

STUDENT HANDBOOK

ELECTROGROUP TRAINING QLD LTD

RTO Number: 30185

ABN: 64 085 204 379

www.electrogroup.com.au

Head Office: 9 Railway Terrace, Rocklea QLD 4106

T: (07) 3274 6288

E: training@electrogroup.com.au

CAMPUSES

Rocklea

9 Railway Terrace, Rocklea QLD 4106
PO Box 570 Moorooka QLD 4105

Rockhampton

1st Floor, Raine and Horne Building
23 Denham Street, Rockhampton QLD 4701

TABLE OF CONTENTS

1	WELCOME TO ELECTROGROUP TRAINING	4
1.1	About Electrogrouop	5
1.2	What is a Registered Training Organisation?	6
1.3	Code of Practice	6
2	STUDENT INFORMATION	6
2.1	ELECTROGROUP TRAINING College Rules	6
2.2	Absenteeism and Punctuality	7
2.3	Student Participation	8
2.4	Academic Misconduct	8
2.5	Personal Electronic Devices	13
2.6	Computer Usage	14
2.7	Student Dress Code	14
2.8	Daily Requirements	14
2.9	WiFi	15
2.10	Use of Photographs and Videos	15
2.11	Release of Personal Information	15
2.12	Complaints and Appeals	16
3	COMPLIANCE WITH LEGISLATION	17
3.1	Legislative Requirements	17
3.2	Privacy Policy	18
3.3	Unique Student Identifier (USI) Policy	19
3.4	Workplace Health and Safety Policy	19
3.5	Anti-Discrimination Policy	20
3.6	Access and Equity Policy	20
3.7	Sexual Harassment Policy	21
3.8	Bullying Policy	22
4	FEES, CHARGES AND PAYMENT	23
4.1	Payment of Fees	23
4.2	Refund Policy	23
4.3	Protecting Fees Paid in Advance	24
4.4	Fee Exemption Due to Extreme Financial Hardship	24
4.5	Government Funded Training	26
4.6	Other Charges	30
5	STUDENT TRAINING LIFECYCLE WITH ELECTROGROUP TRAINING	31
5.1	Pre- Enrolment Information	31
5.2	Enrolment Process	31
5.3	Student Induction	32
5.4	Recognition of Prior Learning (RPL)	33
5.5	Credit Transfer	33
5.6	Student Support Services	33
5.7	Training Delivery	35
5.8	Assessment	36
5.9	Guarantees to Complete Training and Assessment	36
5.10	Completion	36
5.11	Client Feedback and Evaluation	37
5.12	Issuance of Qualifications and Statements of Attainment	37
6	VOCATIONAL EDUCATION AND TRAINING IN SCHOOLS (VETiS)	37
6.1	What is VET in Schools (VETiS)?	37
6.2	VETiS funding by the VET investment budget	37
6.3	Electrogrouop delivery of VETiS qualification	38

7	QLD USER CHOICE FUNDED APPRENTICESHIPS	39
7.1	What is an Apprenticeship.....	39
7.2	School-based apprenticeships and traineeships	39
7.3	Apprenticeship Enrolment Process	40
7.4	Rights and Responsibilities of all Parties	40
7.5	Electrical Safety Office - Licence Outcomes.....	43
7.6	eProfiling.....	43
8	EVACUATION PLAN – ROCKLEA CAMPUS	45
9	EVACUATION PLAN – ROCKHAMPTON CAMPUS.....	46

1 WELCOME TO ELECTROGROUP TRAINING

Welcome to Electrogroupp Training and congratulations for choosing to pursue a career in the Electrotechnology Industry. Selecting a training provider is an important decision. We are thrilled you have made the decision to embark on your learning journey with Queensland's largest private training college specializing in the Electrotechnology Industry, and we assure you of the highest quality training and support in realizing your goals.

As a registered training organisation (RTO), we deliver nationally recognised vocational education and training that complies with the Australian Skills Quality Authority (ASQA)'s Training Framework, and a host of State and Territory regulatory requirements. This legislative framework ensures that you, the student, can rest assured that quality processes and systems underpin both the way in which we conduct our business and the educational tenants that underpin our training programs.

In addition to this legislative framework, the nationally recognised training programs that we offer are based on qualifications from national training packages, ensuring that the skill, knowledge and attitudes you develop throughout your learning journey have been identified by industry, for industry and delivered by the best trainers from the industry. This, simply stated, means that you; whether you are looking for a job, a promotion or a change in career; will develop competencies that sees you 'employable'.

This student information handbook is designed to provide you with information about your rights, responsibilities, obligations and expected behaviour as a student of Electrogroupp. It also outlines information about delivery, assessment and program specific requirements from enrolment to completion of your qualification. In essence, it provides you with information so that you get the best out of this training experience.

On behalf of the team at Electrogroupp, I welcome you and trust that your time with us will be an enjoyable experience and will provide you a unique window of opportunity to an exciting and rewarding career in the Electrotechnology Industry.

Best wishes,

Donna Pickford
Chief Executive Officer
Electrogroupp Training

1.1 About Electrogroup

Electrogroup is comprised of two industry-owned companies, which are “not-for-profit”:

Electrogroup Apprentices (EGA) is a Group Training Organisation, whose core business is to recruit, employ and train electrical apprentices for careers in the electrotechnology sector;

Electrogroup Training (known as EGT) is a Registered Training Organisation, which provides trade institute training for electrical apprentices, post trade electrical training for licenced electricians, pre-apprenticeship courses and a range of short courses.

Electrogroup is unique in Queensland by specialising in electrical training for the benefit of the electrotechnology industry. The prime objective is to provide safe, competent and highly skilled apprentices and tradespeople for the electrotechnology industry.

Electrogroup Apprentices (EGA) – Group Training Organisation

EGA was founded in 1998 by the Master Electricians Australia, formerly Electrical and Communications Association and the Electrical Trades Union, (ETU) focusing specifically on addressing the skills needs of employers in the electrotechnology sector.

EGA:

- is responsible for employing and training apprentices and placing them with reputable industry Host Employers.
- acts as the apprentice’s employer to ensure the quality and continuity of their employment and training.

Additionally, EGA’s trade qualified field staff offer ongoing mentoring, support and pastoral care to their Apprentices. 97% of EGA apprentices successfully complete their training.

Electrogroup Training (EGT) – Registered Training Organisation

Electrogroup Training is industry owned and operated and was established as a not-for-profit Industry Skills Centre by the electrotechnology industry in 1999.

The specialised training on offer is predominantly for electrical apprentices for their “college” component; however, courses are also offered in:

- Certificate IV in Electrical – Photovoltaic Systems
- Certificate IV in Hazardous Areas — Electrical
- Qualified Technical person units
- Qualified Business person units
- Optical Fibre
- Coaxial and Structured Cabling
- Upgrade Restricted to Open Registration
- Open Cabler Registration

- White card
- Combined Coax, Structured and Optical Fibre
- Testing and fault finding refresher (non- accredited)
- Work Safely at Heights
- CPR & Low Voltage Switchboard Rescue

Refer to the Scope of Registration for the full list of qualifications and competencies delivered.

1.2 What is a Registered Training Organisation?

A Registered Training Organisation (RTO):

- can issue qualifications and statements of attainment that are recognised nationally
- can use the Nationally Recognised Training (NRT) logo
- are listed on training.gov.au
- can be approved to award VET qualifications and statements of attainment to overseas students studying in Australia
- are eligible to tender for public funding for vocational education and training

1.3 Code of Practice

Electrogroup Training has developed a code of practice which is supported by policies and procedures consistent with the requirements of ASQA as the national regulating bodies for training in Australia.

We as the registered training organisation (RTO) are committed to delivering fair, reasonable, and ethical dealings in all our undertakings.

2 STUDENT INFORMATION

2.1 ELECTROGROUP TRAINING College Rules

While attending Electrogroup Training, students will be required to adhere to the following rules and policies:

- No smoking on the premises at any time. Students attending EGT classes will only be allowed to smoke outside the boundary fence and only at designated break times (morning tea and lunch) or if otherwise approved by their trainer. Appropriate signage identifying the designated Smoking Area has been erected around the premises.
- Respect your peers, Respect your trainers, and Respect our staff. EGT understands and supports the ideal that all staff are treated as part of the work team. This may include playful banter and using first names with all staff. However, EGT does not support and will not tolerate abusive language and degrading references towards any student, staff member or visitor for any reason.
- Every EGT student has the right to attend college and participate fully, free from bullying or other forms of abuse. Students who behave inappropriately, including engaging in activities that could lead to injury to another person or themselves, or who engage in discriminating activities including sexual harassment will be expelled immediately. This is a zero tolerance policy.

- While swearing may be a normal part of a worksite, it is requested that swearing be kept to a minimum at college. There are many people who work in the building who's right not to hear swearing should be respected by all students.
- Food and drinks are not to be taken into classrooms. The exception is bottled water.
- Students are to vacate classrooms during meal breaks unless a trainer is present.
- Students are not permitted into any of the storerooms unless accompanied by a trainer.
- Fire doors are not to be propped open.
- Please ensure that you park only in the designated student parking areas.
- While students may leave the college grounds at meal breaks, you are required to advise your trainer or a fellow student of your absence. This is to ensure your trainer is aware of your absence should an emergency evacuation occur.

EGT has a strict "No Alcohol, No Drugs" policy. Students who exhibit signs of intoxication either by alcohol or drugs will be refused entry or re-entry to the college. This is a zero tolerance policy that students should consider carefully before consuming alcohol or drugs during attendance at EGT. EGT reserves the right to cancel a student's enrolment should he or she show signs of intoxication either by alcohol or drugs.

- You must keep your work area clean and tidy, return tools and equipment to designated areas, and clean up spills as soon as possible
- Have correct knowledge of machinery and relevant safety
- procedures before beginning operation and only use for intended purposes
- Obey all health and safety signage on campus
- Queensland Transport Rules apply. Obey all traffic signage. Stay within signed speed limits and park only in designated parking areas. Do not obstruct emergency vehicles or equipment.

Any student who is found abusing college rules, the facilities and/or equipment will be escorted from the premises, and their employer notified immediately.

