

STUDENT HANDBOOK

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WELCOME TO ELECTRO GROUP

Welcome to Electro Group 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 Electro Group. 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 Electro Group, 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
Electro Group



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About Electro Group

Electro Group is comprised of two industry-owned “not-for-profit” companies:

- Electro Group Apprentices (EGA)
- Electro Group Training (EGT)

EGA was founded in 1998 by the Master Electricians Australia (MEA), 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 a Group Training Organisation (GTO), whose core business is to recruit and employ electrical apprentices for careers in the electrotechnology sector. EGT is a Registered Training Organisation (RTO), which provides trade institute training for electrical apprentices, post trade electrical training for licenced electricians, pre-apprenticeship courses and a range of short courses.

Electro Group is unique in Queensland as a not-for-profit organisation built on the 80+ years' experience of Master Electricians Australia and the 100+ years' experience of the Electrical Trades Union. Electro Group benefits from the strength of industry knowledge built over that time and is uniquely placed to ensure its training and allied services are aligned to current industry needs. That strength of history means Electro Group knows the electrical industry from the ground up. Electro Group is focussed on providing jobs through its GTO and specialising in first-class electrical trade training through its RTO, for the benefit of the electrotechnology industry. The objective is to provide our industry with safety-conscious and highly skilled apprentices and tradespeople for the ongoing benefit of the electrotechnology industry.

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. Over 90% of EGA apprentices successfully complete their training.

Electro Group (EGT) – Registered Training Organisation

Electro Group 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, post trade courses are also offered in:

- Certificate IV in Electrical – Photovoltaic Systems
- Certificate IV in Hazardous Areas — Electrical
- Qualified Technical person units
- Qualified Businessperson units

- Optical Fibre
- Coaxial and Structured Cabling
- 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 and website for the full list of qualifications and competencies delivered.

Electro Group College Rules

Overview of Rules

While attending Electro Group, students will be required to adhere to the following rules and policies:

- EGT has a strict “No Alcohol, No Drugs” zero tolerance policy. Students who exhibit signs of intoxication either by alcohol or drugs will be refused entry or re-entry to the college. EGT reserves the right to cancel a student’s enrolment should he or she attend college intoxicated either by alcohol or drugs.
- 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 will be disciplined.
- Electro Group enforces a zero-tolerance policy against all forms of sexual harassment. Students found to have engaged in sexual harassment will be expelled.
- While swearing may be a normal part of a worksite, it is not acceptable at college.
- Food and drinks (except bottled water) are not to be taken into classrooms.
- 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.
- 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 and instructions on campus
- Students must obey all onsite traffic signage, stay within signed speed limits, park only in designated parking areas and not obstruct emergency vehicles or equipment.
- Students are responsible for accessing and reading all relevant Electro Group policies and procedures including workshop policies and procedures. Students can seek clarification from their trainer on any policy/procedure as required. Students must comply with all relevant government regulations e.g., health and safety obligations, and training facility policies/procedures always.

EGT reserve the right to remove any student from the premises who is found abusing college rules, the facilities and/or equipment and may notify the student's employer where necessary.

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 Electro Group Administration as soon as possible to notify the trainer. The trainer will complete class rolls and send to Electro Group administration before 9 a.m. If you are absent, and if no notification has been received of your absenteeism, you will be contacted by Electro Group 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. Electro Group reserves the right to cancel and reschedule your class if you are absent for two or more full days of any unit, and/or if too much content has been missed to reasonably catch up e.g. Missed full day of practical tasks.

Early leave/late arrival

All students arriving late to class must report directly to their trainer for recording and reporting purposes. All students wishing to leave class early must speak with their trainer prior to leaving the premises. EGT administration staff will report the absence to your employer or, for school-based students, your principal and/or parent/guardian.

For apprentices employed by EGA (EGA apprentices)

In addition to reporting directly to their trainer, any EGA apprentices leaving early or arriving late must complete a Student Absence Notification Form and submit this directly to their trainer or have their trainer submit an absentee form electronically. EGA apprentices must not leave the premises early until given leave by EGA to do so.

Student Participation

Students are required to attend all scheduled training (including online training sessions and tutorials) and participate fully in learning activities. Student's engaging in behaviour considered dangerous to themselves or others may face immediate expulsion. Students who disrupt classes or refuse to participate in a positive and constructive manner may be asked to leave the premises and return to work (EGT reserves the right to report such incidents to the student's employer where appropriate).

