



Amazing Education & Training Pty Ltd

RTO Code: 41123

## Student Handbook

January 2017

Amazing Education & Training

Phone: 1300 707 058

Website: <http://www.amazing.edu.au>

Email: [admin@amazing.edu.au](mailto:admin@amazing.edu.au)

Address: 1 Tallebudgera Creek Road, Burleigh Heads, QLD, 4220

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## 1.0 WELCOME

Welcome and thank you for choosing Amazing Education and Training to assist you in achieving your career goals. In choosing the name 'Amazing', 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 Amazing

Amazing Education & Training specialise in early childhood education and our child care courses empower students to reach new heights in their personal and professional lives, challenging them to make a difference in the community, and nurturing them with the tools, training and confidence they need to succeed as child care professionals.

Amazing recognises the significance of how quality training and education will support students in developing complete knowledge and understanding that is 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 and their complex needs including their safety, health and wellbeing.

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

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

- CHC30113 Certificate III in Early Childhood Education and Care - [HERE](#)
  - CHC50113 Diploma of Early Childhood Education - [HERE](#)
    - CHCSS00072 Building Inclusive Practices in Early Childhood and Care skill set - [HERE](#)

**“Knowledge will bring you the opportunity to make a difference.” - Claire Fagin**

## 2.0 PHILOSOPHY

### 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

Speaking with students regarding their goals, aspirations; and interests through a range of methods that provide flexibility and support

#### ➤ Trainers

Amazing trainers are equipped 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.

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## ➤ Stakeholders

Can be assured that we are Amazing are committed to delivering high quality education and training to our students; future educators and leaders in the early childhood industry.

## 2.2 Our vision

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

Our approach at Amazing Education & Training 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 Amazing, we believe our success is measured by the enthusiasm, commitment, achievements and the overall positive experience of our graduates.

## 2.3 Our Values

Amazing Education and Training believes in supporting each student in the journey of obtaining the best possible start in their career in Early Childhood Education and Care. Amazing's core values include:

- Quality and excellence
- Respect and Equality
- Communication and empowerment
- Innovation

## 3.0 ABOUT THIS HANDBOOK

This handbook is designed to provide information that is pertinent to your decision to enrol with Amazing Education and Training and to guide you throughout the duration of your course should you choose to study with us.

Please read all the information provided in this handbook thoroughly, to understand the procedures and administrative processes relating to students' enrolment, participation in training and their rights and responsibilities while studying with Amazing Education & Training. Should you require further clarification about any part of this handbook or require additional information please contact Amazing by Email or Phone. The contact details for Amazing Education and Training can be found at the end of this handbook.

## 4.0 STUDENT ENROLMENT

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

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#### 4.1 How to enrol

Prospective students must complete and submit the Online Enrolment Form. Amazing Education & Training will confirm that the enrolment form has been completed adequately and will contact the prospective student for further information if required. To enrol in one of Amazing's early childhood courses, click on the following link; <https://enrol.wisenet.co/Courses/wisewebSearch.aspx>

#### 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.

Amazing Education & Training 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. The following link provides more information regarding literacy and numeracy support for adults, go to <http://www.australia.gov.au/information-and-services/education-and-training/literacy-and-numeracy>

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 Amazing, prior to completion of the entire course they have chosen.

#### 4.5 Confirmation of enrolment

When a completed Enrolment form is received, along with your USI; your application will be assessed to determine if you are eligible for the Queensland Government Funded Program.

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#### 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 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 as a sales representative).

Amazing Education & Training offers RPL to individual learners. If a client 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 client 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 can include:

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

(NOTE: Refer to Student Enrolment Procedure in this handbook for further information about recognition of your prior learning.)

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#### 4.9 Confirmation of enrolment details

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. They will also be reminded that they need to complete HLTAID004 Provide emergency first aid response in an education and care setting with another RTO (if they haven't already done so) and provide their Statement of Attainment for the unit.

### 5.0 COURSE FEES AND PAYMENTS

#### 5.1 Fees

Information about course fees is included on Amazing Education & Training's website at <http://www.amazing.edu.au> and further listed on your Online Enrolment application, Fees differ between course levels and whether you are claiming for concession prices. If you are wishing to claim for concession prices you will need to upload your current concession card.