2.2 Absenteeism and Punctuality

Students are required to be punctual. Please ensure that you arrive to your training or assessment session at the time pre-arranged with your instructor.

Classes commence at 7:30am sharp and conclude at 4.00pm unless otherwise instructed. If you are to be absent from a training/assessment session, you must contact Electrogroupp Training Administration as soon as possible to notify the trainer. Class roles will be completed before 9 a.m. by the Trainer and sent to Electrogroupp Training Administration. If you are absent, and if no notification has been received of your absenteeism, you will be contacted by Electrogroupp Training Administration via text message. Please note that Absentee Reports are also promptly sent to an Apprentice's Employer informing them of any non-attendance.

If you are absent from a training/assessment session, you are expected to follow up on any training/assessment missed.

Electrogroup Training reserves the right to cancel and reschedule your class if you are absent for more than two full days of the unit.

Early leave/late arrival

If you have to leave early or if you arrive late, you are required to go to the Electrogroup Training Administration office and complete a Student Absence Notification Form.

On receipt of the completed form from you, the EGT Administration Officer will update the Absentee Register.

You are required to notify your Trainer and give the completed Student Absence Notification form to the Trainer to be kept with the class roll.

If you are under 18 and school based, the Trainer will notify the RTO office staff to contact the school and parent/guardian of your early departure from class.

The Trainer then signs a time in/out on the class roll to record your actual time of arrival/departure from class.

2.3 Student Participation

Course participants should acquaint themselves with Electrogroup Training's policies and procedures, and where not understood, seek clarification from your trainer or our office. Participants are to comply with all relevant government regulations and training facility policies at all times.

Students are expected to attend all training sessions and any behaviour which disrupts the learning of others, or endangers the health and safety of others, may result in the cancellation of enrolment without refund.

Apprentices whose behaviour is considered dangerous to themselves or other students will be expelled from EGT immediately. Apprentices who disrupt classes or refuse to participate fully in a positive and constructive manner may be asked to leave the premises and return to work. If apprentices are ordered to leave EGT premises, your employer will be advised immediately.

2.4 Academic Misconduct

Academic Misconduct in the training and assessment context refers to students engaging in the following:

- Using notes or other resources without permission during formal testing
- Handing in someone else's work as your own (with or without that person's permission)
- Handing in a duplicated assignment
- Stealing work without the owner's knowledge
- Allowing someone else to submit your work as their own

- Completing the work collectively as a group and making multiple copies to present (implicitly or explicitly) as individual work
- Using a part of someone else's work without acknowledging (plagiarism)
- Stealing an examination or solution from a Trainer
- Sharing leaked or compromised examinations with other students through social media, reprinting and distributing copies or verbally sharing exam questions and answers

Academic misconduct does not refer to activities such as:

- Discussing or clarifying assignment requirements with Trainers or other students
- Submitting individual assessments with guidance from the Trainer
- Getting help to correct minor errors in spelling, grammar or syntax (sentence construction)
- Submitting Group Assignments where the assessment instruction explicitly permits group work and submission
- Using other sources of information where such sources are appropriately referenced (for example, where the sources are referenced using the Harvard System of Referencing).

Consequences of Academic Misconduct

Electro Group Training considers academic misconduct as a serious offence and as such does not tolerate any behaviour that compromises the academic integrity of Training College

If you are suspected of academic misconduct, your Trainer or any person witnessing the incident will report this to the RTO Manager.

The incident will be immediately investigated by the Trainer and RTO Manager. If the evidence gathered supports the suspicion, you will be contacted by the RTO Manager or CEO and will be invited to discuss the issue. During the meeting you will be informed of the incident and will be provided the opportunity to provide your version of the event or incident.

Once you have provided your information, Management will come to one of the following decisions:

- If it is a minor or unintentional offence you will be required to undertake an alternative assessment activity or assignment.
- If it is a moderate offence you will receive a formal warning from the College in addition to completion of an alternative assessment activity or assignment.
- If it is a serious offence and is deemed to be intentional, you will be sent a written notification informing you of either one or more of the following:
 - you are issued 'Competency Not Achieved' outcome for the units of competency relating to the incident
 - You are suspended from College for a period as advised in the letter
 - You are expelled from the Training Program.

What if you wish to dispute the decision or penalty?

- In accordance with the principles of Procedural Fairness, Electro Group Training will provide you with the opportunity to forward your case through written response to the CEO. Your response may either dispute:
 - the severity of penalty or
 - the findings of fact (evidence presented) by the Trainer or
 - the process
- Your response will need to be submitted within 20 days of receipt of notification from Electro Group Training
- Once your response is received, the information will be reviewed and a decision will be advised to you within 7 days of your appeal.

Plagiarism

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media.

The following are examples of plagiarism where a student intentionally does not acknowledgement or reference an author or source:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence;
- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text;
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these;
- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation.
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is;
- A 'cut and paste' of statements from multiple sources;
- Presenting as independent, work done in collaboration with others;
- Copying or adapting another student's original work into a submitted assessment item.
- Copying or adapting a student's own work submitted in a previous essay or assessment.
- Alternatively, there will be instances when a student unintentionally fails to cite sources or to do so adequately.

Academic integrity

One of the core functions of Electro Group Training is to develop the student's ability to apply critical reasoning to assessment activities through independent thought and to make decisions that reflect the student's considerations of the task or workplace requirement.

Electro Group Training acknowledges that to develop this ability of independent reasoning, the student will need to study or research theories or content developed by other individuals via issued textbooks, learning material or through their own research. However, it is important that students in their learning acknowledge, through appropriate referencing, sources from which they have drawn information.

Tips to present your own work and avoid plagiarism

Think	About your own response to the assessment task or assignment topic
Read	To develop your knowledge of the topic
Take notes	Making summaries and paraphrasing
Record	The details or references of material you read or use so that you acknowledge the sources accurately
Avoid	Cutting and pasting text
Write	In your own words, using acknowledgements for all quotes or paraphrasing used

Referencing

The process of acknowledging sources is called citing or referencing. Referencing demonstrates that the student has read the issued material or has undertaken their own research in other sources. Failure to reference appropriately is considered unethical academic behaviour and will result in a student's work not being accepted.

Students must present original work in their assignments and project work submissions of assessment. It is insufficient to simply copy work from other sources and submit it, even if those sources are appropriately acknowledged.

Inadequate referencing is considered poor practice and where such referencing is identified, the student will be required to correct the error and resubmit an assignment.

How to reference

At Electro Group Training, students are to be encouraged to apply the Harvard Referencing System in-text citation. This approach requires three pieces of information about a source within the text of the student's work. This information is:

- the name of the author or authors
- the year of publication
- the page number

Examples

Citations may be placed at the end of a sentence (before the concluding punctuation) in brackets, eg:

To succeed, the team will rely on both task process and group process (Dwyer, Hopwood 2010, p. 239)

A reference may be placed in the text to integrate the author's surname into the sentence, followed by the year of publication and page number, in brackets, e.g.:

Dwyer and Hopwood (2010, p. 239) identify that to succeed, the team will rely on both task process and group process.

The reference list

At the end of the students work, a List of References must be included. This should include all the books, journal articles and other sources of information you have used to research your assignment. The reference list should be laid out alphabetically and the title of the source should be italicised. Each reference must include:

- the name of the author or authors
- the year of publication
- the title of the publication
- the edition of publication
- the publisher
- place of publication

Example

Dwyer, J and Hopwood, N, 2010, *Management Strategies and Skills*, Sydney, McGraw Hill Australia

Electro Group Training Staff Responsibilities

Electro Group Training staff is responsible to:

- Inform you of expectations related to assessment
- Inform and assist you to apply correct referencing techniques and provide clear examples of what is acceptable
- Explain plagiarism and what is not acceptable with assessment submission
- Set realistic assessment activities and vary assignments and questions
- Set appropriate conditions for group activities and make clear the distinction between group work and individual work
- Cultivate a climate of mutual respect for original work

Student responsibilities

Your responsibilities as a student are:

- Submit only work that is your own or that properly acknowledges the ideas, interpretations, words or creative works of others;
- Avoid lending original work to others for any reason;
- Be clear about assessment conditions and seek clarification if in doubt;
- Be clear about what is appropriate referencing and the consequences of inappropriate referencing;
- Discourage others from plagiarising by observing the practices above.

Consequences of Plagiarism

If your trainer identifies plagiarism in the assessment work you have submitted, the issue will be discussed with the RTO Manager and based on the nature/extent of plagiarism, a decision may be made to do the following:

- Require you to resubmit your work (in instances where inadequate or incorrect referencing was used)
- Your assignment will not be accepted and you will be required to complete an alternative assignment. You will also receive a formal warning (in writing) from the RTO Manager explaining the severity of the incident and the consequences if you are found to be plagiarising again.
- If you are found to commit plagiarism after being formally warned, you will receive a written notification informing you that you have been officially suspended from College for the period as stipulated in the notification letter.

What if you wish to dispute the decision or penalty?

- In accordance with the principles of Procedural Fairness, Electro Group Training will provide you with the opportunity to forward your case through written response to the CEO. Your response may either dispute:
 - the severity of penalty or
 - the findings of fact (evidence presented) by the Trainer or
 - the process
- Your response will need to be submitted within 20 days of receipt of notification from Electro Group Training
- Once your response is received, the information will be reviewed and a decision will be advised to you within 7 days of your appeal.

2.5 Personal Electronic Devices

Due to the potential of incoming calls or messages to personal electronic devices disturbing both the learning environment for students and the teachers, Electrogroupp Training has established a “no personal electronic devices” policy within classrooms in the interests of all parties.

Students are asked to have all devices set to silent.

2.6 Computer Usage

Electrogroup Training provides computers for participants to access the internet for research purposes directly related to the program in which they are enrolled.

Participants are not to utilise Electrogroup Training's Internet facility to access sites containing material not directly associated with training studies.

Please note: participant's computer usage may be audited, and inappropriate usage will result in disciplinary action being taken.