Workplace Health and Safety

Electro Group acknowledges the role of all persons to ensure a safe workplace. Electro Group applies due diligence to ensure the ongoing health and safety of staff and students. Electro Group requires staff to follow company health and safety policies and procedures. Students are required to:

- not commence a practical task until they have read and understood the relevant safe work method statement/risk assessment
- use all required PPE as outlined in this handbook and specified in the relevant safe work method statements/risk assessments/risk assessments for practical activities
- comply with all requirements of safe work method statements/risk assessments/risk assessments relevant to the practical activities
- comply with all health and safety policies, procedures, and instructions
- not wilfully or recklessly cause danger to themselves or others
- immediately report any hazard upon identification

Dress Code and Personal Protective Equipment (PPE)

Each Electro Group workshop has a copy of the workshop policy and procedure document.

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 because of the items being caught or entangled.

The above dress code is a minimum standard. Students who arrive at Electro Group 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.

NO SAFETY GLASSES = NO PARTICIPATION

Electro Group 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 over-glasses suited to the tasks undertaken at college if they do not have prescription safety glasses.

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.

Please note: Electro Group 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.

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, Electro Group requires all mobile devices to be set to silent during class. In some instances, students may be permitted to use mobile devices for specific electrotechnology apps or to search information in class where such use is directly relevant to the learning outcome and has been specifically instructed and approved by your trainer. In all other circumstances, mobile devices must be kept on silent and either remain in the student's pocket or bag during class.

Computer Usage

Electro Group 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 Electro Group's internet facility to access sites containing material not directly associated with course.

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

Student Resources

Tools and Stationery Requirements

While attending college all students will be expected to bring at a minimum the following generic stationery and workshop items:

- Pens (Black and Blue)
- Pencils and Rubber
- Ruler
- Notebook: Ruled
- Scientific calculator (we recommend Casio *fx-82AU*)
- Safety Glasses

Additionally, while tools and resources will be made available to students enrolled in the Certificate II in Electrotechnology (Career Start), all apprentices and post-trade students will be expected to bring at a minimum the following reference books and tools:

- Australian Standards
- Wiring Rules:
 - Current AS/NZS 3000
 - Electrical Installation-Selection of cables. Part 1.1
 - Current AS/NZS 3008.1.1
- 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., fluoro terminals)
- Slotted: 1.0x5.5x125 (suit range isolator)

This list is a bare minimum.

Wi-Fi

As an EGT student, Wi-Fi is available on a mobile and personal device. Your trainer can provide you with further information.

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/> (subscription required)

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

Post Trade Texts

There are a variety of Acts, Regulations, Standards, and Codes of Practice required for most of our post trade courses. Please see individual courses on our website for further details.

Please note that all required Acts, Regulations and Codes of Practice are available free of charge to download from <https://www.worksafe.qld.gov.au/laws-and-compliance/electrical-safety-laws>

Student Support Services

Electro Group will attempt to identify any 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 Electro Group 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.

Electro Group 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.

Personal Support

If you are experiencing difficulties and/or require counselling or personal support, there are several professional organisations well equipped to offer services to help. Some of which are:

- Beyond Blue 1300 22 4636 or www.beyondblue.org.au
- Mates in construction 1300 642 111 <https://mates.org.au>

Language, Literacy and Numeracy Support

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

Apprentices

While carrying out apprentice induction, Electro Group will conduct a literacy/numeracy assessment to determine if the student has the necessary literacy and numeracy skills. Following this evaluation, Electro Group, the student, and the employer will work together to give the student the best opportunity to address any language, literacy, and numeracy skills gaps that may impact on the student's training. If it is identified that the student does not have the required underpinning literacy and numeracy skills, Electro Group and the student may need to consider carefully whether the chosen qualification is appropriate for the student to undertake.

All other students

Electro Group will identify the educational and support needs of each student and ensure that students have access to relevant educational and support services. Students are encouraged to raise with their trainer any additional educational and/or support need or service they consider relevant to their course progression.

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 Electro Group. For more information visit <https://desbt.qld.gov.au/training/training-careers/support/disability/sds-learners> or contact Training (Government) on 1300 369 935. Furthermore, you can contact Apprenticeships Information on 1800 210 210.

Extra Tuition and Learning Support

Electro Group 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 Electro Group. Electro Group 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.

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.

Human Rights

Anti-Discrimination and Harassment

Electro Group is an equal opportunity organisation and does not tolerate any form of discrimination. We believe all students have the right to work and learn in an environment free of discrimination and harassment. Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially, and impartially.

Electro Group 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.

