





Student Handbook

Terms and Conditions

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1.0 WELCOME

Welcome and thank you for choosing EPEC Education to assist you in achieving your career goals. 'EPEC' exceptional people exceptional care. In choosing the name 'EPEC' we aim to ensure the desired outcomes for every student are achieved. A commitment to standards of excellence in educating and mentoring students is supported by our dedicated team of teachers that can guide you to success.

1.1 About EPEC

EPEC Education specialise in early childhood education. Our child care courses empower students to reach new heights in their personal and professional lives. We make a difference in the community, and nurture our students with the tools, training and confidence they need to succeed as child care professionals.

EPEC recognises the significance of quality training and education. It supports students in developing complete knowledge and understanding required to succeed. Our trainers are industry professionals that have many years of experience in Early Childhood Education and Care.

Our courses in early childhood education provide the skills and knowledge that enable you to care and educate children in a range of early childhood settings. You will acquire an understanding of children's development, including their safety, health and wellbeing.

EPEC Education is a Registered Training Organisation (RTO) that provides nationally accredited qualifications in Early Childhood Education and Care.

For more information about the courses EPEC Education offers in Early Childhood, you can view the course information guides for:

- CHC30113 Certificate III in Early Childhood Education and Care
- CHC50113 Diploma of Early Childhood Education

2. PHILOSOPHY

EPEC Education was founded by an industry leader in the childcare sector. It was her vision that EPEC Education would enhance the knowledge and practical skills of graduates entering the early childhood education and care environment. EPEC Education endeavours to improve on current training practices within the childcare environment through the provision of exceptional training and give back to the industry in which it was founded.

2.1 Our mission

To be recognised leaders in empowering students to gain the knowledge and skills in becoming professionally competent, resilient, and effective contributors to the education and care of young children.

- Students

To assist students regarding their goals, aspirations; and interests through a

range of methods that provide flexibility and support.

- Trainers

EPEC Education endeavours to equip trainers with the knowledge and experience to provide high quality education that aims to inspire and empower students to succeed and flourish in the Early Childhood Education and Care industry.

- Stakeholders

To assure stakeholders that EPEC Education is committed to delivering high quality education and training to our students; future educators and leaders in the early childhood industry

2.2 Our vision

EPEC Education has developed the most relevant, innovative, and effective ways for students to maximize their success for learning. We endeavour to provide courses that have been designed to ensure students study needs are inclusive, practical, engaging and rewarding.

Our approach at EPEC Education is that our strong links with the Early Childhood Education and Care industry provides students with an education that offers 'real world' experience. In this way, students will graduate with the practical skills employers seek, and the skills and confidence students need to reach their career goals.

At EPEC Education, we believe our success is measured by the enthusiasm, commitment, achievements and the overall positive experiences of our graduates.

2.3 Our Values

EPEC Education believes in supporting each student in the journey of obtaining the best possible start in their career in Early Childhood Education and Care. We believe that all people regardless of age, gender, socioeconomic status or cultural background have the right to access affordable and quality education. We are committed to:

- ensuring students will develop the skills to become team players, and to develop the ability to support one another in all aspects of their workplace
- encouraging students to accept responsibility in the workplace and be truthful in their dealings with all stakeholders relevant to their working environment
- encouraging students to respect and embrace diversity
- commit to ensuring the students have a comprehensive understanding of legislative standards relevant to their chosen industry
- value the contribution of people from culturally diverse backgrounds and aims to assist them in being job ready in their chosen field of work.

3.0 ABOUT THIS HANDBOOK

This handbook is designed to provide information that is pertinent to your enrolment with EPEC Education and to guide you throughout the duration of study with us. Please read all the information provided in these terms and conditions thoroughly. It provides an overview of the procedures and administrative processes relating to students' enrolment, participation in training and your rights and responsibilities while studying with EPEC Education. Should you require further clarification about any part of this handbook or require additional information please contact EPEC Education by Email or Phone. The contact details for EPEC Education can be found at the end of this handbook.

4.0 STUDENT ENROLMENT

This section explains EPEC Education's enrolment procedure with some useful links that will help the student throughout the process.

4.1 How to enrol

Prospective students must complete the online enrolment process via our website <http://epeceducation.com.au>. EPEC Education will confirm whether the enrolment form has been completed adequately and will contact the prospective student for further information if required. Alternatively, you can call us on 1800 373 233 to be enrolled over the phone.

4.2 Verification of USI

All students are required to have a Unique Student Identifier (USI), prior to enrolment being confirmed. If you intend to study, and have not yet created a USI, you can obtain a USI by going to <https://www.usi.gov.au/students/create-your-usi>. You will need proof of your identity to apply for your USI.

Alternatively, you can tick the box within the enrolment process to give EPEC Education authority to create a USI for you. EPEC Education will verify the number (USI) provided by the prospective student on the Enrolment Form using the Australian Government's USI website. Your USI allows you to access your online record of your nationally recognised training anytime.

4.3 Course entry requirements

There are no specific entry requirements to study early childhood, however students must obtain a blue card (Queensland) or a Working with Children Check (WWCC) in their relevant state or territory they reside, prior to undertaking work in the sector. For more information go to <https://aifs.gov.au/cfca/publications/pre-employment-screening-working-children-checks-and-police-checks>.

Students must complete a minimum of 120 hours of work placement for Certificate III in Early Childhood Education and Care and 240 hours for the Diploma of Early Childhood Education and Care in an approved early

childhood service.

Students must have a satisfactory level of general literacy and numeracy skills so that the student is able to understand the content of the course.

Generally, students must be organised and committed to learning, as well as have a desire to work with children, to ensure success in their chosen course.

4.4 Additional requirements

Students are required to complete the unit HLTAID004 - Provide an Emergency First Aid Response in an Education and Care Setting. This unit is required to be undertaken with another approved training organisation convenient to the student, if the student does not currently hold the qualification. The student will be required to provide the Statement of Attainment (SOA) for this unit to EPEC Education, prior to completion of the entire course they have chosen.

4.5 Confirmation of enrolment

The trainer or assessor will also confirm that the student has accessed, read; and understood information about the course they are enrolling in, their rights and obligations as a client of the RTO and fee information applicable to the course, the fee schedule and payment options.