2.7 Student Dress Code

All students entering the training facility (inclusive of workshop, classrooms and associated walkways) will be required to wear the following clothing and personal protective equipment as a minimum:

- Steel cap safety boots or shoes that meet AS/NZS 2210.3 class 1 or equivalent.
- Cotton drill work shirts (short or long sleeve) and cotton drill work shorts or trousers.
- Students may at times be required to wear long sleeve cotton drill shirts and trousers. Teachers will provide advance notice if this situation is likely to occur.
- All jewellery and watches shall be removed during practical work, or while undertaking any activity which may cause injury as a result of the items being caught or entangled.

The above dress code is a minimum standard. Students who arrive at Electro Group Training without the minimum standard clothing and/or footwear will not be permitted to enter the premises and will be sent home or back to work. If this occurs, employers are to be notified immediately.

Approved Personal Protective Equipment (PPE) is required when working on various activities of learning within the workshop and laboratory environments. These include safety glasses or goggles, hair net or snood for long hair when using rotating power tools. Disposable ear plugs are provided for use as required.

Electro Group Training reserves the right to refuse entry to, or participation in classes to any person deemed not to be appropriately dressed as per the above. Students not appropriately dressed will be sent home to dress correctly and employers will be notified where applicable.

2.8 Daily Requirements

While attending college all students will be expected to bring at a minimum the following:

- Pens (Black and Blue)
- Pencils and Rubber
- Ruler
- Notebook: Ruled
- Safety Glasses
- Australian Standards

- Wiring Rules:
 - Current AS/NZS 3000
 - Electrical Installation-Selection of cables. Part 1.1:
 - Current AS/NZS 3008.1.1
- Scientific calculator:
 - Recommend Casio *fx-82AU*
- Basic Hand Tools (suited to an electrical worker)
 - Minimum specific tools:
 - Pliers
 - Side cutters
 - Screwdrivers:
 - Phillips: Number 2 (suit circuit breaker)
 - Slotted: 0.5x3.0x100 (suit small terminal strip – i.e. fluro terminals)
 - Slotted: 1.0x5.5x125 (suit range isolator)

This list is a bare minimum. It is expected that students bring, the same hand tools that are to be taken to work.

These items are to be supplied by yourself or employer. Attending college without the minimum requirements greatly disadvantages students.

2.9 WiFi

As an EGT student, WiFi is available on a mobile and personal devices. Please speak to our Training Staff for further information.

2.10 Use of Photographs and Videos

EGT may use photos or video footage of students for marketing, promotion or publicity purposes. Students who appear in photos or video footage are asked to sign an EGT Consent Form, which gives permission to use the images for the above purposes. You have the right to refuse to participate in photography or video shoots, or to refuse consent for the utilisation of a photograph or video footage.

2.11 Release of Personal Information

During your enrolment, you will be called upon to supply Electrogrouop Training with personal data. This information is subsequently filed by Electrogrouop Training as both hard copies, and electronically within our Student Information Management System. We, however, advise that Electrogrouop Training is under contractual obligation to DESBT and independent funding organisations to supply this information, together with your results.

This information is collated statistically by the Department and reported nationally through the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). The data you provide also enables our communicating with you at times you are not on campus.

We also advise it is Electrogrou Training's practice within apprenticeship programs to provide details of a student's results, as well as copies of electronic profiling reports, to their employer, in addition to that provided to you.

If you are under 18 years of age, your parents or guardian may also access your information. Please note: Personal information including assessment results will NOT be provided to your parents or guardian if you are 18 years or older unless you provide written permission to do so.

Regarding Pre-Vocational students, Electrogrou Training advises it may be asked to provide student results to prospective employers. Should you require further information, or have concerns in relation to the above, please contact Electrogrou Training Administration.

2.12 Complaints and Appeals

Against an Electrogrou Training/Assessment Decision

The procedures defined herein must be adopted and implemented when initial discussions between parties in regards to matters of concern do not result in an acceptable outcome.

A participant enrolled in a course who is seeking to formally appeal against an academic decision or other procedural matters should undertake the following steps:

- In the first instance, a written appeal is to be made to the General Manager - RTO clearly defining the issue and providing the rationale/evidence to support the appeal. This can be done through Electrogrou Training's 'Student/Client Feedback' forms. The written appeal must be received by EGT no less than 14 days after the assessment or issue occurring.
- On receipt of a Student/Client appeal detailing the grievance or complaint, the General Manager - RTO or another appropriate member of staff will discuss the nature of the complaint with the student/client. The cause of the complaint and the appropriate course of action will be identified and addressed.
- If Electrogrou considers more than 60 calendar days are required to process and finalise the complaint or appeal, Electrogrou will inform the complainant or appellant in writing, including the reasons why more than 60 calendar days are required and regularly update on the progress of the complaint or appeal.
- In the event of the complainant reporting that they are dissatisfied with the proposed solution the General Manager - RTO or staff member shall advise the complainant that an independent adjudicator will be sought to consider the nature of the complaint and a possible further resolution.
- The selection of an independent adjudicator shall be managed by the General Manager - RTO and be engaged by mutual agreement with the complainant. All independent adjudicator outcomes will be communicated to the complainant in a timely manner.

External bodies that can assist you with any training problems, concerns or complaints include DESBT and ASQA.

Against a DESBT Decision

An employer or apprentice (and parent/guardian where applicable) aggrieved by a decision made by DESBT may request a review of that decision.

If you disagree with a decision made by DESBT, you may exercise the following options:

- Request a review of the decision by your local district office
- Lodge a complaint with the Training Ombudsman
- Appeal to the Queensland Industrial Relations Commission.

Review by DESBT

When DESBT makes a decision in relation to an apprenticeship or traineeship training contract, the parties to the training contract are given an information notice stating the decision, and the reasons for making that decision.

If you disagree with the decision you may apply in writing within 14 days of the date of the information notice, asking for the decision to be reviewed. In your application you should state:

- Why you believe the decision should be reviewed; and
 - Any relevant information that may not have been considered in the initial decision.
- DESBT may request the 'affected person' to provide, within a reasonable stated time, any additional documents or information considered necessary to the review.

Complaints against Australia's Apprenticeship Support Network,(AASN)

You may call the Apprenticeship Support Line on 1300 363 831 for matters such as:

- Breaches of the Australian Apprenticeships Support Network Code of Conduct
- Issues in relation to the services provided by an AASN
- Issues relating to conflict of interest

If you have not gained a satisfactory response in relation to a complaint you have had with a Group Training Organisation, Registered Training Organisation or government department, you may call the National Training Complaints Hotline or visit www.education.gov.au/NTCH

3 COMPLIANCE WITH LEGISLATION

3.1 Legislative Requirements

Commonwealth Legislation:

ELECTROGROUP TRAINING management and staff conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to:

- National Vocational Education & Training Regulator Act 2011(Cth)
- Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Disability Standards for Education 2005 (Cth)
- Fair Work Act 2009 (Cth)
- Copyright Act 1968 (Cth)

- Competition and Consumer Act 2010 (Cth)
- Student Identifiers Act 2014

Queensland Legislation:

- Disability Services Act 2006
- Fair Trading Act 1989
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Electronic Transactions (QLD) Act 2001
- Commission for Children and Young People and Child Guardian Act 2000 (Qld)
- Further Education and Training Act 2014

3.2 Privacy Policy

Privacy Amendment (Enhancing Privacy Protection) Act 2012

Electrogroup Training collects and stores clients' personal details for training purposes only. This information is utilised to record progress.

Where State or Commonwealth funding supports training we are obliged to submit personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes.

We DO NOT share, rent, or sell personal information provided to Electrogroup Training. The confidentiality of the information we collect is protected under the Privacy Amendment (Enhancing Privacy Protection) Act 2012. If we are required to disclose information about any of our clients to a third party we will acquire written consent from the client first (i.e. editorial; photos for advertising purposes, etc.)

Requirements when collecting personal information

Electrogroup Training will take such steps as are reasonable in the circumstances to ensure that, before any information is collected or as soon as practicable after collection, the individual to whom the information relates is made aware of the following:

- the fact that the information is being collected,
- the purposes for which the information is being collected,
- the intended recipients of the information,
- whether the supply of the information by the individual is required by law or is voluntary, and any
- consequences for the individual if the information (or any part of it) is not provided,
- the existence of any right of access to, and correction of, the information,
- the name and address of the agency that is collecting the information and the agency that is to hold the information.

3.3 Unique Student Identifier (USI) Policy

Student Identifier Act 2014

From 1 January 2015, each student will need a Unique Student Identifier (USI) to obtain your certificate or qualification from your registered training organisation when studying nationally recognised training in Australia.

A USI gives you access to your online USI account which will help you keep all your training records together. You can log on to the website at www.usi.gov.au and get your number now.

3.4 Workplace Health and Safety Policy

Electrogroup Training recognises that each worker, non-worker, member, Student / participant and client should be provided with a healthy and safe environment in which to work and visit. To achieve a healthy and safe environment at the workplace the following responsibilities are delegated to:

Management

To develop and implement:

- Due diligence
- Health and safety procedures;
- Training and instructions in the areas of hazard control and elimination;
- Accident prevention; injury protection and rehabilitation;
- Health preservation and promotion in accordance with the Work Health and Safety Act and Regulations, other relevant legislation, Codes of Practice and other references.

Student and Workers, including volunteers

All student and workers will receive training to enable them to carry out their duties according to policy and procedure.

- To comply with health and safety policy and procedures;
- To use Personal Protective Equipment where provided and instructed;
- To not wilfully endanger him/herself or others at the workplace.

The WH&S policy and management systems will be reviewed on a biennial basis, in consultation with workers, and will be kept up to date with regard to legislative changes and organisational health and safety requirements.

Personal Protective Equipment

NO SAFETY GLASSES = NO PARTICIPATION

Electrogroup Training requires you to use, non-darkened safety glasses meeting AS/NZS 1337. The safety glasses are for use during college practical tasks and demonstrations.

Students required to wear prescription glasses are permitted to wear safety overglasses suited to the tasks undertaken at college if they do not have prescription safety glasses.

Please note: Electrogroup Training reserves the right to refuse entry to, or participation in classes to any person deemed not to be appropriately dressed as per the above.