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.*

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 will be promptly investigated. Confidentiality will be maintained throughout the investigation to the extent practical and appropriate under the circumstances. Persons found to have engaged in misconduct may face disciplinary action and/or referral to appropriate authorities.

Anti-Bullying

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. Electro Group adheres to the Prevention of Workplace Harassment Code of Practice 2004 (revised 2012). Individuals who believe they have been subjected to bullying should report any incident to the General Manager - RTO.

Academic Rules

Academic Misconduct

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

- Plagiarism - presenting all or part of someone else's work as your own without acknowledging the source
- Passing off another person's work as your own
- Allowing another student to pass off your work as their own
- Passing off group work as your own "individual" work
- Accessing and/or removing an examination or solution from a Trainer or classroom
- Sharing examinations 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 acknowledged (identifying and attributing the source).

Plagiarism

Plagiarism is taking the creative ideas or work of another person, whether theory/written work or a physical item such as the output from a practical task and presenting it as your own. This includes searching for, copying, and pasting online information into answers or assessments without making clear that the information is quoted from another source i.e., it is not your work, but that of another person who you are quoting. Most Electro Group assessments do not require formal referencing of sources i.e., using Harvard referencing etc., however, if you copy the work of another person, you should clearly identify that work within quotes "" and include the source e.g. "The maximum demand may require a special assessment where the electrical installation is large and complex or special types of occupancy exist" source: <https://elek.com.au/articles/maximum-demand/#:~:text=Maximum%20Demand%201%20Calculation.%20The%20maximum%20demand%20can,occupancy%20exist.%203%20Measurement.%20...%204%20Limitation.%20>

Consequences of Academic Misconduct

Academic misconduct is serious and will not be tolerated. Allegations of academic misconduct will be investigated by your trainer and may be referred to the General Manager – RTO. If the evidence gathered demonstrates misconduct, you may be invited to respond to the evidence of misconduct.

Following consideration of the evidence, Electro Group may do one or more of the following:

- determine the allegations of misconduct are unfounded
- require you to undertake an alternative assessment activity or assignment

- issue you with a formal warning
- issue you with a 'Competency Not Achieved' outcome for the units of competency relating to the incident and require reenrolment
- suspend or terminate your enrolment
- inform your employer (or in the case of VET in Schools, inform your principal)
- take any other action considered appropriate and proportional to the circumstances

Student Rights

Complaints and Appeals (general)

You may raise any issue of concern informally through your trainer and seek resolution. Informally raised issues of concerns may be referred for management consideration, however, are not complaints and do not need to follow formal complaint handling procedures. Informal matters that cannot be resolved at the time they occur should be referred to the General Manager - RTO.

Complaints

A formal complaint may be raised for more serious matters by requesting a complaint form from your trainer or another staff member and submitting to the College. Complaints can relate to the RTO, its trainers, assessors, staff, another learner, or a third-party providing services on the RTO's behalf.

Electro Group will process formal complaints in accordance with its Complaints and Appeals Policy. Where Electro Group considers more than 60 calendar days are required to process and finalise the complaint or appeal, it will:

- inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required and
- regularly update the complainant or appellant on the progress of the matter

Appeals

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment.

An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student. Electro Group will acknowledge in writing the request for an appeal. Following consideration of the appeal, Electro Group will advise the student in writing of the appeal outcome.

If the student is unsatisfied with the outcome, the student may refer the appeal to the Training Ombudsman for independent review.

Privacy Policy

Privacy Amendment (Enhancing Privacy Protection) Act 2012

Electro Group collects and stores clients' personal details and data for the purposes of training and assessment, reporting, administration, and evaluation of the program. EGT may disclose personal information to a third party without consent where authorised or required to do so by law. 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 Electro Group.

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

Electro Group 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.

Release of Personal Information

During your enrolment, you will be called upon to supply Electro Group with personal data. This information is subsequently filed by Electro Group as both hard copies, and electronically within our Student Information Management System. We, however, advise that Electro Group 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 Electro Group'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, Electro Group 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 Electro Group Administration.

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 provide signed consent, 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.

Unique Student Identifier (USI) Policy

A USI is your individual education number for life. It also gives you an online record of your VET training undertaken in Australia.

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.

Fees, Charges, Payment, and Refund

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.

Refund Policy

Apprentices

All enrolment fees are invoiced before commencement unless alternative arrangements have been made. Apprentices are refunded fees for any Certificate III Electrotechnology unit paid but not commenced. Apprentices may be eligible for a proportional refund if they withdraw after commencing a unit of competency. Please contact Electro Group 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.

