



# Essential Training

(RTO Provider Number 45750)

*Putting Safety First!*

## Learner Handbook

### 2023



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[www.et.wa.edu.au](http://www.et.wa.edu.au)



Unit 2, 40 Lord Street, East Perth WA 6004  
Postal Address: PO Box 8392, Perth WA 6849

## *Welcome to Essential Training!*

Congratulations on your decision to enrol in a nationally recognised vocational course at Essential Training.

Essential Training is a Registered Training Organisation (RTO Provider Code 45750) and this Learner Handbook has been developed to assist you with the required information about the college, our offerings and the administrative processes to achieve smooth enrolment and acceptance into your program.

By studying a nationally recognised vocational course with Essential Training, our goal is to guide you to achieve your learning goals, overcome any challenges faced with your studies, inspire new ideas and ensure you learn a great deal from our experienced and knowledgeable trainers as well as your peers.

All of the trainers and administration staff at Essential Training are committed to your success. We trust that you will enjoy your learning experience with us, and that Essential Training will be able to continue supporting your educational development for your future educational endeavours.

*We wish you the very best for a successful future and hope you enjoy your time with us!*

Benefits of studying with Essential Training include:

- Our courses allow for flexible delivery for our Learners
- We offer one-on-one support where required to ensure our Learners achieve their study goals
- We offer a variety of units, programs, qualifications and short courses customised to our target audience
- We offer smaller classes to enable better trainer/student ratios and individual attention
- We offer access to affordable, quality education
- We pride ourselves in providing a friendly, supportive and conducive learning environment.

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## RTO Contact Information

### Key Contact Details

Campus Location	City Campus Unit 2, 40 Lord Street Wellington Fair, East Perth WA 6004
Phone:	(08) 6111 7093
Email:	<a href="mailto:training@et.wa.edu.au">training@et.wa.edu.au</a>
Website:	<a href="http://www.et.wa.edu.au">www.et.wa.edu.au</a>
Learner Support Hours:	Monday to Friday 8:00am – 5:00pm
Contact Person	Daniel Kalinowski Training Manager Unit 2, 40 Lord Street Wellington Fair, East Perth WA 6004
Phone:	(08) 6111 7093
Email:	<a href="mailto:daniel@et.wa.edu.au">daniel@et.wa.edu.au</a>

\*\*\*All calls are diverted to the Manager on duty after hours\*\*\*

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## Courses

At Essential Training, we deliver a range of nationally accredited courses. Essential Training provides training and assessment recognised within the Australian Qualification Framework (AQF) for the following courses:

COURSE TITLE	COURSE CODE	DURATION	DELIVERY MODE
HLTAID009	Provide cardiopulmonary resuscitation	6 hours	Face-to-face (+ E-Learning pre-course work)
HLTAID010	Provide basic emergency life support	7 hours	Face-to-face (+ E-Learning pre-course work)
HLTAID011	Provide First Aid	8 hours	Face-to-face
HLTAID012	Provide First Aid in an education/care setting		(+ E-Learning pre-course work)
PUAFER006	Lead an emergency control organisation	7 hours	Face-to-face (+ E-Learning pre-course work)
PUAFER005	Operate as part of an emergency control organisation	7 hours	Face-to-face (+ E-Learning pre-course work)
CPCWHS1001	Prepare to work in the construction industry (White Card)	6 hours	Face-to-face (+ E-Learning pre-course work)
CPPFES2005	Demonstrate first attack firefighting equipment	6 hours	Face-to-face (+ E-Learning pre-course work)

\*Please request a copy of our current Pricelist for fee information and you can also view the 'Fees and Charges Policy' information contained in this Handbook for further details.