Students not appropriately dressed will be sent home to dress correctly and employers will be notified where applicable.

3.5 Anti-Discrimination Policy

Electrogroup Training is an equal opportunity organisation. All students or trainees are treated on their merits, without regard to race, age, sex, marital status or any other factor not applicable. In accordance with the Anti-Discrimination Act 1991, Electrogroup Training does not tolerate any form of discrimination. We believe all Students/Participants have the right to work and learn in an environment free of discrimination and harassment.

Under Federal and State anti-discrimination laws, discrimination in employment on the following grounds is against the law:

- sex
- marital status
- pregnancy or parental status
- age
- race
- impairment
- religion
- trade union activity
- criminal record
- political belief and activity
- social origin
- gender

Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially and impartially.

3.6 Access and Equity Policy

Fairness

The principles and practices adopted by Electrogroup Training aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Electrogroup Training.

Electrogroup Training aims to provide open, fair, clear and transparent policies and procedures for use by staff and students.

Electrogroup Training has fair and equitable processes for selecting students for enrolment into courses. Decisions about student selection are based on clearly defined entry requirements.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Equity in Access

Electrogroup Training provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

Electrogroup Training provides equitable access to training and assessment services by:

- offering culturally appropriate training and assessment resources that are relevant to student needs and circumstances
- All students completing non post trade courses complete a numeracy and literacy test at induction which helps identify any support which may be needed
- referring students to support and counselling services where needed
- offering a wide range of course and learning options
- assisting students to arrange additional services if required such as interpreters or trained note takers
- providing courses that are self-paced and flexibly delivered
- encouraging students to be involved in their own feedback and decision making processes to ensure realistic training goals and progress.

3.7 Sexual Harassment Policy

Electrogroup Training in accordance with the Anti-Discrimination Act 1991 and the Sexual Discrimination Act 1984 considers sexual harassment an unacceptable form of behaviour that will not be tolerated under any circumstances.

The company believes that all workers and Students/Participants should be able to work in an environment free of intimidation and sexual harassment.

Sexual harassment is a sexual advance, demand or conduct of a coercive nature, directed at someone who does not welcome it. Examples include:

- Sexually oriented jokes, innuendo or verbal abuse;
- Non-verbal acts like leering or sexual body gestures;
- Physical contact such as patting, pinching or touching, hugging, putting an arm around another person's body at work and brushing against another person's body.
- Persistent unwelcome invitations or telephone calls from colleagues at work or at home;
- Sexual assault or rape.

Individuals who believe they have been subjected to sexual harassment should report the incident to any of the following, Chief Executive Officer, General Manager - RTO.

Any allegation of sexual harassment brought to the attention of this group will be promptly investigated. Confidentiality will be maintained throughout the investigation to the extent practical and appropriate under the circumstances.

Individuals found to have engaged in misconduct constituting sexual harassment will be severely disciplined, up to and including termination and/or reported to the employer or appropriate authority.

The employer may elect any other appropriate action to protect employees, clients and Students/Participants.

If any party directly involved in a sexual harassment investigation is dissatisfied with the outcome or resolution, that individual has the right to appeal the decision. The dissatisfied party should submit his/her written comments in a timely manner to the Chief Executive Officer.

Electrogroup Training will not in any way retaliate against an individual who makes a complaint of sexual harassment or against any participant in the investigation, nor permit any employee to do so. Retaliation is a serious violation of this sexual harassment policy and should be reported immediately. Any person found to have retaliated against another individual for reporting sexual harassment will be subject to the same disciplinary action provided for sexual harassment offenders.

Electrogroup Training has developed this policy to ensure that all its employees, student/trainees and partners can work in an environment free from sexual harassment. The employer will make every effort to ensure that all personnel are familiar with the policy and know that any complaint received will be thoroughly investigated and appropriately resolved.

This policy is designed to protect all employees and students/trainees from harassment in any way associated with the workplace or work environment, including employer- sponsored functions, regardless of who is the harasser.

3.8 Bullying Policy

Workplace bullying is defined as 'the repeated less favourable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice'. It includes behaviour that offends, intimidates, degrades or humiliates an employee, trainee or apprentice possibly in front of co-workers or trainees. Electrogroup Training adheres to the Prevention of Workplace Harassment Code of Practice 2004 (revised 2012).

Individuals who have been subjected to bullying should report any incident to the Chief Executive Officer or General Manager - RTO. Any allegation of sexual harassment brought to the attention of this group will be promptly investigated.

4 FEES, CHARGES AND PAYMENT

4.1 Payment of Fees

Apprentices

All course enrolment fees are invoiced eight weeks prior to commencement of the course/unit/module unless alternative arrangements are made. Student Contribution Fees that are not paid by the due date, may result in a student being refused entry to future block training periods. Any student with outstanding fees at the time of enrolment in Stage 4 will not be permitted to sit the Capstone Test until all outstanding fees are paid.

Post Trade/Other

All course enrolment fees are invoiced two weeks prior to commencement of the course/unit/module unless alternative arrangements are made.

4.2 Refund Policy

Apprentices

All enrolment fees are invoiced before commencement unless alternative arrangements have been made. Apprentices are refunded fees for any unit paid but not commenced.

Apprentices may be eligible for a proportional refund if they withdraw after commencing a unit of competency. Please contact reception to apply for a refund.

NOTE: Students are advised that if Student Contribution Fees for each block are not paid by the due date, you may be refused entry to future blocks until the outstanding fees are paid in full.

Any student with outstanding fees at the time of enrolment in Stage 4 will not be permitted to sit Capstone assessments until all outstanding fees are cleared.

Short Courses and Pre & Post Trade Courses

All fees shall be paid before commencement unless students have applied to be on a payment plan. Applications for payment plans are approved by the General Manager Training, Chief Financial Officer and Chief Executive Officer and applications are not guaranteed.

Students have the right to obtain a refund for services not provided by Electrogroupp training:

- In the event where a course is cancelled by Electrogroupp Training, if the participant cannot be transferred to an alternative course, a full refund will be provided.

Student Cancellations;

- Where cancellation notice is received less than ten business days before the course commencement, students will not be eligible for a refund. Enrolments, however, may be transferred to another course provided cancellations are received no less than two working days before the course commencement. Participants may be provided with a refund or partial refund of course fees in exceptional circumstances
- Arrangements terminated early, that is more than 10 business days prior to the commencement of the course, a 50 % refund will be provided or credit for full amount to be used on another course. This must be used within 6 months of credit issue.

Enrolment will only occur after payment is received, and an acknowledgement will be forwarded to you by email/mail to confirm your enrolment.

4.3 Protecting Fees Paid in Advance

Electro Group Training acknowledges that it has a responsibility under Clause 7.3 of the Standards for RTOs 2015 to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities Electro Group Training adopts option 3 and may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. This policy is generally only applicable to fee-for-service courses as training delivered under a funded arrangement is paid in arrears.

Following the course commencement, Electro Group Training may require payment of additional fees in scheduled payments in advance from the student but only such that at any given time, the total amount required to be paid does not exceed \$1,500. The basis for determining the amount for scheduled payment must be based on the costs of the student's training and assessment which is yet to be delivered to the student.

4.4 Fee Exemption Due to Extreme Financial Hardship

Electro Group Training may waive the student contribution fee where payment of the student contribution fee would cause extreme financial hardship. However, this decision will only be made after the full process for determination of extreme financial hardship is followed and substantiated with sufficient evidence.

Extreme Financial Hardship Definition

Financial hardship is defined by Electro Group Training as follows:

Where a learner is unable to discharge their financial obligations because of illness, unemployment, or other personal circumstances.

A person is considered to be in extreme financial hardship when they would be left unable to provide for themselves, their family or other dependents the following:

- food
- accommodation
- clothing
- medical treatment
- education
- other basic necessities.

Factors contributing to extreme financial hardship generally include family tragedy, financial misfortune, serious illness, impacts of natural disaster and other serious or difficult circumstances.

Evidence of extreme financial hardship – individuals

To demonstrate extreme financial hardship, you may be requested to provide recent evidence to support your claim such as:

- official eviction notice (not a warning of possible eviction due to rental arrears)
- pending disconnection of essential services, e.g. water, electricity, gas; but does not include mobile phone or internet bills
- notice of impending legal action
- letter from charitable organisation regarding loss of employment or inability to provide for basic necessities
- bank notice, e.g. overdraft call or mortgaged property repossession
- overdue medical bills
- letter from doctor verifying the inability to earn an income due to illness or caring for a sick family member
- final notice from school re payment of mandatory fees
- funeral expenses
- repossession notice of essential items, e.g. car, motorcycle.

Electro Group Training takes many factors into account when assessing your claim for serious financial hardship. Providing one or more of the pieces of evidence listed above may not necessarily result in you being granted serious financial hardship status.

In some cases, these requirements may change, depending on your individual circumstances.

Extreme Financial Hardship Procedure

1. Learner contacts Electro Group Training and expresses an interest in a course offered;
2. Learner requests Financial Hardship Form from RTO Administration;
3. Completed form to be returned to RTO Administration with supporting documents ;
4. In making application, the learner should include the reason(s) behind their hardship. This may include (but is not limited to):
 - a. receipt of pension / government support
 - b. single carer status
 - c. dependents living with you
 - d. unexpected medical or other health issues, especially if likely to be prolonged

- e. young person who is refused school entry
 - f. young person (under 25) living independently (with no parental support)
 - g. homelessness
 - h. long term unemployed
 - i. recent loss of job, and enrolment at Nationwide Training for purposes of retraining
 - j. career change required due to reduced physical capacity
5. Each case is handled individually and all decisions made are at the sole discretion of the RTO Chief Executive Officer.
 6. Application to be reviewed by Training Manager and recommendation to be made to the CEO for final approval. This process is to be completed within 5 working days;
 7. Outcome of Application may either be grant of full exemption of fees or negotiation of a flexible payment plan which will be communicated to the learner by email or telephone
 8. If the decision is made to proceed with enrolment, normal enrolment process will be followed.
 9. Should a decision be made not to grant exemption of fees, the learner may appeal this decision? The procedure to be followed is outlined in Clause 2.11
 10. Should a learner be in a situation where they are experiencing financial hardship mid-enrolment, the same procedure will apply. The RTO Chief Executive Officer will consider the learner's remaining fees when deciding how to progress with the application.