Short Courses and Pre & Post Trade Courses

All fees shall be paid before commencement. Students have the right to obtain a refund for services not provided by Electro Group. In the event a course is cancelled by Electro Group, if the participant cannot be transferred to an alternative course, a full refund will be provided.

Student Cancellations

Contractor's course specific refund policy (Qualified Businessperson – QTP, Qualified Technical Person – QTP, and combined QBP/QTP)

The contractor's course has an amount of pre-attendance work that you must complete prior to your attendance for face-to-face training. The contractor's course refund policy reflects the administration and other costs to EGT in administering the pre-attendance component if a student chooses to cancel their contractor's course enrolment. Notice of cancellation of enrolment is taken to occur on receipt of written notice to that effect emailed to training@Electro Group.com.au.

The following scenarios provide guidance on how EGT will manage student cancellations and refunds for the contractor's course:

Scenario	Outcome
Student cancels their contractor's course enrolment with more than three (3) calendar months written notice to EGT.	EGT will issue a full refund
Student cancels their contractor's course enrolment with less than three (3) calendar months written notice to EGT, but greater than ten (10) business days' notice.	EGT will either: issue a refund equal to 50% of the total pre-paid fees; or, transfer an amount equal to 100% of the total pre-paid fees toward an alternative EGT course. Should the student wish to rebook into the contractor's course, EGT will charge the student a \$200 rebooking fee in addition to the enrolment fees current at that time.
Student cancels their contractor's course enrolment with less than ten (10), but greater than two (2) business days written notice to EGT.	EGT will transfer the amount equal to 100% of the total pre-paid fees toward an alternative EGT course. Should the student wish to rebook into the contractor's course, EGT will charge the student a \$200 rebooking fee in addition to the enrolment fees current at that time.
Student cancels their contractor's course enrolment with less than two (2) business days written notice to EGT or fails to attend scheduled training.	Student forfeits all pre-paid fees for this course. Should the student wish to rebook into the contractor's course, EGT will charge the student a \$200 rebooking fee in addition to the enrolment fees current at that time.

Student attends one or more days of face-to-face training without having completed the pre-attendance work for that day.	Student will not be permitted to participate in that day's class. Student will be required to re-enroll for that day's training and pay the enrolment fee for the applicable unit/s of competency for the day/s missed.
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Note: EGT reserve the right to take enrolments into the contractor's course at any time prior to commencement of face-to-face training. By enrolling in the contractor's course, the student acknowledges that they have read and understood the refund arrangements. Additionally, the student confirms that they have read EGT's published contractor's course information including requirements for completion of pre-work prior to attendance at face-to-face training and approximate workload. It is the student's responsibility to ensure that the amount of time between enrolment and the first face-to-face training day is sufficient for them to complete their pre-work regardless of work or other commitments.

Government Funded Training

User Choice

The User Choice 2021-22 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 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 SRTTO.

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

Student contribution fees are the non-government financial contribution to the cost of the training and assessment services provided by Electro Group.

Electro Group 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.

Electro Group 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.

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.

Electro Group will not charge more than the student contribution fee amounts contained in this policy, except as required periodically by the department.

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.

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, unless approved in writing by the Department of Education and Training.

Partial exemption - tuition fees

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

- The participant was or will be under 17 years of age at the end of February in the year in which the Electro Group provides training, and the participant is not at school and has not completed year 12.
- 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.
- The participant issues Electro Group 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.
- 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 may waive these fees. The final decision to waive fees will be made by the

CEO of Electro Group. The fee waiver process due to extreme financial hardship claimed by the student, is outlined in Clause 4.4

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

- 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.
- the participant is a school-based apprentice or trainee
- 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 will not charge a student contribution fee to eligible under 21 years old. To be eligible for Free apprenticeships under 21s, you must 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 meet the participant eligibility criteria for the funded training program 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.

Free apprenticeships for under 25s

The Queensland Governments Free apprenticeships for under 25s offers fully subsidised training for 139 priority apprenticeships. Full Exemption for eligible Students that are under 25 years and commence on or after 1 January 2021 - 30 September 2022 in a high priority qualification. The government will contribute the training fees for all eligible young people until they complete their apprenticeship or traineeship, including those that complete after the age of 25 years.