#### 5.2 Payment of course fees in advance

Multiple options are available for the payment of course fees. Refer to Amazing Education & Training's website at <http://www.amazing.edu.au> for details.

**(Note: Amazing Education and Training will accept payment of no more than \$1000.00 prior to course commencement. Following commencement, fees paid in advance for services not yet delivered will not exceed \$1500.00.)**

#### 5.3 Enrolment fee for each course

Students pay an Enrolment Fee of \$100 for each course studying under Fee for Service. The enrolment fee is paid upon submission of the Enrolment Form.

#### 5.4 Additional fees

- Replacement of qualification: \$50.00
- Replacement of statement of attainment: \$40.00
- Text books to be paid if enrolment cancelled within the first 6 months and less than 6 units completed as competent upon cancellation of enrolment: \$ 200.00

#### 5.5 Payment methods & receipting

Course and additional fees can be paid by:

- Credit/debit card
- PayPal
- Electronic funds transfer
- Bank

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

**(NOTE: Amazing Education & Training reserves the right to withhold certification documents until the student has paid all agreed fees owed.)**

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## 5.6 REFUND POLICY

If payment has been made and Amazing Education & Training

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

(\* 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.)

The student will be entitled to refunds as per follows:

### Fee for Service Students (FFS):

- Withdrawal **at least one (1) week prior** to the agreed start date
  - Full refund
- Withdrawal at **1 – 6 days prior** to the agreed start date
  - 50% refund
- Withdrawal **on or after** the agreed start date
  - No refund
- Course withdrawn by Amazing Education and Training **OR** if Amazing Education and Training is unable to provide the course for which the original offer was made
  - Full refund

### Government Subsidies Training – Certificate 3 Guarantee (C3G) and Higher Level Skills (HLS):

- Withdrawal **at least one (1) week prior** to the agreed start date
  - Full refund
- Withdrawal at **1 – 6 days prior** to the agreed start date
  - 50% refund
- Withdrawal **on or after** the agreed start date
  - No refund
- Course withdrawn by Amazing Education and Training **OR** if Amazing Education and Training is unable to provide the course for which the original offer was made
  - Full refund

The above mentioned outlines reasons why a refund may be requested and the amount of course fees that are refunded to the student by Amazing Training and Education. Students will be required to complete a withdrawal request form stating the reason for withdrawing from the course with any supporting documentation.

The student will be entitled to a full refund or proportionate refund if the training to which the payment relate has not yet commenced as stated above **OR** Course withdrawn by Amazing Education and Training **OR** if Amazing Education and Training is unable to provide the course for which the original offer was made.

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.

\* 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 Amazing Education & Training. However, should participants wish to finalise incomplete units of

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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 Directors and may be negotiated on an individual case-by-case basis.

### 5.8 Fees refundable to students under a training contract (trainees and apprentices)

Reimbursement of fees for trainees/apprentices under a training contract will be as follows:

#### Fee for User Choice Students (UC):

- Withdrawal **at least one (1) week prior** to the agreed start date
  - Full refund
- Withdrawal at **1 – 6 days prior** to the agreed start date
  - 50% refund
- Withdrawal **on or after** the agreed start date
  - No refund
- Course withdrawn by Amazing Education and Training **OR** if Amazing Education and Training is unable to provide the course for which the original offer was made
  - Full refund

\* 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 Amazing Education & Training. 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 Directors 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 and must complete the Refund Application Form available on the Management system with a secure username and password.

Prospective students who have not yet received a username and password for the Management System can contact Amazing Education & Training by phone on 1300 707 058 or by Email: [admin@amazing.edu.au](mailto:admin@amazing.edu.au) to have a client refund application form emailed or faxed to them.

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

## 6.0 AMAZING'S RESPONSIBILITIES

### 6.1 Providing a quality service

Amazing Education and Training 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. Amazing is committed to the continuous improvement of its operations and therefore uses a range of information from

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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 Amazing 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.

### 6.3 Student Support and welfare

At Amazing Education & Training, 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 clients 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.