4.5 Government Funded Training

User Choice

The User Choice 2017-20 program provides a public funding contribution towards the cost of training and assessment for eligible Queensland apprentices and trainees.

The program provides the flexibility for apprentices, trainees and their employers to select a preferred registered training organisation (RTO) from a list of pre-qualified suppliers (PQS) for the delivery of accredited training to meet their specific needs.

To be eligible for a government contribution towards the costs of training, an apprentice or trainee must have entered into a training contract for a qualification that is funded by Department of Education Small Business and Training (DESBT) and is registered in DESBT's registration system DELTA. The contract commencement date or recommencement date must be on or after 1 July 2010, and the training provider selected to deliver the training must hold a pre-qualified supplier status for the nominated qualification.

The government contribution for a User Choice funding contribution is detailed in the apprentice or trainee's letter of registration from DESBT and is subject to student eligibility and their selection of an eligible PQS as their SRTO.

Apprentices and trainees can only receive one government contribution for a User Choice funded qualification at any single point in time, i.e. a student is not funded to undertake two apprenticeships or traineeships at the same time.

Also, apprentices and trainees, including School-based apprenticeships and traineeships (SATs), can only receive a maximum of two government funding contributions under the current User Choice Program.

There are other rules specifically related to funding for SATs, so students and their parents/guardians should discuss their intentions with their school's vocational education and training coordinator before signing up as a SAT. Australian Apprenticeship Support Network providers are another good source of information.

For more information go to <https://training.qld.gov.au/training/incentives/userchoice>

User Choice Student contribution fees

- a) Student contribution fees are the non-government financial contribution to the cost of the training and assessment services provided by Electro Group Training.
- b) Electro Group Training details its fees and charges policy, including full costs, method of collection, refunds, and exemptions prior to enrolment of trainees/apprentices and provides access to this written policy to apprentices and trainees.
- c) Electro Group Training is required by the Department of Education and Training to retain evidence of student contribution fees charged and collected for all students, except for those students deemed as fully exempt. In addition, evidence is required to be retained for all students whose circumstances have been deemed as totally or partially exempt from student contribution fees.
- d) Student contribution fees under the User Choice program are set at \$1.60 per nominal hour for each unit of competency/module to be calculated at the commencement of the unit of competency/module.
- e) Electro Group Training will not charge more than the student contribution fee amounts contained in this policy, except as required periodically by the department.
- f) When the participant converts from a school-based apprentice or trainee to a full-time or part-time apprenticeship or traineeship, student contribution fees will not be charged for training and assessment for any units of competency not yet commenced where the student meets the requirements of the under 21 fee free training eligibility.
- g) The student contribution fee may be paid on behalf of the student by their employer or a third party unrelated to the PQS, but cannot be paid or waived by Electro Group Training, unless approved in writing by the Department of Education and Training.

Partial exemption - tuition fees

Electro Group Training will charge partial student contribution fees where the participant provides evidence they fall into one or more of the following exemption categories:

- a) The participant was or will be under 17 years of age at the end of February in the year in which the Electro Group Training provides training, and the participant is not at school and has not completed year 12.
- b) The participant holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card, and is named on the card.
- c) The participant issues Electro Group Training with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
- d) The participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence of this is as stated on the Training Contract and AVETMISS VET Enrolment Form.

Full exemption — tuition fees

Where payment of the student contribution fee would cause extreme financial hardship, then Electro Group Training may waive these fees. The final decision to waive fees will be made by the CEO of Electro Group Training. The fee waiver process due to extreme financial hardship claimed by the student, is outlined in Clause 4.4

Electro Group Training will apply full exemption from the student contribution fee where the participant falls into one or more of the following exemption categories:

- a) where credit transfer/national recognition has been applied to a unit of competency/module and validated by obtaining a copy of the certificate or statement of attainment from the participant.
- b) the participant is a school-based apprentice or trainee
- c) the participant is undertaking a qualification as part of the Skilling Queenslanders for Work – Work Skills Traineeship program.

Free apprenticeships for under 21s

Electro Group Training will not charge a student contribution fee to eligible under 21 year olds. To be eligible for Free apprenticeships under 21s, you must

- a) be employed as an apprentice or trainee under a training contract in one of the 139 priority apprenticeship or traineeship qualifications on or after 1 July 2019
- b) meet the participant eligibility criteria for the funded training program
- c) be enrolled in a high priority qualification identified by the department.

This program will replace the Free college for year 12 graduates initiative under the User Choice program. Free apprenticeships for under 21s will cover the cost of training for apprentices and trainees who commence or are undertaking a priority apprenticeship or traineeship qualification from 1 July 2019 to 30 June 2023.

Certificate 3 Guarantee

You can receive a subsidy towards one Certificate III qualification from a list of subsidised courses. An initiative of the Queensland Government, the amount provided depends on the demand for skilled workers in each industry, and your eligibility.

To be eligible for the Certificate 3 Guarantee you must meet the following criteria:

- not hold or be currently enrolled in a certificate III or higher level qualification (does not include qualifications completed in secondary school)
- be 15 years or older
- have completed or left secondary school
- be an Australian citizen or permanent resident residing in Queensland, or New Zealand citizen permanently residing in Queensland

For more info about eligibility, check out the Certificate 3 Guarantee Student Fact Sheet at <https://training.qld.gov.au/site/providers/Documents/funded/certificate3/c3g-factsheet-student.pdf>

Higher Level Skills Subsidy (HLS)

This Queensland Government initiative will offset the cost of a Certificate IV or higher course so that Queenslanders can gain advanced skills to secure employment or further their careers.

This subsidy is available to any Australian or New Zealand citizen, permanent resident, or temporary resident with the necessary visa.

Students will need to co-contribute to the payment of the course. The level of the government subsidy depends on the demand for workers in your chosen field.

To be eligible for the HLS, you must meet the following criteria:

- not hold or be currently enrolled in a Certificate IV or higher level qualification (does not include qualifications completed in secondary school)
- be 15 years or older
- have completed or left secondary school
- be an Australian citizen or permanent resident residing in Queensland, or New Zealand citizen permanently residing in Queensland

For more information go to <https://training.qld.gov.au/providers/funded/higher-level-skills>

Construction Skills Queensland Funding

Funded training programs and initiatives for current workers in the industry

If you are currently working in the Queensland building, and construction industry you may be eligible for CSQ funded training to advance or expand your skills under one of the CSQ programs. We have highlighted the most common programs below, however we also have contracts for two apprentice advance programs for further details on these please call 3274 6288 for further details

Higher Level Skills

The Higher Level Skills program provides nationally accredited qualifications including Certificate IV, Diploma and Advanced Diploma. The Higher Level Skills program is targeted to existing workers in the building and construction industry to assist in career development and is designed to help you gain new skills and knowledge.

For more information go to <http://www.csq.org.au/for-current-workers/higher-level-skills>

Short Courses

The Short Courses program provides funding to assist with upskilling and cross skilling existing workers in the building and construction industry. Short Courses are individual competencies and skills sets designed to deliver flexible solutions to workers wanting to update their skills and knowledge in specific and targeted areas.

For more information go to <http://www.csq.org.au/for-current-workers/short-courses>

4.6 Other Charges

Not competent outcome costs

In the event of an apprentice or fee for service student receiving a not competent outcome, if the unit of competency is re-done, student tuition fees will be payable for completing the training again. The fees for apprentices will be based on the nominal hours for each unit currently \$1.60 per nominal hour. Fees payable for fee for service course will be the full course fee.

Lost certificates

On successful completion of your apprenticeship, Electrogrouop Training will issue you with a nationally recognised Certificate indicating your course and units of study free of charge. Should you require another certificate for any reason (e.g., duplicate, lost, destroyed) there will be a \$25.00 administration fee charged for each certificate.

Apprentice Textbooks

During your studies, you will be using a range of textbooks including but not limited to:

- 1x AS/NZS3000:2018 Wiring rules
- 1x AS/NZS3008.1.1:2009
- 1x AS/NZS3017:2007
 - ☐ 1x Electrical Trade Principles e4 (Authors: Hampson & Hanson)
 - ☐ 1x Electrotechnology Practice e4 (Authors: Hampson & Hanson)
 - ☐ 1x printed and bound copy of the Current Energex Metering Manual which is free to download.

https://swp.energex.com.au/upload/technical_documents/20180913_104840_377041.pdf

Students in conjunction with their employer are strongly encouraged to purchase these texts as an investment for your career.

5 STUDENT TRAINING LIFECYCLE WITH ELECTROGROUP TRAINING

5.1 Pre- Enrolment Information

Electrogroup Training's management and staff are committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all clients are provided with timely and necessary information.

Prior to enrolment, students must be provided with a copy of a Electrogroup Statement of Fees and information containing details of the student's training program, including the;

- ☐ Code and Title of the qualification being undertaken
- ☐ Estimated commencement date of training
- ☐ estimated duration of the course
- ☐ expected location of the training
- ☐ expected modes of delivery
- ☐ name and contact details of any third party involved in the course
- ☐ approximate value of any contribution from a state government towards the qualification (where applicable)
- ☐ Additional Fees and Charges associated with the course
- ☐ Total cost to the student for the training provided
- ☐ Access to specific funding program fact sheets, eligibility requirements and other relevant reporting requirements stipulated by the funding body.

5.2 Enrolment Process

Fee for Service Enrolment Process

Prior to enrolling any student, the Enrolment Officer will assess your suitability for the course, by checking to see if you meet eligibility requirements for the course. The enrolment officer, prior to enrolment will check eligibility for CSQ funding If applied for. The Electrogroup Enrolment Officer will ensure that you receive full information about Fees, Charges, timing and method of payment prior to enrolling in any course.