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. Further information is provided below regarding Higher Level Skills and Short Courses programs. Additional programs are available. 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>

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

<https://www.csq.org.au/courses/?industry%5B%5D=22&program%5B%5D=40&rto%5B%5D=198>

Other Fees and Charges

Not competent outcome costs

In the event of an apprentice or fee for service student, after resit opportunity, receiving a not competent outcome, the student will need to re-enrol in that unit of competency. Student

tuition fees will be payable. 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. Please see website for course costs.

Lost certificates

On successful completion of your apprenticeship, Electro Group 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.

Student Journey

Enrolment Process

For apprenticeships, students will receive an SRTTO Notification to join Electro Group and will be contacted by one of our staff to arrange a signup and induction. All other students will enrol via student services (see <https://www.electrogroup.com.au/training> for details)

Students will receive an induction pack which will include as applicable:

- Literacy and Numeracy Assessment (LLN) (excluding single day units e.g., first aid)
- Training Enrolment Form
- Training Plan (apprenticeships only)
- Tuition Fee Agreement
- eProfiling Registration (apprenticeships only)
- Credit Transfer Authorisation
- Recognition of Prior Learning (RPL) Application (Skills Assure funding does not permit RPL for Certificate II courses. Students may RPL parts of a course on a fee-for-service basis)
- Employer Resource Assessment (apprenticeships and some traineeships where work placement is required)
- Student handbook

You will also be provided with several fact sheets relevant to your training and funding arrangements. Electro Group may provide some or all the above information electronically or via reference to our website.

Training Delivery

Class-based training and assessment

Electro Group management and staff are responsible and committed to providing training and assessment services 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 class and are encouraged to attend the optional tutorials where available. Learning methods will vary, though may include:

- group discussions
- face-to-face classroom facilitation
- practical exercises
- case studies/scenarios
- written assessment
- team activities

- e-learning (some in class e-learning and/or remote access)
- tutorials (specific subjects only - optional unless otherwise advised)
- home or work self-study

Workplace training

Some programs contain mandatory workplace training, which may be assessed in the workplace or may form part of eProfiling evidence. Apart from the mandatory assessment of workplace training, Electro Group does not provide workplace supervision of your on-the-job training. On-the-job supervision is carried out by the workplace supervisor who has agreed to provide this supervision in accordance with your individual training plan or work placement agreement as relevant.

Assessment

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

- written assessments (written reports, multi-choice, short answer, calculations)
- team projects (practical and/or theoretical)
- case studies (theory-based analysis)
- practical demonstrations (the student physically demonstrates application of practical skills and knowledge under assessor observation)
- oral presentations (including explaining the underpinning theory while demonstrating a practical skill)
- portfolio (may include eProfiling and other longitudinal assessment evidence)
- problem solving tasks (such as circuit fault finding, measuring, calculating, and reporting)

Classroom assessments typically have two or more assessment tasks for each unit of competency, though some of the larger units are broken into several smaller assessment tasks. Each assessment provides learner instructions. Students who fail a piece of assessment are permitted one resit. Further resit opportunities may be offered at your trainer's discretion.

Recognition of Prior Learning (RPL)

Electro Group 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. 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, please contact Electro Group for more details about this process.

Under our User Choice Contract with the Department of Education, Student Contribution Fees must be charged in advance to students participating in programs under this contract. The student contribution fee is \$1.60 per nominal hour for each Unit of Competency or Module delivered and assessed regardless of your assessment result. This fee must also be charged when units/modules are assessed for RPL. Provision exists for partial and full exemptions so as not to financially disadvantage students. Please contact Electro Group for further information. As this is a fee set by the State Government, fees are subject to change.

Credit Transfer

Electro Group will recognise and grant credit transfer for Nationally recognised Units of Competency and Statements of Attainment issued by other Registered Training Organisations (RTOs). 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 Electro Group

Electro Group in consultation with relevant trainer will review and confirm whether student is eligible for Credit Transfer. Electro Group does not charge a fee where students are eligible for credit transfers. Students who are ineligible for credit transfer may wish to pursue an RPL application (fees apply).

Completion

Apprenticeships

When Electro Group 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 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 Electro Group
- Once received Electro Group 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 Electro Group is unable to obtain both the employer and the apprentice signature on the completion agreement, and has exhausted all avenues to resolve the issue, Electro Group may apply to DESBT for authorisation to issue a qualification - refer to the disputed completions stakeholder reference for further information.

All other students

Within 30 calendar days of the learner being assessed as meeting the requirements of the training product, if the training program in which the learner is enrolled is complete and providing all agreed fees the learner owes to the RTO have been paid, Electro Group will issue AQF certification documentation attesting to the learner’s competency.