4.6 Determination of eligibility for Credit Transfer (CT) or Recognised Prior Learning (RPL)

If a prospective student has uploaded a previous certificate or Statement of Attainment (SOA) on their online enrolment form or that they have current and relevant skills and would like to be assessed to determine if they are eligible for recognition of that learning towards the course, the trainer or assessor will discuss their circumstances in relation to the recognition for prior learning process.

4.7 Credit Transfer (CT)

Credit Transfer will be granted if the student already holds relevant competencies (that can be authenticated) and can present:

- the original or certified copy of a relevant qualification or Statement of Attainment (SOA) issued by another RTO
- the original or certified copy of a VET transcript issued by the USI Registrar (available from 2016 onwards).

4.8 Recognition of prior learning (RPL)

RPL is a process that assesses the competency(s) of an individual that may

have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma; or university degree)
- Non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in house professional development programs conducted by a business), and
- Informal learning refers to learning that results through experience of work-related, social, family, hobby; or leisure activities (for example the acquisition of interpersonal skills developed through several years working in the early childhood industry).

EPEC Education offers RPL to individual learners. If a student has indicated on their Enrolment Form that they have current and relevant skills and would like to be assessed to determine if they are eligible for recognition of that learning towards the course, a trainer and assessor will contact the student to discuss their circumstances and the recognition process.

The RPL assessment process comprises of several methods used to collect evidence and guide the assessor's decision-making and therefore make a judgment regarding a student's competence. These methods may include:

- Assessor Information
- Competency Conversation
- Practical Tasks and Observation Recording Sheets
- Resources for Practical Tasks
- Third Party Verification
- Assessment Tables

5.0 COURSE FEES AND PAYMENTS

EPEC Education provides a number of payment options for ease of use for their students. Students can pay through our secure gateways EZIDebit or SecurePay. For full terms and conditions on these services please read the product disclosure relevant to the payment option. Both payment gateways are protected by the TLS security protocol.

Fees

Information about course fees is included on EPEC Education's website at <http://www.epeceducation.com.au> under each course and further listed on your online enrolment application. Fees differ between course levels.

5.1 Payment of course fees in advance

Multiple options are available for the payment of course fees. Refer to EPEC Education's website www.epeceducation.com.au for further information. All fees paid in advance are protected by the Australian Council for Private Education and Training (ACPET) under the council's limited guarantee adopted on the 28th of July 2017. A full copy of the policy can be found at www.acpet.edu.au.

5.2 Enrolment fee for each course

EPEC Education does not charge an enrolment fee.

5.3 Additional fees

Unlike other RTO's EPEC Education does not charge students for replacement qualifications or statements of attainment.

5.4 Payment methods & receipting

Course and additional fees can be paid by:

- Credit/Debit Card (SecurePay)
- Instalments - EZIdebit
- Electronic Funds Transfer (EFT)

Formal acknowledgement of receipt of payment for course will be provided to students within 7 days of funds clearing.

NOTE: EPEC Education reserves the right to withhold certification documents until the student has paid all agreed fees owed.

5.5 Refund Policy

EPEC Education insures all of its students in the event of termination of the entity 'EPEC Education Pty Ltd' under its ACPET membership.

5.6 EPEC Education course cancellation and refunds

If payment has been made and EPEC Education:

- terminates the training and assessment arrangement early*; or
- fails to provide the agreed services*

The student will be entitled to a full refund of the payment if the training to which the payment relate has not yet commenced or a proportionate refund if the training has commenced.

Students are not required to apply for a refund under these circumstances. The RTO will instigate the refund process. The refund amount will be paid to the student within 14 working days.

*A student is not entitled to a refund if the student has had their enrolment cancelled because of:

- a breach of the Code of Conduct;

- non-payment or late payment of fees.

5.8 Fees refundable to students

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to EPEC Education. However, should participants wish to finalise incomplete units of competency in a future course the original fee can be used as a credit towards that course within three months of initial payment.

In cases other than illness or injury supported by a Medical Certificate, refunds are at the discretion of the Director and may be negotiated on an individual case-by-case basis.

5.9 Applying for a refund

An application for refund of course fee is to be made 7 days prior to withdrawal from course. A refund course form will be provided on request to you via email.

The determined refund amount will be paid to the student within 14 working days of receipt of a complete Refund Application Form.

6.0 EPEC EDUCATION'S RESPONSIBILITIES

EPEC Education's policies and procedures demonstrate its commitment to the responsibility of its students. A student has the right at any time to request in writing Policies and Procedures that directly relate to their conduct in regard to the provision of high quality training and service.

6.1 Providing a quality service

EPEC Education is committed to providing high quality training and assessment services and this involves systematically monitoring and evaluating those services to ensure that all aspects of our operation comply with the Standards for Registered Training Organisations. EPEC Education is committed to the continuous improvement of its operations and therefore uses a range of information from several sources to inform about what could be improved or conducted differently. This information includes feedback from students, trainers and assessors and employers, the outcomes of assessment validation activities and any complaints or appeals.

As a student, we encourage you to provide any feedback about your training and assessment experience. Opportunities will be provided to students to provide feedback throughout the duration and finalisation of the course. Students are welcome to provide feedback to your trainer and assessor at any time. Alternatively, if a student is dissatisfied with the service provided or an action taken by EPEC Education, they have the right to lodge a complaint.

Refer to the Complaints and Appeals

Policy and Procedure in this handbook for further information about lodging a complaint.

6.2 Student Support and welfare

At EPEC Education, we aim to support students and provide access to the educational and support services they need to successfully complete the qualification. At any time, if students feel they are having difficulty or need assistance, they should talk to their trainer/assessor. If they do not feel comfortable speaking to that person they may contact the office in person, by phone, email or in writing where all information will be treated with respect, confidentiality, and privacy.

EPEC Education endeavours to provide as much support as possible within its policies and resources for students to achieve the required level of competency. However, where extensive support is required for the student to be able to participate appropriately in the training or where deficiency will clearly inhibit achievement of learning outcomes, the enrolment may be declined.

Trainers will provide support to students on a regular basis after enrolment.

