directly from a Student, the CEO will contact Staff involved in conducting the Course and request that further details relating to the complaint be provided to him within seven (7) working days.

Ultimately, the CEO will then be responsible to ensure that either the aggrieved person is now satisfied, or to communicate the organization's position on the situation.

The CEO will ensure that a record of the resolution, or attempted resolution, is recorded via email.

The CEO may also implement an improvement relating to the situation.

Each complainant has the opportunity to present his/her case to the Chief Executive Officer.

The formal grievance process will commence within 10 working days of the formal complaint in writing or appeal with the Chief Executive Officer.

Where the internal complaints and appeals process is being accessed because the student has received notice by the Universal Education and Training of the intention to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 days from the date of notification in which to lodge a written appeal.

Students may be accompanied and assisted by a support person in all relevant meetings. Meetings will be minuted and each party will be given a copy of the minutes at the end of the meeting. A copy of the minutes from the meeting will be kept on our file and a copy on the students file.

Once the Chief Executive Officer has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome and or action to be taken and a copy will be kept on our file and a copy will be kept on the students file.

If the complaints process finds favour of the student, Universal Education and Training Ltd will immediately implement the decision and any corrective and preventative action required. Universal Education and Training Ltd undertakes to finalise all grievance procedures within 10 working days.

For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal.

If the student feels that the matter is still not satisfactorily resolved then the student will be referred to external organizations of appeal (e.g. Anti-discrimination Board, DET complaints). Students may contact the Australian Skills Quality Authority, if the student is concerned about the conduct of Universal Education and Training.

#### 14.4. EXTERNAL APPEALS PROCESS

If the internal complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the internal complaints procedure, he/she will be informed of the external complaints and appeals process available to them at their own cost.

In the case where a student's complaint or appeal is to be heard formally by an independent person(s) external to our organisation the student will have the opportunity to present their case. The independent person(s) will usually be:

- a. Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six Dispute Resolution Centres throughout Queensland.
- b. The Brisbane Centre contact details: Level 1 Brisbane Magistrates Court, 363 George Street, Brisbane, Qld 4000. Telephone: +61 7 3239 6269, Fax: +61 7 3239 6284, website: [www.justice.qld.gov.au/mediation/contacts.htm](http://www.justice.qld.gov.au/mediation/contacts.htm) providers/students outside Brisbane may use the Toll Free No: 1800 017 288. At present there is no fee for use of this service, but this may change.
- c. Nothing in the Universal Education and Training's Dispute Resolution policy negates the right of any overseas student to pursue other legal remedies.)

If a student is concerned about the actions of the provider they may approach the Australian Skills Quality Authority. The Australian Skills Quality Authority has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved. ASQA has information about how to make a complaint on their website (<http://www.asqa.gov.au/complaints/complaints.html>):

- If you have a problem with your training provider, you must seek to resolve this problem by following your provider's formal internal complaints process.
- ASQA will only consider your complaint if you include evidence that you have already exhausted your provider's complaints and appeals process. (In exceptional circumstances, ASQA may consider your complaint without this evidence. Contact us on 1300 701 801 for more information.)

If a student chooses to access the provider's complaints and appeals processes the registered provider must maintain the student's enrolment while the complaints process and appeals is ongoing. The Chief Executive Officer will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

If the internal or external complaint handling or appeal process result in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventative action required & advise the student of the outcome.

If it is expected that complaints will be resolved in a timely manner. In the case where more than 60 days will be required to resolve a complaint the complainant will be informed in writing and updated regularly on the progress of their complaint.

UNET will maintain a record of all complaints and appeals and their outcomes in its email accounts and by making appropriate notes on its database. The information from all complaints will be used to apply any required corrective actions.

## 15. OCCUPATIONAL HEALTH AND SAFETY

### 15.1. COMPUTER FACILITIES

Extended periods of work with computers can result in general fatigue and eyestrain, whilst repetitive tasks and incorrect posture will result in consistent aches and pains. Consequently current OHS 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.
- improve posture 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.
- adjust the screen position to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

### 15.2. ELECTRICAL EQUIPMENT

Appropriately licensed or trained personnel only should perform any maintenance or repair work on electrical equipment. E.g. Students should not offer to do any task related to fixing electrical equipment such as overhead projectors etc.

### 15.3. FIRE SAFETY

We will undertake to communicate the procedures involved in evacuation and the location of fire equipment to Students at each training facility for each course; and to users of the office at least twice each year.

All users of a Training Facility need to be familiar with the location of all EXITS and fire extinguishers. Please consult available maps to determine location.

It is the Staff & Students' responsibility to understand fire drill procedures displayed around the premises. Staff & Students are asked to attend any instruction on the use of fire devices.

### 15.4. FIRST AID

- First aid facilities are available where training is delivered.
- All accidents must be reported to staff. The accident and any aid administered must be recorded by staff involved.
- In the event of a medical emergency, dial 000.

### 15.5. LIFTING

Students are encouraged not to lift anything related to the training provided by this organization unless they do so voluntarily and take all responsibility for any injury caused.

If students do choose to lift something:

- Never attempt to lift anything that is beyond your capacity.
- Always bend your knees and keep your back straight when picking up items
- If you have experienced back problems in the past do not attempt to lift heavy objects or persons. Ask someone else to do it for you.



## 15.6. 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 sit or climb on any desks or tables.

## 15.7. RISK MANAGEMENT

UNET identifies and manages risks concerned with quality control and compliance through the following:

- 1) The CEO is responsible for analysing risk status of the organisation. The risk analysis and its associated procedures may be delegated to the Training staff that are responsible for reporting to the CEO regarding the organisation's risk status.
- 2) Following the identification of a risk, the results will be circulated to staff, including administrative and training staff.
  - (a) Staff will be asked to complete an RFI outlining any changes that they believe need to be made.
  - (b) The CEO will assimilate any staff comments into a Risk Treatment and Schedule Plan.
  - (c) The CEO will ensure that the recommendations of the Risk Treatment and Schedule Plan are followed by regular monitoring of progress in consultation with other relevant staff members at the staff meeting.

Students are invited to contribute to this process. If a student becomes aware of anything that might potentially hinder the delivery of our training, they are encouraged to contact us.

## 16. PROVIDER DEFAULT

In the unlikely event that Universal Education and Training Ltd is unable to deliver your course in full, you will be offered a partial refund calculated by the training you have received to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Universal Education and Training Ltd at no extra cost to you.

You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.