Client Feedback and Evaluation

Electro Group 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.

Miscellaneous Information

Vocational Education and Training in Schools (VETiS)

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.

Electro Group delivery of VETiS qualification

The qualification currently delivered by Electro Group under the Queensland Government VETiS funding is:

- UEE22011 Certificate II in Electrotechnology (Career Start)

Electro Group 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 by EGT trainers either at EGT premises or at a trade training centre. Attendance is generally 1 full day per week in agreement with the school and may require some school holiday attendance. 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.

Work Experience Process for VETiS

While Electro Group recommends work experience as part of the Certificate II in Electrotechnology, work experience is not mandatory and does not form part of Electro Group's training or assessment strategies for VETiS students. Where individual schools choose to offer work experience as part of its broader curricular activities, the school is responsible for monitoring and management of the work experience.

QLD USER CHOICE FUNDED APPRENTICESHIPS

What is an Apprenticeship

Electrical apprenticeships provide students with the opportunity to earn a wage while working toward completion of a nationally recognised qualification and a licenced outcome. You will learn your trade under the guidance of a training organisation with opportunities to apply your learning to the real world under the guidance of your workplace supervisor.

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 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 are:

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

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).

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. 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 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 ELECTRO GROUP (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 Electro Group 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)

Electrical Safety Office - Licence Outcomes

Apprentices who successfully complete UEE30811 or UEE30820 – 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>

eProfiling

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

- Attend and pass all 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.

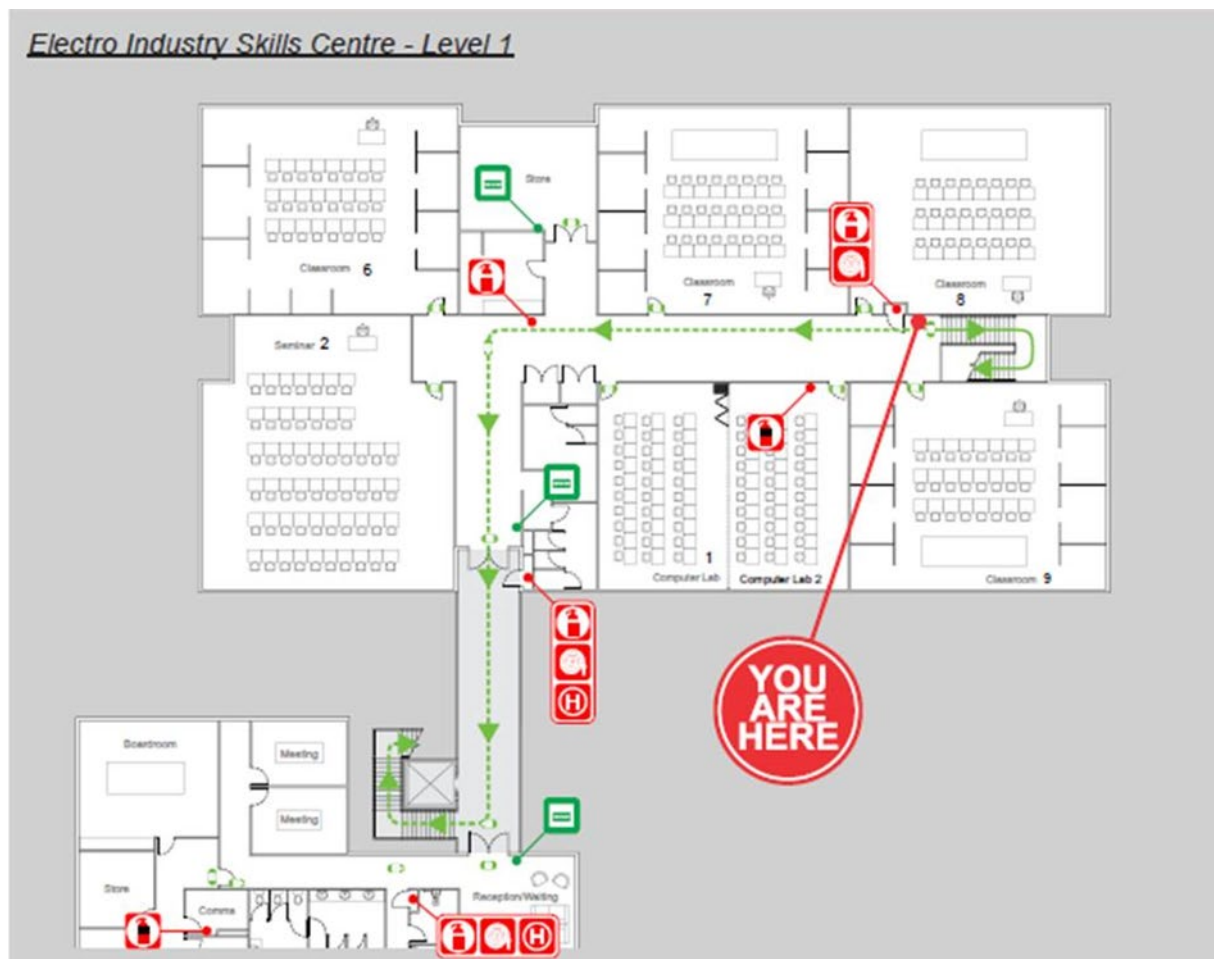
Tutorials on how to correctly complete eProfile cards can be found at