Students can also contact EPEC Education anytime via their Online Login. When students send an email to their assigned trainer, they will receive a response within 48 hours (during weekdays).

The eLearning system accessed through the EPEC Education's website supports students in the following ways:

- Provides an online communication function where trainers can send students notes regarding assessment, relevant changes or other information. This system can only be accessed by students and staff using their unique username and password.
- Allow students to securely access all necessary personal, course information anytime online, for example:
- Enrolment and current personal records (Students to ensure contact details remain current)
- Course progress and results
- Important dates e.g. course end date

Students can complete and submit unit course work online and have timely access to current records of their participation.

Students will receive instructions on how to participate in online workshops via Webinars. Students will be notified in advance by email of the date and time of upcoming online workshops.

If the student experiences difficulties with literacy or numeracy, or is from a non-English speaking background, the trainer and assessor will provide as much assistance as possible or refer the student to local agencies that can assist.

This way, students will be able to access the assistance needed to support their enrolment and study requirements. Students can approach

these organisations themselves, without waiting for EPEC Education to refer them.

Additional needs and learning support

At EPEC Education we understand that students have different styles of learning and can learn at various paces. If a student has additional needs or simply requires some support in relation to their study requirements, EPEC Education's trainers can assist by working with the student to develop learning strategies or assist the student to access additional needs support through an external organisation.

EPEC Education uses a range of alternative assessment methods that cater for both learning disabilities and ESL students. These methods include the use of alternative paper and text for Dyslexic students, and transcribing services for ESL students. This is undertaken on a case by case basis, which is dependent on the student still meeting the course criteria.

6.3 Communication

Where there is any change to the services EPEC Education has agreed to provide, students will be advised as soon as practicable in writing including if there is a change in the ownership of the RTO or if a Third-Party agreement is entered into with another organisation to provide services on our behalf (or if there is a change to any of these agreements).

As an RTO, EPEC Education must comply with all relevant legislative and regulatory requirements. This includes, but is not limited to, compliance with:

- the National Vocational Education and Training Regulator Act 2011 and the legislative instruments
- it enables legislation, regulations and standards related to delivery of training to overseas students (if applicable)
- workplace health and safety legislation and regulations
- anti-discrimination legislation and regulations, and
- consumer protection requirements.

EPEC Education endeavours to keep students and staff informed about any change to legislative and regulatory requirements that may affect the delivery of training and assessment.

6.4 Respect for privacy

In relation to students' rights to keep their personal information private, EPEC Education is committed to protecting and maintaining the privacy, accuracy and security of training records for each student. For further information about this, refer to the section about Information Management in this handbook.

6.5 Access, equity and support

EPEC Education is committed to the principles of access and equity in education and training and generally permits open access to all courses and training programs. Exceptions may occur where access is restricted due to legislation, licensing regulations, government funding policies or because of training package requirements.

Courses are available to students who meet the specified minimum course entry requirements without discrimination on the grounds of sex, race, colour, nationality, ethnic origin, national origin, marital status, sexual preference, disability, age or any other unlawful grounds of discrimination.

EPEC aims to support all students and provide access to educational and support services required to successfully complete the qualification or course of study in which a student is enrolled. For further information about the support provided to our students please refer to the Student Support section of this handbook.

6.6 Bullying and Harassment

EPEC Education is an equal opportunity education and training provider, committed to freedom from unlawful discrimination, verbal, sexual and physical abuse and victimisation. All students and staff have the right to an environment free from such abuse. Please report any incidents or concerns to your trainer/ assessor or the Educational Director.

EPEC Education reserves the right to cancel the enrolment of a student for disruptive, inappropriate or discriminatory behaviour without refund (refer to Code of Conduct).

In the context of this handbook:

1. bullying means repeated and unreasonable behaviour directed towards another person (or group of people) that creates a risk to health and safety;
2. harassment includes, but is not limited to, behaviour where a person:
 - a. subjects another person to an unsolicited act of physical intimacy;
 - b. makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person;
 - c. makes a remark with sexual connotations relating to the other person; or
 - d. engages in any other unwelcome conduct of a sexual nature in relation to the other person;
3. discrimination means treating, or proposing to treat a person (the first person) less favourably than another person would be treated in the same circumstances due to the first person's:
 - a. sex;
 - b. relationship status;
 - c. pregnancy;

- d. parental status;
- e. breastfeeding;
- f. age;
- g. race;
- h. impairment;
- i. religious belief or activity;
- j. political belief or activity;
- k. trade union activity;
- l. lawful sexual activity;
- m. gender identity;
- n. sexuality;
- o. family responsibilities; or
- p. association with, or relation to, a person identified on the basis of any of the above attributes.

Any student who bullies, harasses or discriminates against another person may be sanctioned, up to and including cancellation of that student's enrolment.

6.7 Timely issuance of certification documentation

We will issue your nationally recognised certification documentation (your Qualification and Record of Results or Statement of Attainment) to you within 30 calendar days of you being assessed as meeting all the requirements of the course of study you are enrolled in, provided you have paid all agreed fees. For information about the issue and re-issue of certification documentation, Refer AQF Certification issuance & re-issuance procedure in this handbook.

7.0 STUDENT RESPONSIBILITIES

By enrolling with EPEC Education you the student make assurances to act in good faith and provide EPEC Education with all relevant personal information required to complete your course. EPEC Education will not tolerate plagiarism of assessments and reserves the right to request additional information should there be questionable practices by the student.

7.1 Code of Conduct

A high standard of professionalism is expected of students of EPEC Education. The Code of Conduct has been developed to ensure students have a clear understanding of the conduct and behaviours that EPEC Education requires of them. Please read the code of conduct carefully because once an enrolment is completed with EPEC Education, students

must understand and comply with the contents of the code of conduct.

EPEC Education requires students to act professionally and respect the rights and dignity of others. The specific performance and behaviour requirements of students of EPEC Education are detailed in this procedure section.