Amazing Education & Training will make every effort 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 client to be able to participate appropriately in the training or where deficiency will clearly inhibit achievement of learning outcomes, the enrolment may be declined. Amazing assists students by providing the following support:

#### ➤ Unlimited contact and webinars

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

Students can also contact Amazing Education & Training anytime via their Online Login. When students send an email to their assigned trainer they will receive a response within 24 hours.

The Management system accessed through the Amazing Education & Training's website supports students in the following way:

- Provide 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 clients to securely access all necessary personal, course and college 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 each upcoming online workshops.

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➤ **Language, Literacy and Numeracy (LL&N) assessment support**

If the student has a disability, experiences difficulties with language, 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 help. A list of agencies can be provided upon request.

By contacting one of those agencies, students can get the best assistance available. Students can approach these organisations yourself, without waiting for Amazing Education & Training to refer them.

➤ **Special needs and additional learning support**

At Amazing Education & Training we understand that not all students will learn and complete activities at the same time; some will be quicker than others at learning new skills and knowledge and some will be slower at learning new skills and knowledge. Additionally, those who are quicker at one skill may be slower at another skill.

➤ **Counselling**

Amazing Education & Training does not employ a welfare officer however; a list of agencies that can assist students with any personal issues that may arise is included in the back of this manual.

## 6.4 Communication

Where there is any change to the services Amazing Education & Training 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 a RTO, Amazing Education & Training 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.

Amazing Education & Training will keep students and staff informed about any change to legislative and regulatory requirements that may affect the delivery of training and assessment.

## 6.5 Respect of student privacy

In relation to students' rights to keep their personal information private, Amazing 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 this handbook.

## 6.6 Access, equity and support

Amazing Education & Training is committed to the principles of access and equity in education and training and generally permits open access to all courses and training programs. The exception is where open access is restricted because of legislation, licensing regulations, government funding policies or because of training package requirements.

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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.

Amazing 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.

## 6.7 Bullying and Harassment

Amazing Education & Training is an equal opportunity education and training provider, committed to freedom from 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.

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

## 6.8 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 us 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

### 7.1 CODE OF CONDUCT

A high standard of professionalism is expected of students and staff of Amazing Education & Training. The Code of Conduct has been developed to ensure staff and students have a clear understanding of the conduct and behaviours that Amazing Education & Training requires of them. Please read the code of conduct carefully because once an enrolment or employment contract is signed with Amazing Education & Training it is assumed that students and staff do understand the contents of the code of conduct and related consequences and actions.

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

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

- complying with the Code of Conduct. A recurring breach of the Code of Conduct may result in cancellation of enrolment
- representing Amazing Education & Training in a professional manner while on work placement
- paying course fees on time and in full

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- 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 (ECEC) service.

Please arrive a few minutes before the arranged start time at the ECEC service 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

Management, employees, and students must agree to maintain confidentiality at all times. All written and verbal information regarding Amazing Education & Training's organisation, its students (students, trainees, and apprentices), employees and external stakeholders such as work placement providers, is confidential.

This agreement is not to use any form of online communication including the Amazing Education & Training website, personal blogs, telephone, text, online communities; and social network sites, such as Facebook, Snapchat, Twitter or YouTube, Instagram's, or publish private information on any medium that allows viewing by others (information, photograph etc.) without the express permission of Amazing Education & Training. In addition, student's (students; trainees and apprentices) and/or staff member will 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 Amazing Education & Training 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."

Amazing Education & Training 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, employees and students are to agree to indemnify Amazing Education & Training against any damages, losses, liabilities, judgments; costs or expenses (including reasonable legal fees and costs) arising out of a claim by a third party relating to any material employees and student have posted.

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## 7.4 Personal presentation

The visual appearance of Amazing Education & Training and how our students and staff 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 Amazing Education & Training and when on ECEC 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 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 ECEC 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 ECEC vocational placement.

## 7.5 UNETHICAL, OFFENSIVE AND DANGEROUS BEHAVIOUR

Amazing Education & Training has zero tolerance to anyone exhibiting the unethical; offensive and dangerous behaviours described below, or other actions deemed inappropriate by Amazing Education & Training. Disciplinary measures will be taken if a person is found to be exhibiting these unacceptable behaviours including cancellation of a students' enrolment or termination of employment.