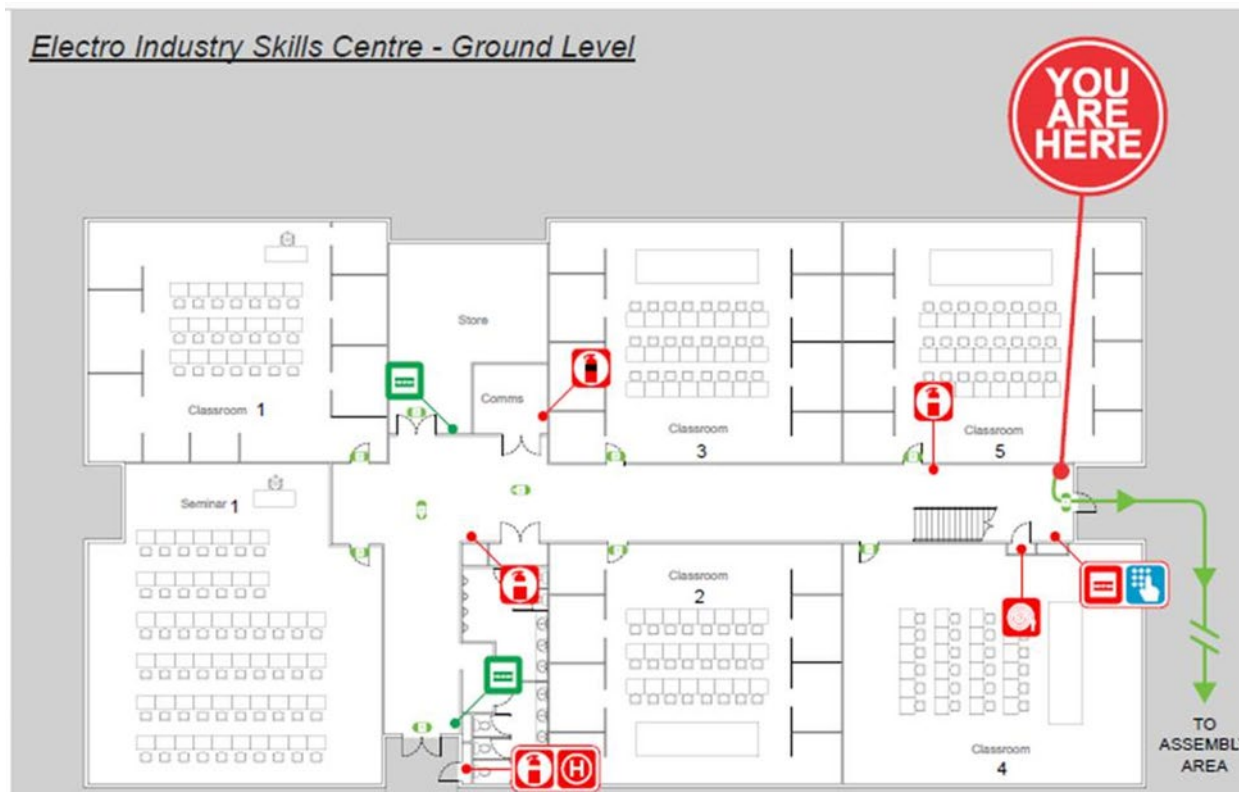
<https://www.exemplarlearning.com.au/eprofiling>

During your induction, apprentices 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) 6262 7055. 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.