Students are obligated to comply with EPEC Education's expectations as outlined in the Code of Conduct, policies and procedures manual and this handbook. EPEC Education asks students to contribute to ensure their experience at EPEC Education is pleasant and productive by:

- complying with the Code of Conduct. A repeated or serious breach of the Code of Conduct may result in cancellation of enrolment;
- representing EPEC Education in a professional manner while on work placement
- paying course fees on time and in full;
- taking responsibility for your own learning and progress and seeking assistance or guidance if required (refer to Student Support in this handbook for further information);
- notifying us if you change your address or other contact details.

7.2 Punctuality

All students must be on time:

- When attending supplementary workshops or other planned study sessions; and
- When completing Vocational placement at an Early Education and Care service.

Please arrive a few minutes before the arranged start time to create a positive impression and to alleviate any pressure for the supervisor of the vocational placement service.

7.3 Online publication and social media policy

Students must agree to maintain confidentiality always. All information (whether in writing, verbal or otherwise) regarding EPEC Education's organisation, its students (students, trainees, and apprentices), employees and external stakeholders such as work placement providers, is confidential.

Students must not reproduce in part or full or use for their own commercial or private purposes any of EPEC Education's intellectual property, including its terms and conditions, student handbooks, course guides, website content, social media content, policies and procedures or workplace health and safety material. This includes publishing any EPEC Education material on any medium that allows viewing by others (information, photograph etc.) without the express permission of EPEC Education. In addition, student's (students; trainees and apprentices) must not:

- Post material that infringes on the rights of any third party, including intellectual property; privacy or publicity rights.
- Post material that is unlawful, obscene, defamatory, threatening, harassing, abusive, slanderous, hateful, or embarrassing to any other person or entity as determined by EPEC Education in its sole discretion.
- Post advertisements or solicitations of business.
- Post chain letters or pyramid schemes.
- Impersonate another person.
- Allow any other person or entity to use my identification for posting or viewing comments.
- Post the same note more than once or “spam.”

EPEC Education reserves the right (but is not obligated) to do any or all the following:

- Remove communications that are abusive, illegal or disruptive, or that otherwise fail to conform to these Terms and Conditions.
- Terminate a user’s access to the blog feature upon any breach of these Terms and Conditions.
- Edit or delete any communications posted on the blog feature, regardless of whether such communications violate these standards.

Finally, students agree to indemnify EPEC Education against any damages, losses, liabilities, judgments; costs or expenses (including legal fees and costs) arising out of a claim by a third party relating to any material a student has posted or otherwise made available to a third-party or the public at large.

7.4 Personal appearance and presentation

The visual appearance of EPEC Education and how our students present themselves are important attributes in judging the quality of our service. The dress standard listed below must be adhered to while attending the facilities at EPEC Education and when on EPEC Education vocational placement to reflect the quality and professionalism of our organisation.

- Clothing
 - Black pants or skirts (no higher than mid knee level) that are roomy and comfortable
 - NOTE: Clothing made of tight stretch or revealing fabric is not an acceptable dress standard
 - Ensure long trousers or slacks do not drag on the ground or under heels of shoes because it is unsafe.
 - Wear sun smart clothing, including a hat, always when on vocational placement as a role model
- Shoes
 - Shoes must be sturdy, safe and enclosed for Workplace Health and

- Safety reasons and cover at least 50% of the foot to provide protection from slipping; and
 - Correct shoes must be worn always, except when it is necessary to remove them for an activity. Please put shoes on immediately after activity is finished.
- Hair
 - Hair is to be clean, neat and tidy when attending supplementary workshops or vocational placement
 - Tie long hair back and ensure colour appropriate when on vocational placement
 - Body piercing and tattoos
 - No exposed body piercing items on face, ears and exposed body areas allowed - tongue, nose, lip and eyebrow studs are considered as exposed body piercing items.
 - All permanent tattoos to be covered
 - Fingernails
 - Ensure fingernails are trimmed to a safe length, clean, and free of nail polish
 - Artificial fingernails must not be worn.
 - Jewellery when on vocational placement
 - No dangling jewellery including necklaces and earrings to be worn on EPEC Education vocational placement as children pulling on them could cause injury
 - Pierced ears to be restricted to a maximum of 2 studs in each ear lobe
 - No hand rings to be worn on EPEC Education's vocational placement.

7.5 Unethical, Offensive and Dangerous Behaviour

EPEC Education has zero tolerance to anyone exhibiting the unethical; offensive and dangerous behaviours described below, or other actions deemed inappropriate by EPEC Education. Disciplinary measures will be taken if a person is found to be exhibiting unacceptable behaviours, up to and including cancellation of a student's enrolment.

7.6 Non-compliance of policies and procedures

Non-compliance with policies and procedures, student handbook, code of conduct, and enrolment agreement and training and assessment requirements, for example:

- Falsifying enrolment or any other information;
- Consistent failure to complete assignment tasks and assessment submissions as explained on enrolment and in the student handbook;
- Cheating/Plagiarism: Cheating in an assessment or plagiarism of another person's work;
- Failure to gain informed consent to take photographs of children and to record information;

- Not utilising and storing photographs and recorded information in accordance with legislative and policy requirements;
- Refusing to obey emergency procedures;
- Not complying with workplace health and safety procedures;
- Refusing to obey teacher/supervisor direction when given for the safety of yourself or others;
- Smoking a cigarette in a non-smoking designated building. Laws vary between states QLD Government states that you must be 5m from any Early Childhood Education Centre and Care Services, Kindergartens and after school hours' care;
- Publishing confidential, false or offensive information about other students, trainers or about EPEC Education generally to outside sources or through the internet and any social media network may be grounds for instant cancellation of enrolment;
- Posting on social media any material that is confidential, unlawful, obscene, defamatory, threatening, harassing, abusive, slanderous, hateful, or embarrassing to any other person or entity as determined by EPEC Education in its sole discretion,

will not be tolerated and may result in sanctions up to and including the termination of your enrolment.

7.6 unacceptable behaviour

Unacceptable behaviour by students will not be tolerated.

Unacceptable behaviour includes but is not limited to:

- written, verbal, emotional, physical, sexual or other abuse of persons connected with EPEC Education or other related services
- Shouting at staff, or students or other persons in your presence
- Insubordination and disrespectful, or disruptive communication towards trainers and other persons in their presence or online
- Using intimidating, aggressive, or inappropriate communication including shouting, lying, gossiping, tantrums, foul language to any persons associated with EPEC Education on the premises, while on vocational placement and/or through any online social media
- Fighting or using any physical threatening actions to intimidate or assault a trainer or student;
- Using inappropriate or offensive language, signs or body gestures on the premises, while on vocational placement or through social media.