## 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

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- 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.
- Revealing confidential, false and offensive information about other students, trainers or about Amazing Education & Training generally to outside sources or through the internet and any social media network provides 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 Amazing Education & Training in its sole discretion.

### 7.7 Any form of abuse

- Including written, verbal, emotional, physical, sexual or other abuse of persons connected with Amazing Education & Training or other related services
- Shouting at staff, or students or other persons in your presence
- Insubordination and disrespectful, and disruptive communication towards trainers and other persons in their presence or online
- Using intimidating, aggressive, inappropriate communication including shouting, lying, gossiping, tantrums, foul language to any persons associated with Amazing Education & Training 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 and through social media.

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

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

### 7.9 Stealing and vandalism

- 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 Amazing Education & Training
- Vandalising or deface equipment; furniture or fixtures on the premises or at another service associated with Amazing Education & Training.

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### 7.10 Possessing or using a dangerous object

- While on the premises or while representing Amazing Education & Training when off the premises, for example, at a vocational placement service
- To threaten or intimidate another person on premises under control of Amazing Education & Training

### 7.11 CONSEQUENCES OF A BREACH OF CODE OF CONDUCT

Offenders will be given one written warning and any reoccurrence will result in instant cancellation of enrolment.

## 8.0 COURSE DELIVERY

### 8.1 Course delivery and completion times

Amazing Education & Training 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 18 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.

For more information on our course go to <http://amazing.edu.au/students/#helpfulresources>.

### 8.2 Traineeships and Apprentices

The User Choice 2016-17 program provides a public funding contribution towards the cost of training and assessment services for eligible Queensland apprentices and trainees. The program aims to provide funding aligned to the skill needs of industry and respond to changing government priorities.

#### ➤ Traineeships

Amazing Education & Training currently offers CHC30113 Certificate III in Early Childhood Education and Care under the User Choice 2016-17 program as either a:

- School-based Trainee; or
- Traineeship

Requirements for School-based Traineeship:

- Must be enrolled at a secondary school in years 10, 11 or 12
- Not completed a course using their Use Choice funding

Requirements for Traineeships:

- Completed or no longer attending secondary school
- Must be 15 years of age or older

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- Not completed a course using their User Choice funding

### ➤ Apprenticeships

Amazing Education and Training currently offers CHC50113 Diploma of Early Childhood Education and Care as an Apprenticeship under the User Choice 2016-17 program.

Requirements for Apprenticeships:

- Completed or no longer attending secondary school
- Must be 15 years of age or older
- Not completed a course using their User Choice funding. (Unless a lower level qualification was completed)

### 8.3 Learning materials

Amazing Education & Training'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

### 9.1 Duration of work placement

You will be required to undertake work placement with one or more regulated ECEC 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 a number of placements.

### 9.2 Sourcing and arrangements of work placement

Amazing Education & Training 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, Amazing Education & Training will seek a regulated service that is located as close as possible to the students' home address.

### 9.3 Establishing & monitoring arrangements

Once an ECEC service has been sourced, Amazing Education & Training will:

- Provide the student with an introductory letter to present and copy of Amazing Education & Training's certificate of currency of public liability insurance to the supervisor of the ECEC 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

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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 (including visiting the ECEC service) 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.

## 10.0 ASSESSMENT POLICY AND PROCEDURE

### 10.1 Principles underpinning quality

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

1. Assessment decisions are based on the assessment of skills and knowledge compared with units of competence drawn from industry training package.

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.

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.

Assessment resources also provide for standardised outcomes supported by model answers/performance benchmarks to guide assessors in their judgements.

2. Assessment is conducted in accordance with the principles of assessment

In the delivery of assessment, Amazing Education & Training 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 candidate 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 is able to participate in the assessment process.

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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 (usually for RPL only)

### 3. 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 candidate’s own work. For all assessment, learner 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 learner currently holds the skills and knowledge relating to a assessment. This will mostly relate to recognition applications where a learner has been in the workplace for many years and is seeking recognition of skills and knowledge obtained through workplace experience or previous training.