### CORPORATE TRAINING OPTIONS (Short Courses)

As Essential Training specialises in Corporate Training that is customised to meet client needs, there is also a range of non-VET accredited options (short courses) available including:

**Work Health and Safety Workshops**, Group Training/Short Courses in **Fire Fighting and Warden Training**, and **Mental Health First Aid Courses & Workshops**. These are available on demand to meet client and business requirements. Please contact our friendly staff for further information regarding these non-award, short course options [info@et.wa.edu.au](mailto:info@et.wa.edu.au)

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## Course Information

All course information; including content, structure, duration of study, competencies and vocational outcomes can be found by contacting Essential Training, or by downloading the current course information flyer and Course Pricelist (via the RTO’s website: [www.et.wa.edu.au](http://www.et.wa.edu.au))

Information about assessments can be found in the relevant Learner Assessment Packs and Unit Delivery Plans provided for each unit of study. They may also be discussed in further detail with admissions at time of enrolment/course confirmation and/or with your Trainer/Assessor upon course commencement.

Essential Training course are delivered face-to-face at our new central city location:  
Unit 2, 40 Lord Street (Wellington Fair), East Perth, Western Australia 6004.

Training may also be delivered on approved worksites, and delivery plans may be adjusted accordingly to suit our client needs.

Further information around competency-based training, Essential Training’s RTO details and Scope of Registration at [www.training.gov.au](http://www.training.gov.au)

## Course Learning Materials

The learning materials that you will need for your course may include:

- **Access to a PC/Laptop and internet connection**
- **Learning activities** - these are tasks and exercises for you to complete to help you gain a clear understanding of the learning content and enhance your learning.
- **Case studies** – completing these assist to develop advanced analytic and problem-solving skills.
- **Discussions** – these will be trainer-lead assist in creating, developing and consolidating new meaningful knowledge with your fellow Learners,
- **Further readings** – you are encouraged to research and undertake pre-readings which may include copies of legislation or government reports to enhance your knowledge and learning.

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## Registered Training Organisations (RTO)

An RTO is any organisation that is registered with the state or national regulator to deliver nationally recognised training and qualifications.

There are currently around 4,000 RTOs in Australia and they can include:

- colleges of Technical and Further Education (TAFEs) and other government training organisations
- private/non-government training organisations
- high schools that provide nationally recognised training
- employers and other organisations that provide nationally recognised training

Training organisations generally offer Vocational Education qualifications at the following levels:

- Certificate I, II, III and IV
- Diploma and Advanced Diploma
- Vocational Graduate Certificate
- Vocational Graduate Diploma

## Obtaining a Unique Student Identifier (USI)

Even if you enrol with a Training Organisation to complete only part of a course, qualification, a module, or a single unit of competency, you will still require a Unique Student Identifier.

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

If you are undertaking nationally recognised training, you need a USI in order to receive your qualification or Statement of Attainment (additionally, this will be required to be eligible for any Commonwealth financial assistance)

The USI will give you access to an online record of your nationally recognised training in the form of a [USI Transcript](#). This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

Under the *Learner Identifiers Act 2014* and *Learner Identifiers (Exemptions) Instrument 2014*, training organisations are not allowed to issue a qualification or Statement of Attainment unless the Learner has a USI or the Learner or the training is [exempt](#) from the USI initiative.

Under the *Learner Identifiers Regulation 2014*, training organisations are not allowed to use the USI as a Learner number.

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The USI initiative is also a valuable information tool for our State and Federal government as it enables the collection of information about Learners’ training activity to provide an important foundation for understanding and improving VET performance and better meeting the needs of Learners, training organisations and employers.

For further information or to create your USI please visit: <https://www.usi.gov.au>

**Please note:** USI transcript information is not available as soon as you complete your training. RTOs are required to report all training information to the National Centre for Vocational Educational Research (NCVER), who in turn passes the information onto the USI Office. Essential Training provides data annually in February, it can take up to May of the submission year to become available in your USI account.

To find out if your training organisation is registered to provide nationally recognised training, please visit [www.training.gov.au](http://www.training.gov.au) or ask your training organisation.