7.8 Possession, use or under the influence of illicit drugs or alcohol

A student must not possess, use or be affected by alcohol or an illicit drug:

- while on the premises of EPEC Education; while on the premises where vocational work placement is being conducted; and
- at any other location connected to your course of study with EPEC Education

7.9 Stealing and vandalism

A student must not steal or vandalise and property, including:

- Stealing from others including training staff, students (students, trainees and apprentices) and from others when on vocational placement.
- Stealing or copying intellectual property, documents and other property belonging to EPEC Education
- Vandalising or deface equipment; furniture or fixtures on the premises or at another service associated with EPEC Education.

7.10 Possessing or using a dangerous object:

A student must not, at any time:

- possess any dangerous weapon or object; or
- use a dangerous weapon or object to threaten, intimidate or harm another person.

7.11 Consequences of a Breach of Code of Conduct

A student who fails to comply with their obligations under this clause 7 of the Handbook may be sanctioned, up to and including the termination of their enrolment.

8.0 COURSE DELIVERY

EPEC Education is committed to providing all necessary additional resources to ensure the success of their students. In the event that a student is struggling with the course material they must bring it to the attention of their trainer or student supporter officer so that adequate assistance can be provided to ensure a successful outcome.

8.1 Course delivery and completion times

EPEC Education offer online courses with flexible study periods, no set deadlines or start times. This way you can structure your study around

your personal needs for a better outcome. The duration of each course along with more detailed course information is presented in the course guide of the course in which you wish to enrol.

- CHC30113 Certificate III in Early Childhood Education and Care course is a maximum of 12 months
- CHC50113 Diploma of Early Childhood Education and Care course is a maximum of 24 months

School-based trainees are required to undertake a minimum of 7.5 hours of paid employment over a period of 12 months in an approved early childhood service, to meet the requirements for completion of the qualification.

8.2 Learning materials

EPEC Education's learning materials are provided upon induction and throughout the course. Students will be provided with student login details to access the online course environment, read learner materials, access resources and complete assessments.

9.0 WORK PLACEMENT REQUIREMENTS

EPEC Education is committed to the safety of its students within their practical work placements. EPEC Education will endeavour to ensure suitable placements in line with EPEC Education's Philosophies and Code of Conduct. Should it be deemed that a centre does not adhere to the legal requirements within the childcare industry the student is responsible for finding an alternative centre. Legislation within the childcare industry that all centres must adhere to are as follows:

- National Quality Framework
- Childcare Regulations Act
- United Nations Convention of the Rights of the Child
- Staying healthy in childcare
- The Childcare Act
- Code of Ethics
- Workplace Health and Safety

9.1 Duration of work placement

You will be required to undertake work placement with one or more regulated EPEC Education services throughout the course, during which, evidence of your ability to apply skills and knowledge will be collected:

- CHC30113 Certificate III in Early Childhood Education and Care = 120 hours
- CHC50113 Diploma in Early Childhood Education and Care = 240 hours

These hours will be split up over a period and several placements.

9.2 Arranging work placement

EPEC Education encourages students to approach a regulated Early Childhood Education and Care services personally in their local area to seek a placement.

If a student is unable to find a regulated ECEC service to complete work placement EPEC Education must be advised immediately. It is mandatory for students to undertake a practical workplace induction with their trainer/assessor prior to their practical placement.

9.3 Establishing and monitoring arrangements

Once an Early Childhood (EPEC) service has been sourced, EPEC Education will, where appropriate:

- Provide the student with an introductory letter to present and a copy of EPEC Education's certificate of currency of public liability insurance to the supervisor of the EPEC service.
- Provide student access to the Work placement log book for the qualification and guide the student and workplace supervisor through the document to ensure all required forms are completed and the obligations of each party (including the workplace supervisor's role in using the Workplace evidence booklet for the relevant cluster of units to assist with the evidence collection process) are established and understood.
- Contact students and workplace supervisors to monitor the progress of the placement, to confirm that evidence is being collected as per the Workplace evidence booklet for the relevant cluster of units.
- Provide the student or centre with the Observation Reports relevant to the enrolled units of the student.

9.3 Your workplace health and safety obligations

Workplace health and safety is important and affects a large number of people including you, your fellow students, EPEC Education, Early Childhood Education and Care Services and the children under their care, and anyone else present during your placements.

You must:

- do everything reasonably necessary to ensure the health and safety of all persons during your placement or in the course of your study with EPEC Education, including yourself;
- not harass or bully another person or allow another person (including yourself) to be harassed or bullied;
- comply will all reasonable directions from EPEC Education, your trainer or the staff of any Early Childhood Education and Care Service during a placement;
- comply with all relevant workplace health and safety laws,

regulations, codes, ministerial notices and directions;

- familiarise yourself with and comply with all workplace health and safety policies and procedures of any Early Childhood Education and Care Service you have a placement with.

You must notify EPEC Education, your trainer, or the staff of any Early Childhood Education and Care Service you are placed with upon becoming aware of anything or anyone which detrimentally affects or has the potential to detrimentally affect the health and safety of any person in the workplace, in the course of your study with EPEC Education or in the course of any placement.

EPEC Education reserves the right to cancel the enrolment of any student who fails to comply with their workplace health and safety obligations.

10.0 ASSESSMENT POLICY AND PROCEDURE

10.1 Principles underpinning quality

EPEC Education is committed to the delivery of quality assessment. Four (4) principles underpin this commitment:

1. Vocational Training in Australia is a regulated industry. Australian Skills Quality Authority (ASQA) is the governing body of workplace training and assessment for Australia.
2. Assessment decisions are based on the assessment of skills and knowledge compared with units of competence drawn from industry training package.
3. Units of competency are drawn from nationally endorsed industry Training Packages as a primary benchmark for assessment. Supporting this are industry standards or codes of practice. These and other industry specific publications and engagement inform the context and standard of performance during assessment.
4. To identify the precise assessment criteria, a methodology of unpacking a unit of competence is applied to assess the full scope of the unit including elements of competence and performance criteria, incorporating range statement information and the specific requirements of the evidence guide. This process ensures that our assessment strategies accurately reflect the requirements of the training package and specifically the required knowledge and skills.
5. Assessment resources also provide for standardised outcomes supported by model answers/performance benchmarks to guide assessors in their judgements.