EVACUATION PLAN – Pinkenba Campus Level 1



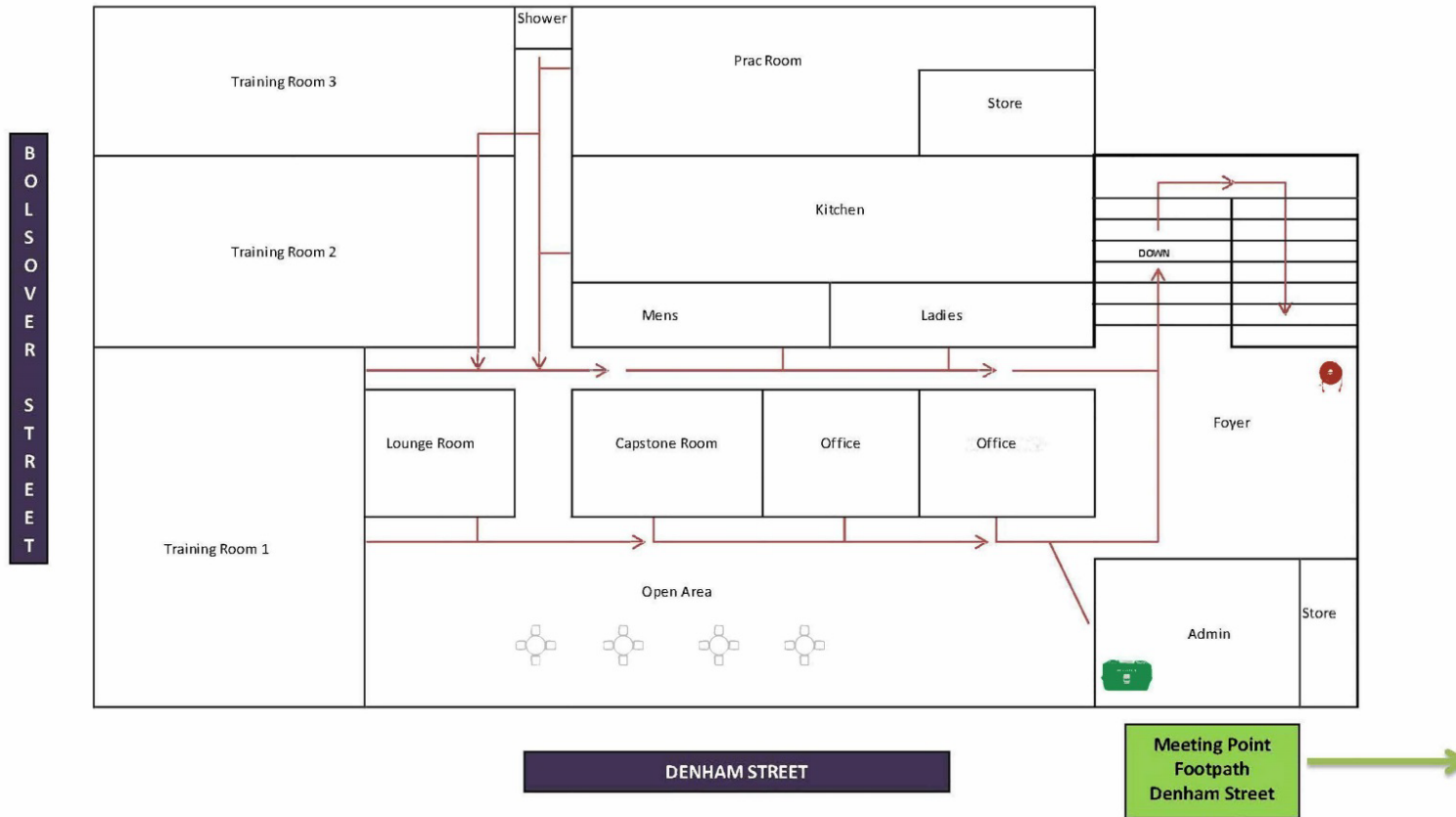


Emergency evacuation plan Pinkenba Campus – Ground floor

LEGEND		
	Emergency Door Release	
	Hose Reel	
	Fire Indicator Panel	
	Exit	
	Hydrant	
	Fire Blanket	
	Assembly Area	

EVACUATION PLAN – ROCKHAMPTON CAMPUS

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



Safety Considerations
R REMOVE PEOPLE From immediate danger
A ALERT – RAISE AN ALARM Ring 000
C CONTAIN FIRE AND SMOKE Fire extinguisher, close doors
E EVACUATE Use fire exits, assist others to assembly

LEGEND

Fire Hose  First Aid Kit 

Stairs 

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