Essential Training is regulated by the Australian Skills Quality Authority (ASQA) : RTO Provider No.45750

### Permitting third parties to view transcripts

If you have a USI, you can now give [permission](#) to third parties such as a licensing bodies, employment agencies or potential employers to view your authenticated USI transcript. You control whether or not to give this access, to whom and for how long. You can also choose which of your achievements are displayed.

## Quality Framework and RTO Compliance

Essential Training is a Registered Training Organisation which must comply with the VET Quality Framework. Included in this is:

- Standards for Registered Training Organisations (RTOs) 2015: the set of nationally agreed standards that ensure high quality VET services throughout Australia.
- Australian Quality Framework (AQF) - the national policy for regulated qualifications in the Australian education and training system. Only RTO's can issue AQF qualifications and deliver training and assessment services.

At Essential Training our training and assessment procedures are flexible and are designed to take into account your learning needs. We will ensure that:

- Essential Training support is available to all participants enrolled in our courses,
- Fully qualified training and assessment staff are available to our Learners,
- All training and assessment is delivered to the nationally set standard prescribed in the relevant training package or accredited course material,
- All VET training and assessment conducted by Essential Training is in accordance with the VET Quality Framework and any qualifications you achieve with us will be recognised anywhere in Australia.

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Essential Training has documented policies and procedures which are freely available to all Essential Training clients, Learners and staff upon request to Administration at [training@et.wa.edu.au](mailto:training@et.wa.edu.au)

Part of our quality framework is to seek feedback from our Learners. You can provide us with your feedback at any time by talking with your assessor, our student support staff, or by sending your written comments to Administration at [training@et.wa.edu.au](mailto:training@et.wa.edu.au).

You will also be provided with a Learner Survey at the end of all nationally recognised training where your formal feedback is sought to ensure we are delivering high quality training and assessment.

## Applicable Legislation

In addition to the regulatory standards that govern training organisations, Essential Training is also guided by relevant State and Federal legislation and standards for its business operations which include:

- Australian Privacy Principles (APP)
- Anti-Discrimination Act 1991
- Copyright Act 1968
- Disability Discrimination Act 1992
- Freedom of Information Act 1982
- Human Rights and Equal Opportunity Commission Act 1986
- Learner Identifiers Act 2014
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988;
- Racial Discrimination Act 1975
- Work Health and Safety Act 2020
- Work Health and Safety Regulations 2020

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## Enrolment

To enrol in one of Essential Training's courses, contact Essential Training (08) 6111 7093 and request an information pack in either electronic (email) or printed format (posted to you). You can also click the 'More Information' or 'Book Now' button on the various course pages on our website and you will be directed to complete the required digital information for us to commence the enrolment process for you.

**Note:** If you have not been contacted within 3 working days of your enrolment then it is likely we have not received your enrolment application. If this occurs, please contact our Essential Training office and ask to speak to Admissions or to the Training Manager.

## Enrolment Process

The enrolment process at Essential Training is as follows:

1. Learner contacts Essential Training for an Enrolment Form
2. Learner completes an LLN test or provides sufficient evidence of LLN level
3. Learner receives an Offer Letter outlining all course details and applicable fee information
4. Learner is issued with an invoice with details on how to pay
5. Once invoice details and/or payment is received we email you with course confirmation and commencement details.
6. Learner receives an E-Learning log in and completes the online theory components and any online assessment for their course(s).  
(Note: not all courses require assessments to be completed before the face-to-face class. Refer to your course requirements in your confirmation letter to confirm if you need to complete online theory assessments)
7. On successful completion of the E-Learning component (theory/assessment) you may contact the office to re-confirm the date and time of your practical assessment
8. After the practical component of your course (including all assessment requirements) has been successfully completed, a Statement of Attainment or qualification will be issued to you in accordance with Essential Training's Qualifications Issuance Policy.

**Please note:** At times our emails may find their way into your junk/spam mail files. Please check before you contact Essential Training in case this has occurred.