All students must complete the Enrolment Form which has been developed in accordance with AVETMISS National VET Provider Collection specifications and includes, but is not limited to, the following information:

- ☐ Course selection
- ☐ Personal details (name, address, gender, D.O.B)
- ☐ Language and Cultural Diversity
- ☐ Disability
- ☐ Schooling
- ☐ Previous qualifications achieved
- ☐ Employment status
- ☐ Industry
- ☐ Study Reason
- ☐ Fees, charges and payment
- ☐ Privacy Statement and a signed declaration

Apprenticeship Enrolment Process

Following receipt of your SRTTO Notification to join Electrogroupp you will be contacted to arrange a signup and induction.

You will receive an induction pack (further detail in 5.3), which will include:

- Literacy and Numeracy Assessment
- Training Enrolment Form
- Training Plan
- Tuition Fee Agreement
- eProfiling Registration
- Credit Transfer Authorisation
- Recognition of Prior Learning (RPL) Application
- Employer Resource Assessment
- Student handbook

You will also be provided with a number of fact sheets and relevant training and apprentice information

5.3 Student Induction

A Student Induction is provided to each new student on commencement. The presentation includes but is not limited to information on:

- ☐ Training and Assessment arrangements; including RPL
- ☐ Selection and enrolment of learners
- ☐ Client support services
- ☐ Legislative and occupational licensing requirements
- ☐ Complaints and appeals procedures
- ☐ eProfiling registration and reporting requirements (for apprentices only)

5.4 Recognition of Prior Learning (RPL)

Electrogroup Training promotes acknowledgement of traditional and non-traditional forms of learning as valid pathways for recognition of competency achievement. RPL is an assessment process that provides acknowledgement of the skills and knowledge gained through like experiences, work experience, previous training, and formal education.

Electrogroup Training mutually recognises the AQF qualifications and Statement of Attainment awarded by other RTOs. If you wish to apply for RPL, you must first contact our assessor, to discuss your experience.

An information and application package for RPL is available for some of our courses. Please contact Electrogroup Training for more details about this process.

5.5 Credit Transfer

Nationally recognised Units of Competency and Statements of Attainment issued by other Registered Training Organisations (RTOs) are recognised by Electrogroup Training, this enables individuals to receive national recognition of their achievements. In order to apply for a credit transfer the student should complete the following steps:

- ☐ Complete the "Credit Transfer Form"
- ☐ Attach a certified copy of the transcript or statement of attainment or USI access/ transcript and highlight the units you wish to have applied to your current enrolment
- ☐ Submit completed "Credit Transfer Form" and evidence to Electrogroup Training
- ☐ Electrogroup Training in consultation with relevant trainer will review and confirm whether student is eligible for Credit Transfer.

5.6 Student Support Services

Electrogroup Training will attempt to identify any particular learning requirements a student has before the commencement of training. You should advise your trainer or EGT Administration if you feel you have a learning support need that has not been identified.

The earlier Electrogroup is aware, the earlier we can help to address any access and equity or learning support services that may be required. This ensures you maximise your chances of successfully completing the training.

ASQA requires Electrogroup Training to ensure all learners receive training, assessment and support services that meet their individual needs.

Electrogroup Training will as far as practicable, ensure that:

- Students' training and learning support needs are assessed
- Students have access to relevant learning support services, including assistance with language, literacy and numeracy
- Learning support services are consistent with the training and assessment strategies

- Learning, assessment and support services are monitored and improved as necessary.

Language, Literacy and Numeracy Support

Registration under ASQA requires Electrogrouop Training to take account of language, literacy and numeracy (LLN) skills as a part of its core business.

Electrogrouop Training will ensure that learners' have access to relevant learning support services including assistance with language, literacy and numeracy.

Electrogrouop Training will, where necessary, incorporate LLN into the training and assessment strategies. When developing training and assessment strategies, Electrogrouop Training will consider:

- the LLN skills of the learner
- the LLN skills required to participate in training
- the LLN skills required in the workplace.

When creating the training plan, Electrogrouop Training is required to conduct a literacy/numeracy assessment to determine if the student has the necessary literacy and numeracy skills.

Following this evaluation, Electrogrouop Training, the student and the employer will work together to give the student the best opportunity to acquire any identified language, literacy and numeracy skills that the student may require.

If it is identified that the student does not have the required underpinning literacy and numeracy skills, Electrogrouop Training and the student may need to consider carefully whether the chosen qualification is appropriate for the student to undertake.

Skills Disability Support

Skills Disability Support offers a range of services to assist students with a disability who are undertaking off-the-job training funded by the Queensland Department of Education and Training.

These services complement support offered by Electrogrouop Training. For more information visit www.training.qld.gov.au and search 'Disability Support' or contact Training (Government) on 1300 369 935. Furthermore, you can contact Apprenticeships Information on 1800 210 210.

Extra Tuition and Learning Support

Electrogrouop Training conducts regular tutorial sessions, usually on Tuesday afternoon/evenings, for extra support to participating students.

These tutorials are designed to assist students with their studies at Electrogrouop Training. Electrogrouop Training Administration will contact you to arrange dates and times for tutorials should you require them and/or your trainer has recommended it.

You **MUST** participate in tutorials to give you the best chance of completing your apprenticeship.

Tutorials are provided for students that are genuinely having trouble with their learning. Tutorials are **NOT** a substitute for students who do not participate to their fullest ability during their time at college.

If a student is repeatedly late or absent from class; does not fully participate in or contribute to class activities; prefers to take protracted breaks and telephone calls or texts during class, it is unlikely they will benefit from a tutorial. Tutorials augment training, they do not replace training.

Clearly, this type of behaviour does not constitute “full participation”. EGT will not provide extra assistance to those students that do not take responsibility for their learning.

Students are expected to bring all class notes and handouts and items listed in ‘Daily Requirements’ of this document. Students attending tutorials unprepared will be rebooked, and their employer notified.

5.7 Training Delivery

Electrogroup Training management and staff are responsible and committed to providing training and assessment services, resources, support and equipment in the best possible environment for you to complete your training.

Training is delivered and assessed by industry experienced and qualified trainers. All students are required to attend each scheduled session as required. The trainer will moderate the learning pace, method and sequence appropriate to the learning needs. Learning methods will vary and can include:

- group discussions
- face-to-face classroom facilitation
- practical exercises
- case studies
- written assessment
- team activities
- e-learning

Workplace training

Some programs contain mandatory workplace training, which is assessed in the workplace.

Apart from the mandatory assessment of workplace training, Electrogroup Training offers no supervision whilst the actual workplace (On the job) training is being undertaken. Supervision is to be provided by the employer who have offered to participate in work placement.

5.8 Assessment

Assessment tasks and strategies include a wide range of methods and may include:

- specific written assessments
- formal questions (including multiple choice)
- team projects or reports
- practical demonstrations
- case studies
- small or large group tasks
- discussions
- oral presentations
- portfolio
- problem solving tasks

Broadly classroom assessments have two or three assessment tasks for each unit of competency. As a general rule for major assessments, you will be provided with task assessment instructions including the date the task is due for completion.

If a student fails an assessment, an opportunity to complete a resit may be permitted. Please discuss options with your trainer.

5.9 Guarantees to Complete Training and Assessment

In the event of Electrogroupp being unable to complete the training and assessment services, Electrogroupp will arrange for agreed training and assessment to be completed through another RTO. Fees may differ between RTOs and therefore may be incurred by the student. Before transfer affected students will be notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If the transfer is not possible Electrogroupp will provide a refund of any unused portion of the fees paid.

If Electrogroupp is unable to complete the training and assessment to an apprentice as per its DESBT contract, the organisation will in cooperation with DESBT, make arrangements satisfactory to the Department for the continued provision of VET services to apprentices. Electrogroupp will provide all reasonable assistance to the Department, including preparation and compliance with any transition plan approved by the Department, to enable the transition of apprentices to the Department or to any third party deemed appropriate by the Department.

5.10 Completion

When Electrogroupp Training and the employer and apprentice agree that all competencies outlined in the training plan have been achieved, eProfiling benchmarks have been met and there are no outstanding payments, the following must take place:

- Electro Group Training will send a copy of the completion agreement to the apprentice and employer
- Once the completion agreement is signed by both the apprentice and employer and a nominal completion date has been agreed upon by all parties, it is to be sent back to Electrogroupp Training
- Once received Electrogroupp Training will complete apprentice on database and create a certificate. A copy of the signed completion agreement will be sent to ESO and DESBT for processing

- A copy of all completion documents will be sent to the employer and apprentice for their records

The actual completion date of the apprenticeship is the date agreed to by all parties and stated on the completion agreement. If Electrogrou Training is unable to obtain both the employer and the apprentice signature on the completion agreement, and has exhausted all avenues to resolve the issue, EGT may apply to DESBT for authorisation to issue a qualification - refer to the disputed completions stakeholder reference for further information.

5.11 Client Feedback and Evaluation

Electrogrou Training is committed to collecting and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and Assessment services. This feedback may be sought through phone conversations, site visits with students and/or employers or through online/paper based survey collection.

5.12 Issuance of Qualifications and Statements of Attainment

Electrogrou Training is responsible for issuing all qualifications delivered within its scope of registration.

6 VOCATIONAL EDUCATION AND TRAINING IN SCHOOLS (VETiS)

6.1 What is VET in Schools (VETiS)?

Some students undertake nationally recognised vocational education and training (VET) qualifications while they are still at school.

VET is learning which is directly related to work. Nationally recognised qualifications are developed by industry to give people the knowledge and skills they need to work in a particular job.

Students can undertake VET at school:

as part of their school studies - delivered and resourced by a school registered training organisation (RTO)

by enrolling in a qualification with an external RTO - funded either by the Department of Education and Training's VET investment budget or through fee-for-service arrangements i.e. where the student or parent pays for the qualification as a school-based apprentice or trainee.

6.2 VETiS funding by the VET investment budget

VETiS qualifications funded by the VET investment budget are listed on the Queensland Training Subsidies List (<https://training.qld.gov.au/docs-data/strategies/vetinvest/subsidieslist>).

These qualifications are delivered by RTOs who have been approved by DESBT as pre-qualified suppliers (PQS) under the Certificate 3 Guarantee. Schools, in consultation with students and their parents, are able to choose any PQS approved to deliver the eligible qualification.