### 4. Assessment is validated and continuously improved

#### ➤ Pre-assessment

To 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.

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## 10.2 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 ECEC services throughout the course, during which, evidence of your ability to apply skills and knowledge will be collected. Refer the Work placement requirements section of this handbook for more information.

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

You 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 located in your Online login. You are 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 you have completed all required components, submit your unit to your online trainer. The online trainer will assess your unit and deem you Competent (c) or Not Yet Competent (NYC). The trainer will give you feedback on all assessed work, with comments on any question that needs correcting.

You will have two attempts on all written questions and projects.

You 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

You have the right to appeal an assessment decision and/or lodge a complaint about any aspect of the assessment process. Complaints and Appeals Policy & Procedure in this handbook for further information about lodging an appeal.

## 10.3 AQF Certification issuance and re-issuance procedure

### a) Certification issuance

Amazing Education & Training is responsible for the issuance of certification documentation.

Clients 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

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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.

Amazing Education & Training issues AQF certification documentation (qualification testamur, statement of attainment or academic transcript) only to a client who:

- it has 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 Amazing Education & Training 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.

#### **b) 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 Amazing Education & Training's website.

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

- Current Driver's licence; 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)

A fee applies for any re-issuance of documentation. The applicable fee information can be found in at: <http://amazing.edu.au/students/#helpfulresources>.

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

- payment has been received, and
- 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.

### **10.4 Student feedback**

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

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## 11.0 GOVERNANCE ISSUES

### 11.1 Information management

Amazing Education & Training is bound by the National Privacy Principles (NPPs) contained in the Privacy Act 1988 (Commonwealth) (Privacy Act). The NPPs 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.'

Amazing Education & Training 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 Amazing Education & Training will manage student's personal information and safeguard their privacy.

### 11.2 Collection of personal information

The personal information Amazing Education & Training may collect and hold (but is not limited to) 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 Amazing Education & Training

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

Amazing Education & Training 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 Amazing 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. Amazing Education & Training will 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 NPPs or equivalent privacy laws.

### 11.4 Access to personal information

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

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- 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, Amazing Education & Training 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. Amazing Education & Training will take reasonable steps to destroy students' personal information when it is no longer required for the purpose permitted under the NPPs.

### 11.6 Accurate, complete, and current information

Amazing Education & Training 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. The Complaints and Appeals Policy & Procedure in this handbook provide further information about lodging a complaint.

### 11.8 Treatment of records on ceasing operation

Amazing Education & Training acknowledges that it has a responsibility to transfer records to ASQA should it cease to operate. Amazing Education & Training 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

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- 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 CEO of Amazing Education & Training 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 (itemised in the above table) has lapsed.

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

## 12.0 COMPLAINTS AND APPEALS POLICY

Amazing Education & Training 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 Amazing Education & Training.

The policy is made publically 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 Amazing Education & Training or an allegation involving the conduct of:

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

### 12.2 What is an appeal?

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

### 12.3 Value of complaints and appeals

Amazing Education & Training 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.

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## 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 <http://www.amazing.edu.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 Amazing Education & Training 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
  - your 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 students file.

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

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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 Amazing Education & Training 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 fails to resolve a complaint or appeal, the complainant or appellant may request a review by a party independent of themselves and Amazing Education & Training. 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.

### CONTACT US:

Email: [admin@amazing.edu.au](mailto:admin@amazing.edu.au)

Phone: 1300 707 058

In person: 1 Tallebudgera Creek Road | Burleigh Heads | Queensland | 4220

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**STUDENT STATEMENT OF AGREEMENT:**

I \_\_\_\_\_ have read and understood all Terms and Conditions of the Student Handbook as stated by Amazing Education and Training.

I have received and understood all the below information: (tick)

- Chosen course flyer/Course guide
- Fee requirements
- Refund policy
- Complaints policy
- Credit transfer policy
- RPL policy and process
- Withdrawal policy
- Student handbook
- Student and RTO obligations

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Good Luck!**

**Luck = "Preparation and opportunity"**

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