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## Fees

The fees stated for every course include course material fees and administration costs. Learners are required to have paid all applicable course fees before course commencement (**unless the total course cost exceeds the amount of \$1500.00**). For further information relating to course fees or to find out the cost of any of our courses on offer, please view our current Price List on our website, or contact the RTO (Training Manager or Admissions Team) for more information on (08) 6111 7093 or email [training@et.wa.edu.au](mailto:training@et.wa.edu.au)

## Cooling Off Period

Essential Training protects the rights of the Learner including but limited to the Statutory requirements for cooling-off periods. Learners are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager (a letter or email is acceptable) within 48 hours for short courses/units of competency, or 7 business days of enrolment for full qualifications, unless the Learner has already commenced the training. Please refer to the 'Fee Protection' and 'Refund Policy' for process on acquiring a refund.

## Delivery Mode(s)

Essential Training primarily utilises blended delivery modes which offers a combination of face-to-face and e-learning for most of our courses, please view the specific 'Course Information Flyer' via our website, or request a copy from [training@et.wa.edu.au](mailto:training@et.wa.edu.au) for detailed information on your course delivery options.

**Please Note:** Essential Training courses commence promptly at the course's scheduled commencement time. Trainers will not be able to delay start times due to the amount of content required to be covered. If you are running late for a course/class, please contact your trainer directly to make alternative arrangements.

Your trainer or the administration team will send you a welcome email prior to the course commencement date which will contain their contact details for any issues you may have with your course or any further assistance required.

## Essential Training's Rights and Responsibilities

Essential Training aims to enhance the Learners training and respects the rights of all its Learners. Our commitment to our Learners is to provide high quality services and expect that our staff and Learners comply with all of Essential Training's policies and procedures. At Essential Training, we will:

- Provide our Learners with a learning plan and all required course/assessment information
- Provide a safe learning environment
- Treat our Learners with respect and dignity
- Comply with legislations regarding the learning and assessment environment
- Deliver and record all training and assessment outcomes
- Provide situations which allow Learners to practice the skills and knowledge required to complete the course tasks
- Work closely with Learners so they are confident in the skills required
- Provide alternate training and assessments where possible for those who require additional assistance or support.

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## Learners’ Rights and Responsibilities

At Essential Training all staff and Learners are expected to act responsibly, consider the health and safety of themselves and others, and to treat all staff and fellow Learners with courtesy and respect. As a Learner, you have rights and responsibilities which are governed by State and Federal Legislation.

### ***As a Learner, you have the right to:***

- Be treated fairly and with respect by all Learners and staff.
- Access your personal information held by Essential Training.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised.
- Have your personal details and records kept private and secure, according to Essential Training's Records Management Policy.
- Make regular contact with your trainer/assessor relating to your course, progress or assessment.
- Confirm with trainers and assessors that you are ready for assessment at the scheduled times or seek alternative assessment dates before the original time allocated.
- Retain evidence of your working notes and assessments and any other documents in your portfolio of evidence journal.
- Make copies of your completed assessments and any work submitted for your own (personal and private) records or in case of lost work.
- Discuss any concerns regarding the training course, session activities and your ability to learn with your trainer and assessor.
- Participate in course evaluation and provide constructive feedback.

### ***As a Learner, you are also required to:***

- Complete all assessment tasks and learning activities required with honesty and without plagiarism, ensuring all work is your own.
- Submit all assessment tasks with a completed declaration attached.
- Make payments for your training within agreed timeframes.
- Monitor your progress through self-assessing your skills and knowledge against the competency standards in your course/qualification.
- Successfully complete all required pre-reading/theory and quizzes for each unit of study
- Advise your trainer/assessor of any previous courses completed that may result in potential credit transfers for the course you are enrolled in.
- Watch all required tutorial videos and complete all allocated activities within the online learning program as required.
- Adhere to the learning plan/course schedule developed at time of enrolment.