VETiS qualifications on the Queensland Training Subsidies List are at the certificate I and II level. Students who wish to access the VET investment budget to undertake a

certificate III qualification should do so through a school-based apprenticeship or traineeship (SAT)—funding for a SAT is available under the User Choice program. Other certificate III qualifications may be delivered and funded outside of a SAT pathway, where an Industry Proposal Funding Submission (DOCX, 743KB) (<https://training.qld.gov.au/site/docs-data/Documents/strategies/vetinvest/funding-proposal.docx>)

is submitted by an employer or industry body to support local employment opportunities.

For further details on VETiS funded by the VET investment budget and VETiS qualifications, please refer to:

VETiS frequently asked questions

(<https://training.qld.gov.au/training/incentives/vetis/faqs>)

Queensland Training Subsidies List (<https://training.qld.gov.au/docs-data/strategies/vetinvest/subsidieslist>)

6.3 Electrogroup delivery of VETiS qualification

The qualification currently delivered by Electrogroup Training under the Queensland Government VETiS funding is:

- UEE22011 Certificate II in Electrotechnology (Career Start)

Electrogroup Training delivers this qualification through third party arrangements with schools where EGT has verified competency of trainers, resources and the school's capacity to carry out such training/assessment to industry and training package standards/requirements. In instances where the schools do not have the capacity to provide training/assessment, training is provided at EGT premises. Attendance is generally 1 full day per week in agreement with the school and may include some school holidays too. Where third party arrangements are in place all students are provided with information at induction and it is made clear Electro Group are the RTO and the school is the third party.

Learning Support Services

All students are required to undertake a Language, Literacy and Numeracy (LLN) test prior to commencement. The test is conducted to provide an indicator of the Language, Literacy and Numeracy levels of each student. Electrogroup is not allowed to provide training in LLN as schools are funded to support students with LLN. However, based on individual needs Electrogroup will provide support in the form of reasonable adjustment or additional tutorial support to ensure each student has full opportunity to achieve competency in the qualification.

Work Experience Process for VETiS

Work experience is a vital component of Certificate II in Electrotechnology and gives students an indication of real industry standards, environment, timeframes and other

requirements. Please note whilst EGT strongly recommends work experience it is not mandatory for this qualification.

Students will receive full information regarding the work experience process and requirements from their Trainer or the Electrogrouop Administration Staff there is also a fact sheet available on the Department of education's website

<http://ppr.det.qld.gov.au/education/management/Procedure%20Attachments/Work%20Experience%20Placements%20for%20School%20Students/work-experience-placements-for-school-students.pdf> . Once the student has confirmed placement with

an employer, the student and employer are required to sign off on the 'Work Experience Agreement Form'

<http://ppr.det.qld.gov.au/education/management/Procedure%20Attachments/Work%20Experience%20Placements%20for%20School%20Students/Agreement.PDF> . A copy

of this will be in your induction information. The completed form needs to be submitted to your school Principal before Work Experience commences. A copy of the Construction White Card and CPR Card will need to be provided to the student's employer. The student will also be provided a log book to be completed and signed off daily by the workplace supervisor.

7 QLD USER CHOICE FUNDED APPRENTICESHIPS

7.1 What is an Apprenticeship

Apprenticeships combine training with working in a real job, with a real employer, for a real wage. Apprentices work towards the completion of a nationally recognised qualification while learning valuable skills at work and under the guidance of a training organisation. Upon completion, you may find yourself in a great place to keep working, go on to future study or even start your own business.

Apprenticeships:

- combine work with structured training.
- can be full-time, part-time, or school-based - where some of the training is undertaken while the apprentice is in high school.
- could be undertaken by existing employees.
- require employers to enter into a training contract with the apprentice, which is a legally binding agreement to work and train together for a length of time.
- work with the employers and training organisation to draw up a training plan.

The parties in the apprenticeship system:

- the apprentice (the employee)
- the workplace supervisor and the employer
- the Australian Apprenticeship Support Network(AASN) representative
- the Registered Training Organisation
- DESBT

7.2 School-based apprenticeships and traineeships

School-based apprenticeships and traineeships (SATs) allow high school students - typically Years 11 and 12 - to work with an employer as paid employees, while studying for their senior certificate. At the same time, students undertake a training

qualification with a supervising registered training organisation chosen by both the employer and the student.

A school-based apprentice's or trainee's employment and/or training arrangements must impact on their school timetable for the program to be considered school-based.

Read more about school-based apprenticeships and traineeships on the Apprenticeships Info website

(https://desbt.qld.gov.au/_data/assets/pdf_file/0023/7952/is26.pdf).

7.3 Apprenticeship Enrolment Process

Both the employer and apprentice have defined roles and obligations to fulfil under the training contract.

Responsibilities of the Apprentice

- Complete and sign a training contract with the employer - with the assistance of the Australian Apprenticeship Support Network (AASN) provider.
- Together with the employer, select a training organisation.
- Attend work, do the job and follow the employer's lawful instructions.
- Work towards achieving the qualification or statement of attainment stated in the training contract.
- Participate in negotiating the training plan for the apprenticeship.
- Obey all workplace health and safety (including dress and equipment) and code of conduct rules.
- Undertake the training and assessment required under the training plan.
- Pay student contribution fees to their training organisation (the employer may pay these on the apprentice's behalf).
- Keep the training record and produce it to the employer, training organisation and/or the Department of Employment, Small Business and Training when requested.
- Do not terminate the apprenticeship before completion unless the apprentice and their employer mutually agree to cancel the training contract and notify the AASN provider or the department accordingly by signed notice.
- If it appears all required training and assessment will not be completed before the nominal completion date, talk to the employer and training organisation about applying to extend the training contract.

It is critical that parties maintain open lines of communication and attempt to resolve any disputes among themselves in the first instance. If these attempts fail, disputes should be referred to DESBT for further assistance and early intervention.

For apprentices who are under the age of 18 and who are under the care of a parent/legal guardian refer ATIS-020 Parent or guardian responsibilities for parent/guardian obligations.

7.4 Rights and Responsibilities of all Parties

Obligations of the Employer

Prior to registration the employer **must**:

- Contact an Australian Apprenticeship Support Network (AASN) provider to arrange the signing of a training contract.
- Ensure the training contract is signed by the parties within 14 days of the start of the apprenticeship or traineeship.
- Select a training organisation in consultation with the apprentice or trainee.
- Take all reasonable steps to ensure that the training contract is given to the AASN provider within 28 days of the start of the apprenticeship.
- Negotiate and sign a training plan with the apprentice and the training organisation within three months of the start of the apprenticeship.

For the duration of the apprenticeship the employer must:

- Deliver training as negotiated in the training plan.
- Provide, or arrange to provide, the facilities and range of work as specified in the training plan, ensuring the apprentice is adequately supervised by a qualified person. Read the ATIS -039 adequate training arrangements in the workplace information sheet for the definition of a qualified person.
- Pay the wages and provide the entitlements specified in the relevant industrial relations instrument.
- Release the apprentice from work and pay the appropriate wages to attend any off the job training, including assessment as provided for in the training plan. This may not apply to school-based apprentices and trainees and the employer would need to check the relevant industrial instrument.
- Discharge all lawful obligations of an employer, including those relating to workplace health and safety.
- At reasonable intervals of not more than three months, update the training record.
- Negotiate a training plan within 28 days where the current training plan has ended due to change of training organisation or transfer of training contract

The employer must notify DESBT in writing within 14 days of any of the following events:

- Agreement by the parties to cancel the training contract.
- Deciding that the apprentice is unlikely to meet the requirements of their training plan.
- If the apprenticeship will not be completed within the nominal term and an extension is required.
- Sale or disposal of the business by the employer.
- Dissolution or change of business partnership.
- Where the purchaser of a business agrees to continue to train an apprentice, the employer must give notice to the AASN provider or the department of the agreement. On receipt of this notification, the training contract is taken to be assigned to the purchaser of the business (the new employer). Note that if a purchaser/new owner or new partnership of a business does not wish to retain an apprentice trainee, they must notify the AASN provider or the department in writing before the change takes effect.
- Temporary transfer of a training contract (within seven days after the day the transfer takes effect).

- Suspension of a training contract – suspension effect date cannot be less than seven days from the date the advice was given to their AASN provider or the department. However, if the training contract ends during the probationary period, the employer must notify their AASN provider or the department within seven days of the apprenticeship ending.
- Where the parties agree to cancel the training contract, the employer must advise the training organisation in writing of the cancellation within seven days after agreement to cancel.

The employer must not:

- Knowingly enter into a training contract with a person who is already being trained as an apprentice under a registered training contract in the same apprenticeship or traineeship by another employer
- Terminate the employment of the apprentice unless the apprenticeship is completed or the training contract has been cancelled.

The employer must not directly or indirectly:

- Obstruct or discourage in any way, the apprentice from participating in the training required under the training plan to be delivered by the training organisation (EGT)
- Place the apprentice at a disadvantage, because they participate or attempt to participate in the required training.

Obligations of ELECTROGROUP TRAINING (EGT)

Every apprentice must have a supervising registered training organisation (SRTO). Where an apprentice has more than one training contract - for example, if the person is undertaking two part-time apprenticeships - there must be a supervising registered training organisation for each contract.

Supervising registered training organisations deliver training to apprentices under an agreed training plan.

Prior to registration of the apprenticeship, EGT must agree to be the supervising registered training organisation for the apprenticeship. If the apprenticeship is school-based, EGT must include the school when negotiating the training plan.