Assessment is conducted in accordance with the principles of assessment

In the delivery of assessment, EPEC Education applies the principles of assessment. Assessment strategies have been designed to ensure:

- **Validity** - assessment is conducted against the broad range of skills and knowledge identified within each unit of competence and which is

integrated with their practical application.

- **Reliability** - assessment is designed to gather and interpret evidence in a consistent manner that provides for reliable assessment both for the student and for assessors. This is achieved by using assessors who have the required competencies in assessment and the relevant vocational competencies. Assessment resources also provide for standardised outcomes supported by model answers to guide assessors in their judgements.
 - **Flexibility** - assessment opportunities that reflect learner needs are provided. The chosen assessment strategies provide for recognition of a student's prior learning and current competence by offering recognition of prior learning and credit transfer to all learners.
 - **Fairness** - the assessment approach encourages fairness in assessment through consideration of the student's needs and characteristics and through making reasonable adjustments when it is required. Assessors achieve this through clear communication with the student to ensure that they are fully informed about, understands and can participate in the assessment process.
1. Assessment may comprise any combination of assessment methods, including but not limited to one or more of the following:
 - written questions
 - practical tasks
 - verbal questioning
 - portfolio (for RPL)
 - third party reports for practical placements and RPL
 2. Evidence that meets the rules of evidence is gathered
Assessment strategies have been designed to ensure:

- **Sufficiency** - the collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly.
- **Validity** – the collection of evidence that is specified in the benchmarks for assessment, with a significant emphasis on direct evidence that is gathered in a simulated fully equipped working environment through observation of performance and questioning related to underpinning knowledge.
- **Authenticity** – the collection of evidence that is authentic. To support this, assessors must be assured that the evidence presented for assessment is the student's own work. For all assessments, the student is required to state that the assessment is entirely their own work and has been completed according to the instructions provided.
- **Currency** – satisfaction that the student currently holds the skills and knowledge relating to an assessment. This will mostly relate to recognition applications where a student has been in the workplace for many years and is seeking recognition of skills

and knowledge obtained through workplace experience or previous training.

Assessment is validated and continuously improved Pre-assessment

I ensure that the assessment resources are consistent with the requirements of the Training Package and that they maintain their validity, currency, sufficiency and effectiveness, assessment tools are reviewed prior to use. All assessment tools are to be validated prior to being used for the first time.

- Post-assessment

Assessment judgements made by assessors over time are reviewed periodically and systematically with the purpose of ensuring the RTO's assessment system produces valid assessment judgements and ensures graduates have the skills and knowledge required by industry, as expressed in the training package.

The assessment system itself is also examined to ensure it has produced graduates with the required skills and knowledge.

10.3 Assessment procedures

Assessment for a unit of competency usually includes more than one component and usually each component has more than one task/activity. The tasks may include: observations of performance, questioning (verbal or written), projects and/or portfolios of evidence and you will be required to undertake work placement with one or more regulated EPEC services throughout the course, during which, evidence of your ability to apply skills and knowledge will be collected. Refer to the Work placement requirements section of this handbook for more information.

The students' performance in each of the components will be considered together to make a judgement about your competence in the unit.

The student must perform satisfactorily in all parts of all components (against pre-determined benchmarks/ model answers) to achieve the outcome of 'Competent' for each unit.

The Learning Support Material for each unit is in the students' online login. The student is required to read all Learning Support Material and then complete all required Assessment questions. Which include:

- Formative Assessments Summative Assessment 1-2 Observation Report

After the student has completed all required components, they submit the unit to the assessor. The trainer will assess the unit and deem the student Competent (C) or Not Yet Competent (NYC). The assessor will give the student feedback on all assessed work, with comments on any question that needs correcting.

- The student must perform satisfactorily in all components of all assessment for every unit of competency that comprise the qualification to be eligible to be awarded a qualification.

Please ask your trainer/assessor to explain if you:

- do not understand how you will be assessed in a unit of competency
 - do not understand a question your trainer/assessor asks you
 - do not understand the tasks or the behaviours expected from you in the practical tasks
- Students have the right to appeal an assessment decision and/or lodge a complaint about any aspect of the assessment process. Please refer to Complaints and Appeals Policy & Procedure in this handbook for further information about lodging an appeal.

10.5 AQF Certification issuance and re-issuance procedure

In accordance with Clause 3.1 of the Standards for Registered Training Organisations (RTOs) 2015, EPEC Education issues nationally recognised AQF certification documentation (Testamurs and Record of Results or Statements of Attainment) to students who have been assessed as meeting the requirements of a unit of competency, module, qualification or course as specified in the relevant Training Package or VET Accredited Course. This means that the student has been assessed in accordance with the Standards, and if being issued a qualification has achieved the required units of competency as specified in the training package.

EPEC Education has controls in place to prevent AQF certification documentation being issued prior to all assessment being completed by:

Completing an electronic Check Qual Enrolment checklist within the Student Management System, VETTrak CRM, prior to generating the certification documentation which ensures:

- AVETMISS data has been provided and complete
- A verified USI is on file
- All core competencies have been completed as required by the packaging rules
- Sufficient electives have been completed as required by the packaging rules
- The student has met the packaging rule for overall number of competencies to be completed
 - The student completed within the required timeframe allowed for the Course.

Quality check by the Compliance and Training Manager to confirm the unit/s of competency listed on the certification documentation meet the training package rules, all assessment work has been completed and all required information is included on the AQF certification documentation being issued.

As per Clause 3.2 of the Standards for Registered Training Organisations (RTOs) 2015, all AQF certification documents issued by ASFA meet the requirements of Schedule 5 of the Standards, as well as the requirements of the National AQF Qualifications Issuance Policy. This means that all AQF certification documents issued by ASFA are produced in the required

format as specified in Schedule 5 and include integrity mechanisms to prevent their fraudulent production.