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## Enrolments for Overseas Students who hold an Australian Student Visa

In accordance with the Education Services for Overseas Students (ESOS) Act 2000, Essential Training is **not** currently registered as a CRICOS Provider, as such, is unable to provide training to any overseas students who hold an Australian Student Visa except for exempt short courses (see details of exempt courses below)

An overseas student is defined in Section 5 of the ESOS Act as a person (whether inside or outside Australia) who holds a Student Visa (as defined in regulation 1.03 of the Migration Regulations 1994), excluding:

- a Subclass 576 (Foreign Affairs and Defence Sector) visa, or
- a person who satisfies the secondary criteria, but not the primary criteria, under the Migration Regulations for the grant of the visa, or
- a secondary exchange student within the meaning of the Migration Regulations, or
- an overseas student who has been approved under a scholarship scheme, or an exchange scheme, sponsored by the Commonwealth to undertake a course of study or training in Australia.

**Students are required to disclose to Essential Training prior to, or on enrolment if they hold a Student Visa** as defined in regulation 1.03 of the Migration Regulations. If it is identified that a student holds a visa which falls within this category, Essential Training will notify the student that their application cannot be processed for any training other than exempt courses.

### Exempt Courses

Due to industry demand there are certain short courses that overseas students are able to enrol in – at a non CRICOS registered provider, for students studying on a student visa.

At Essential Training, the following courses are considered as supplementary to the full-time main course of study, and all students are welcome to enrol :

CPCWHS1001 [Prepare to work safely in the construction industry]

HLTAID009 [Provide Cardiopulmonary Resuscitation (CPR)]

HLTAID010 [Provide Basic Emergency Life Support]

HLTAID011 [Provide First Aid]

HLTAID012 [Provide First Aid in an education and care setting]

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## Assessments

Assessments are an important part of the course and must be completed in order for you to receive your qualification. To be awarded a Nationally Recognised Training qualification (or Statement of Attainment), you will undertake 'competency-based assessments' where you must demonstrate that you have successfully achieved all the requirements within the unit or units of competency that make up the qualification. To be assessed as competent the assessment tasks and practical assessments need to be deemed as 'satisfactory'.

## Assessing Competency

When assessing competency Essential Training is required to adhere to the Principles of Assessment and the Rules of Evidence to ensure Learners have the skills and knowledge to a level that meets the industry requirements. These requirements are specified in the Units of Competency (UOC) guidelines.

Principles of Assessment are required to be:

- Valid
- Reliable
- Flexible
- Fair

Rules of Evidence are required to be:

- Valid
- Sufficient
- Current
- Authentic

## Assessment Flexibility

All assessments conducted by Essential Training will conform to the assessment guidelines for Nationally Endorsed Training Packages or the assessment criteria attached to specific courses.

Assessment conducted by Essential Training will be conducted in the way of assignments and course exercises. The elements that may also be included in the assessment process include:

- Underpinning knowledge for the course unit requirements
- Practical ability
- Verbal and non-verbal communication
- Personal presentation appropriate to the environment
- Problem solving. For example: self-learning, research, decision making, creative thinking etc.
- Working with others in groups
- Organising personal schedules and learning plans to achieve goals.

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Learners are given three (3) opportunities to be assessed for competency in a given course or unit of competency. This consists of the original submission and up to two (2) further attempts. Where a Learner has been assessed three (3) times and is still deemed ‘Not Satisfactory’ or ‘Not Competent’ the Training Manager will be advised and conduct a conversation with the Learner and Trainer/Assessor in order to plan the most suitable pathway to continue.

**Important Notes:**

- > For short courses: The third attempt may attract a ‘re-assessment fee’ of \$150. This will be discussed with learners and mutually agreed prior to undertaking the third attempt.
  
- > Essential Training may allow for further assessment opportunities where it feels there are special circumstances. The Learner can present a case, or an appeal, and if Essential Training feels it is valid, Essential Training may provide individual support and/or seek assistance from an outside source (counsellor, tutor, LLN specialist etc.).
  