Responsibilities of Electrogroup Training are outlined below:

- provide induction information on rights and responsibilities
- clarify the employer's capacity to train the apprentice by conducting an employer resource assessment (site visit)
- work with the employer and the apprentice to provide the facilities, services, supervision and training required under the training plan
- negotiate the training plan
- develop a training record that allows for monitoring of the apprentice's progress (eProfiling)

- ensure the training as agreed in the training plan is delivered
- ensure the actual completion date is agreed to by all parties to the training plan
- ensure the completion agreement is signed to acknowledge the completion of training, issue the qualification (within 21 days of signing the completion agreement) and advise DESBT and the employer, that the qualification has been issued (within 14 days after issuing the qualification)

7.5 Electrical Safety Office - Licence Outcomes

Apprentices who successfully complete UEE30811 – Certificate III in Electrotechnology Electrician may apply to the Electrical Safety Office for licencing as an Electrical Fitter and Mechanic. An electrical mechanic licence "...authorises the holder to perform all electrical work" (Electrical Safety Regulation 2013, s35). An electrical fitter licence "...authorises the holder to perform all electrical equipment work" (Electrical Safety Regulation 2013, s37). For more information about licensed outcomes refer to:

<https://www.worksafe.qld.gov.au/licensing-and-registrations/electrical-licences>

7.6 eProfiling

Where does the eProfiling eLogBook fit into the apprenticeship structure? There are three elements to an apprenticeship:

- Attend and pass all of your college training (off job component)
- Successfully complete an Electrical Safety Final Assessment (commonly referred to as the Capstone assessment).
- Develop a profile of relevant work experiences (on job component)

The eProfiling system has been designed to collect evidence of the On-Job Training element of your apprenticeship – Develop a profile of relevant work experiences. eProfiling records your work experiences every week and once verified by your supervisor, compiles them into reports for EGT and your employer indicating your progress on the job against national criteria.

EGT uses this information in conjunction with your college training results to make a judgment on your competence.

eProfiling is a critical element of the apprenticeship which apprentices are responsible for maintaining.

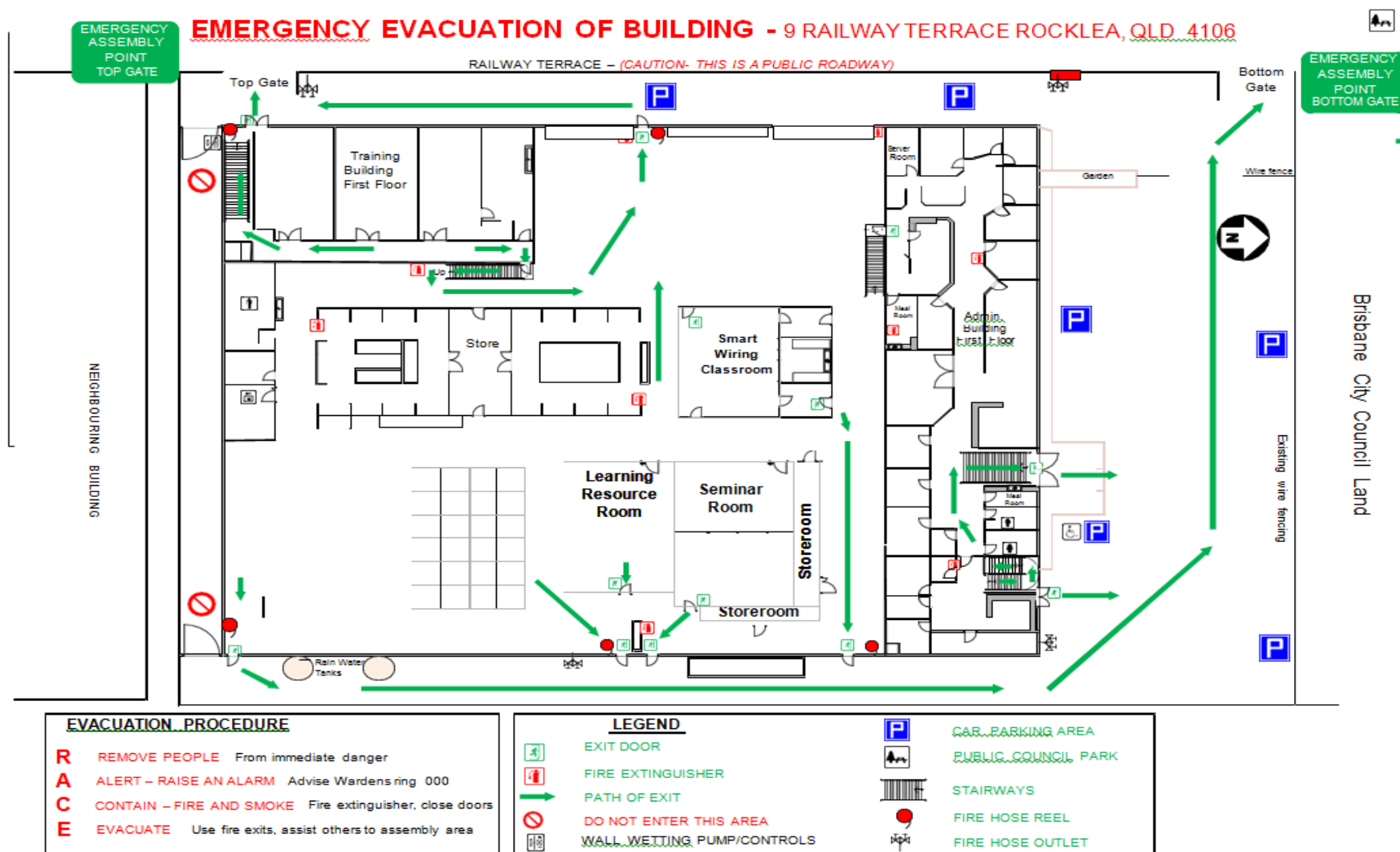
Tutorials on how to correctly complete eProfile cards either paper based or online can be found at www.eprofiling.com.au.

Please be aware that as of November 13, 2015, eProfiling paper cards were discontinued.

During your induction, you will be required to complete an eProfiling registration form which will be sent to eProfiling. On receipt of your registration form, eProfiling will send you and your supervisor an email welcoming you to the eProfiling system along with a password to enable you both to logon. If you have any problems with this component of your apprenticeship, please contact eProfiling helpdesk on (02) 6100 2147
For a guide to eProfiling refer to the eProfiling website at:

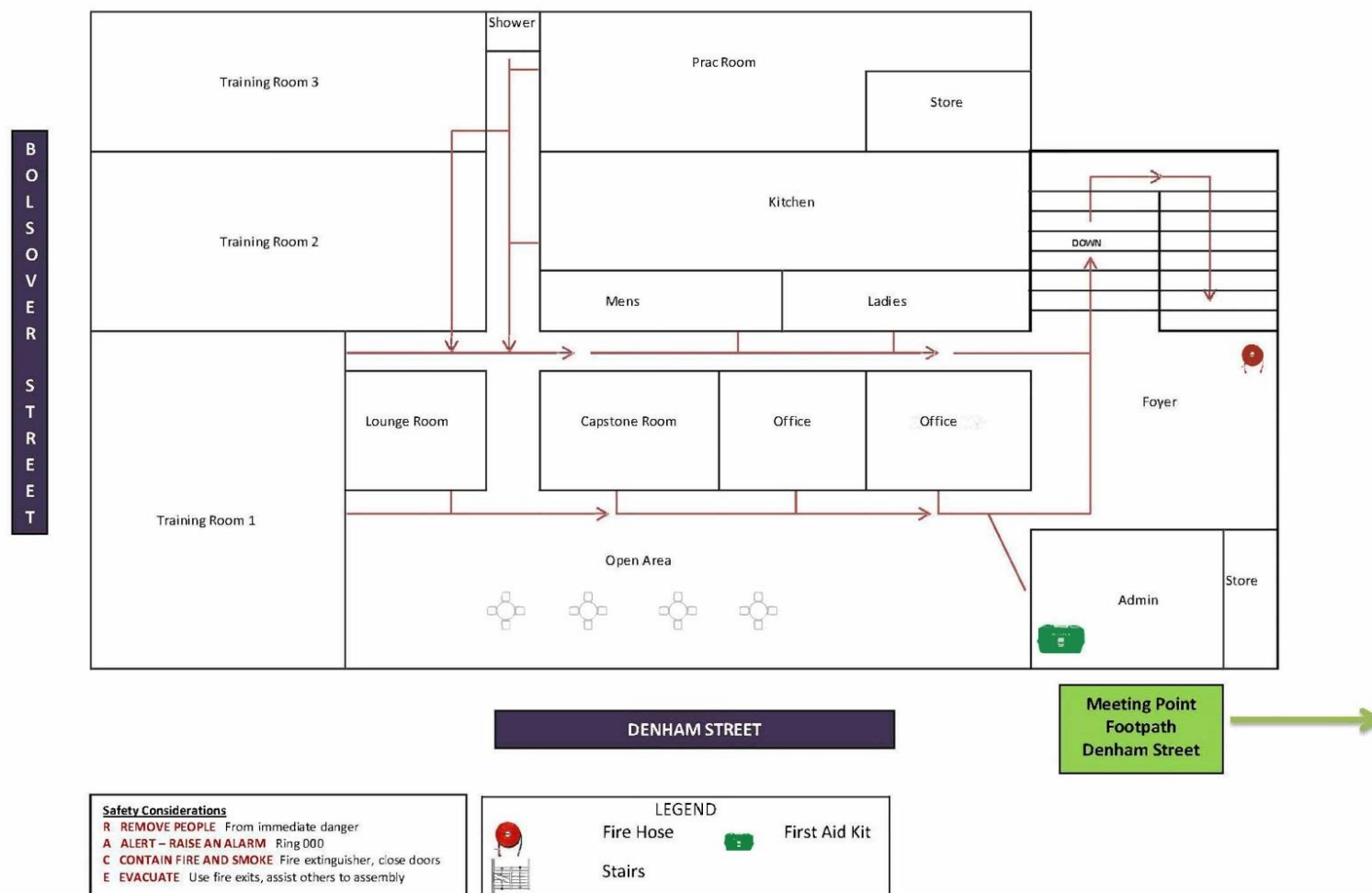
<https://elogbook.eprofiling.com.au/> log in and go to the how to section.

8 EVACUATION PLAN – ROCKLEA CAMPUS



9 EVACUATION PLAN – ROCKHAMPTON CAMPUS

Emergency Evacuation Plan- 23 Denham Street Rockhampton, QLD, 4700



“Thank you for choosing ELECTROGROUP TRAINING”