As per Clause 3.3 of the Standards for Registered Training Organisations (RTOs) 2015, AQF certification documentation is issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete and providing all agreed fees the student owes EPEC Education have been paid.

EPEC Education maintains an accurate register of all AQF certification documents it has issued. Current and past students can access their records and/or obtain a Record of Results or a re-issued AQF certification document, if this is requested by a student.

AQF certification documents will not be issued or handed to any third party unless this has been pre-approved by the student.

AQF certification documents will not be issued electronically.

Students who complete a non-accredited course will receive a certificate of course completion electronically after attending the course.

10.6 Certification issuance

EPEC Education is responsible for the issuance of certification documentation.

Students who successfully complete all units of competency or modules in a nationally recognised qualification or course will be issued a qualification testamur - an official certification document that confirms that a qualification has been awarded to an individual (sometimes referred to as an: 'award', 'parchment' or 'certificate').

Students who are issued a qualification testamur will also be issued with an academic transcript - a record of all learning leading to a nationally recognised qualification or an accredited unit in which a student is enrolled (sometimes referred to as an: 'transcript of results', 'record of results', 'record of achievement' or 'statement of results').

Students who successfully complete one or more nationally recognised units of competency (but not enough to be issued a qualification) will be issued with a statement of attainment - issued in recognition that one or more accredited units has been achieved.

EPEC Education issues Australian Quality Framework (AQF) certification documentation (qualification testamur, statement of attainment or academic transcript) only to a student who:

- has been assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course, and
- has paid all agreed fees they owe to the RTO

However, AQF certification documents will only be issued to a student if the student has supplied, and EPEC Education has verified, their Unique Student Identifier (USI) (refer to the Student Enrolment Procedure in this handbook for further information).

Certification documentation will be issued to a client within 30 calendar days of the above requirements having been met.

10.7 Certification re-issuance

If a qualification, statement of attainment or academic transcript is misplaced or damaged, the student or past student may request the re-issue of the misplaced or damaged document by accessing, completing, and submitting the Request for re-issuance of documentation, on EPEC Education's website.

For privacy reasons, the student (or past student) only can make three request and the original or a certified copy of one of the following identification documents must be sighted by the Training Manager of EPEC Education:

- Current Driver's license; or
- Current Australian Passport; or
- Australian Birth Certificate; or
- Current Green Medicare Card; or if the student (or past student) doesn't have any of the above, will be accepted:
Naturalisation Certificate (Australian Citizenship)

No fee applies for any re-issuance of documentation.

Certification documentation will be issued within 10 calendar days of a complete request being submitted provided:

- entitlement to the documentation has been confirmed - the student (or past students) requesting the documentation is the student (or past students) to whom the documentation was originally issued.

10.8 Student feedback

As part of EPEC Education's self-assessment and continual improvement process, students will be requested to provide feedback throughout the duration of the course.

11.0 GOVERNANCE ISSUES

EPEC Education is governed by the Council of Australian Governments (COAG) Industry and Skills Council – Standards for Registered Training Organisations 2015 in conjunction with The Australian Skills Quality Authority (ASQA). ASQA uses the Standards to ensure nationally consistent, high quality training and assessment across Australia's vocational education and training (VET) system.

11.1 Information management

Where EPEC Education is bound by the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Commonwealth) (Privacy Act), it endeavours to comply with its obligations. The APPs has established minimum standards for the private sector in relation to the collection, handling, use, disclosure, management, access; correction and disposal of 'personal information' about natural persons.

The term 'personal information' is defined as 'information or an opinion relating to an individual that can be used to identify the individual.'

EPEC Education recognises the importance of our students (students, trainees and apprentices) privacy and understands their concern about the security of personal information provided. This privacy policy describes how EPEC Education manages a student's personal information and safeguards their privacy.

11.2 Collection of personal information

The personal information EPEC Education may collect, hold and use includes:

- information provided by students and staff when given permission to do so, for example, name, address, occupation and contact details;

• information about other individuals collected while acting for students the collection of personal information is obtained through:

- forms students and staff complete
- face-to-face meetings and interviews
- telephone conversations from third parties
- emails
- online through the Management system used by EPEC Education

The Australian Skills Quality Authority (ASQA) may also collect personal information when investigating an RTO, for instance, to ensure students have completed their training.

11.3 Use and disclosure of personal information

EPEC Education may use and disclose personal information it receives for the primary purpose for which it was collected. Personal information may be disclosed to other members of EPEC Education.

Training, other companies or individuals who assist in providing services or perform functions on our behalf such as courts, tribunals and regulatory authorities, and anyone else the student provides authorisation for disclosure. EPEC Education endeavours to take reasonable steps to ensure that if a student's personal information is to be disclosed that confidentiality of that information is respected and abides by the APPs or equivalent privacy laws.

11.4 Access to personal information

EPEC Education will process all requests from students (current and past) for access to their personal information in accordance with the APPs and subject to exceptions set out in the Privacy Act as follows:

- Current students can access their personal information electronically stored in the Management system by using their personal ID to log into the Management system anytime online.
- Past students must apply in writing to receive personal information archived in the Teams management system which will be forwarded within 14 days of receiving the request.

11.5 Management of personal information

In accordance with the Privacy Act, EPEC Education will take reasonable steps to protect the security of student's personal information. This includes protecting the information from misuse or loss and from unauthorised access; modification or disclosure, for example, by the using physical security and restricted access to electronic records. EPEC Education will take reasonable steps to destroy students' personal information when it is no longer required for the purpose permitted under the APPs.

11.6 Accurate, complete and current information

EPEC Education endeavours to ensure that:

- Students personal information held in the Management system is accurate, complete and up-to-date; and
- Students receive a periodic reminder to update or amend their personal information to ensure it remains accurate, complete, and current.

11.7 Confidentiality

Sensitive information that may be collected includes personal information relating to a person's health, racial or ethnic origin, political opinions, religion, trade union or other professional or trade association membership, sexual preferences, or criminal record.

Sensitive information will be used or disclosed only for the primary purpose for which it was collected or a directly related secondary purpose, unless the student agrees otherwise, or where certain other limited circumstances apply (for example, where required by law).

If you have a complaint about the management of your records and privacy, you have the right to lodge a complaint.

11.8 Treatment of records on ceasing operation

EPEC Education acknowledges that it has a responsibility to transfer records to ASQA should it cease to operate. EPEC Education will retain

student records of achievement and will be forwarded to ASQA within 30 days of the organisation effectively ceasing to operate as an RTO.

Student records of achievement will include the following information for each student:

- family name, first name
- residential post code
- date of birth
- client ID number
- enrolment and commencement dates
- code and title of qualification, course, or program student enrolled in
- codes and titles of units of competency completed and results (if applicable)
- date the Certificate or Statement of Attainment was issued

11.9 Destruction of records

The Director of EPEC Education is the only person who can authorise the destruction of physical/hard copy records. Records are only to be authorised for destruction after the retention period has lapsed.

Documents identified for destruction are to be securely destroyed e.g. shredded.

12.0 COMPLAINTS AND APPEALS POLICY

EPEC Education is committed to providing a fair complaints and appeals process and respects the right of stakeholders to lodge complaints and requests for appeals about decisions. The principles of natural justice and procedural fairness will be adopted at each stage of the complaint and appeal process and all people involved will be treated with courtesy and respect. The lodgement of a complaint or a request for an appeal will not disadvantage any stakeholder in their dealings with EPEC Education.

The policy is made publicly available by including it here, in the Student Handbook, which is available from the RTO's website.

12.1 What is a complaint?

A complaint is an expression of dissatisfaction with a specific action or service of EPEC Education or an allegation involving the conduct of:

- EPEC Education, its trainers, assessors, or other staff;
- a third party providing services on behalf of EPEC Education, its trainers; assessors or other staff; or
- a student of EPEC Education.

12.2 What is an appeal?

An appeal is a request for a review of a decision made by EPEC Education (or a third party providing services on the RTO's behalf), including decisions about assessment.

12.3 Value of complaints and appeals

EPEC Education values complaints and requests for appeals as opportunities to identify operational improvements, and to respond to changes in the marketplace or stakeholder expectations quickly and appropriately. The subject of complaints and requests for appeals and outcomes are recorded on a register to allow analysis of matters over time and identify any common factors that may need action.

It is preferable, to all parties, that matters are resolved as quickly and effectively as possible and stakeholders, including students, are encouraged to raise issues of concern directly with their trainer and assessor or the Director at the earliest opportunity with the view to addressing the matter in an informal but effective matter.

12.4 Procedures for making a complaint or lodging an appeal

If a stakeholder, including a student, is unable to raise issues of concern directly with their trainer and assessor or the Director with the view to addressing the matter in an informal manner, or if the stakeholder, including the student, is not satisfied with the outcome of the informal approach, a formal complaint or request for appeal may be lodged.

- A complaint or request for appeal:
 - must be made within 15 calendar days of the event, circumstance or decision that is the subject of the complaint or request for appeal; must be made in writing using the Complaint & Appeals Form available at www.epeceducation.com.au or otherwise in writing provided the following information is included:
 - whether you are lodging a complaint or requesting an appeal;
 - your name, home phone number, mobile number and email address;
 - the date of the event, circumstance or decision that is the subject of the complaint or request for appeal;
 - details of the complaint or appeal (you may attach supporting documentation if required);
 - any steps you may have taken to resolve the issue;
 - what outcome would you like to see from raising this complaint / appeal;
 - a statement that the information provided is, to the best of your knowledge, true and correct, that you acknowledge that EPEC Education may use the information provided to investigate the complaint and that you understand that this information may also be used for the continuous improvement of the RTO's operations; and
 - student signature and the date (unless submitting by email).

Students will be acknowledged in writing within two (2) calendar days of receipt of a complaint or request for appeal.

12.5 Procedures for investigating a complaint or appeal

Complaints and requests for appeals will be investigated by a person or persons who was not/were not involved in the event, circumstance or decision

that is the subject of the complaint or request for appeal.

Details of complaints and requests for appeals will only be made known by those directly concerned.

The person or persons conducting the investigation will interview the person making the complaint and, if the complaint was about a person, will separately interview the person the complaint is about. They may also review documentation, including RTO policies and procedures and may, if relevant, interview other stakeholders and staff.

In the case of an appeal against an assessment or other decision, the person or persons conducting the investigation will review the decision and the evidence used to make the decision. If it is an assessment decision being appealed, the assessor and student will be interviewed separately to find out whether there is any relevant information not contained in the student's file.

A complainant or appellant may be accompanied by and/or assisted by a support person at any time.

Regardless of the outcome, and while complaints and appeals will be finalised as soon as practicable, the complainant or appellant will be notified of the outcome, and reasons for the outcome, in writing within 30 calendar days of the complaint or appeal being lodged.

Where EPEC Education considers more than 60 calendar days are required to process and finalise a complaint or appeal, the complainant or appellant will be:

- informed in writing of the reasons why more than 60 calendar days are required; and
- regularly updated on the progress of the matter.

12.6 Review by a third party

If the complaints and appeals process fail to resolve a complaint or appeal, the complainant or appellant may request a review by a party independent of themselves and EPEC Education. The Australian Mediation Association can provide a mediator; however, the complainant or appellant must organise the mediation and meet all costs of engaging a mediator. The RTO will reasonably cooperate in any organised mediation session/activity.

12.7 Use of complaints and appeals to inform continuous improvement

The causes of complaints and appeals are identified, and corrective action is taken to eliminate or mitigate the likelihood of reoccurrence and to inform the continuous improvement of RTO operations. The Complaints and Appeals Form ensures that such causes and opportunities are captured in the RTO's Continuous Improvement Register and the approach to monitoring compliance and continuous improvement ensures the systematic consideration of these causes and opportunities for improvement.

13.0 AMENDMENTS

Except for the fees payable at the time of a student's enrolment, EPEC Education reserves the right to amend this Student Handbook and the terms and conditions it contains at any time in its absolute discretion.

Students agree to:

- familiarise themselves with these terms and conditions; and
- comply with these terms and conditions;

as amended and published on EPEC Education's website from time to time.



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