- > The Learner may appeal decisions made relating to course progress and assessment in writing, addressed to Essential Training’s Training Managing or CEO who will consider the matter and advise the Learner in writing of the outcome. This process is further outlined in the ‘Complaints and Appeals Policy and Procedure’.

Where possible, a flexible assessment process will be undertaken to consider the requirements of people with special needs or learning requirements including:

- Disabilities of any kind
- Cultural adjustments
- LLN difficulties
- Other trauma or medical reasons.

Flexibility must not lessen the overall value of a course program, however, Essential Training will demonstrate a willingness to take different avenues to reach required results of the qualification, while ensuring the integrity of the qualification, skill set or unit of competency.

The results and details of all assessments will be recorded and kept on file for the purpose of auditing and will be included in reports to the Registering Authority. Learners will have access to their personal information and will be advised of all outcomes in writing.

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## Recognition of Prior Learning (RPL)

If you think you have the skills required to satisfy a unit of competency or part thereof, via RPL then we encourage you to discuss this with the Administration staff or Training Manager, prior to, or at the time of enrolment. They will give you the information necessary to apply for RPL and discuss what is required with regard to providing sufficient evidence to demonstrate your competency.

When deciding to apply for RPL you need to answer the following questions:

- Is your prior learning/experience relevant to the course?
- Is your knowledge and skill level current?
- Is the skill transferable? i.e. It should be applicable to a number of settings and situations.
- Is it authentic? Evidence or demonstration is required to prove that you have the current knowledge and skill.
- Is your knowledge and skill appropriate to the required level of the module or course?

If you are unsure about whether you can apply for RPL please contact the Administration staff for assistance.

If you decide to continue with the RPL request, you will be sent the RPL application form, along with the 'Guide to RPL' and 'RPL Kit' for that particular unit or qualification. Once you have completed the form and supplied your supporting documents, you will be contacted to confirm receipt of your application and evidence, and advised of when your industry expert/assessor will contact you with your RPL options, plan and any further requirements.

## Credit Transfer (CT)

Essential Training accepts and provides credit to Learners for equivalent units of competency where these are evidenced by:

- AQF certification documentation issued by any other RTO; or
- AQF authorised issuing organisation; or
- Authenticated VET transcripts / USI transcripts.

Learners are required to apply for a Credit Transfer by completing a 'Credit Transfer Application Form' and provide verified copies of AQF certification documentation that they will use for evidence to be awarded a Credit Transfer. In the Credit Transfer Application Form, consent is given by the Learner to contact the issuing RTO to obtain verification of authenticity of the AQF certification documentation provided.

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## What does 'equivalent' mean?

The unit code you are applying for must be the same as the unit code you have previously completed. The Government updates the content of units regularly and it becomes what is termed "superseded". A unit that has been superseded may not be deemed 'equivalent' – meaning it has changed enough that you need to study the unit again, therefore there is no credit transfer available, alternatively, if the new unit code is listed as 'equivalent', you may apply for Credit Transfer. You can check individual units of competency for currency by accessing the website [www.training.gov.au](http://www.training.gov.au).

## Authentication/Verification

Where AQF certification documentation has been issued after the 1st January 2015, Essential Training will request to access the Learner's Unique Learner Identifier (USI) number account to verify the AQF certification documentation provided. Essential Training will not be required to contact the issuing RTO when the USI/USI Transcript has been supplied.

In a situation where Essential Training is not able to obtain verification of authenticity from the issuing RTO, USI Register, or ASQA, certified copies of AQF certification documentation will be accepted. All certification documentation must be certified by one of the following:

- Justice of the Peace
- Lawyer/Solicitor
- Police Officer
- Teacher
- Minister of Religion

Essential Training accepts certified copies only completed by those listed above.

If the Learner provides a document which is identified as being a fraudulent document, Essential Training is required to take further action which will include contacting relevant authorities and the Australian Skills Quality Authority (ASQA), who will investigate the matter further. In this situation the Credit Transfer(s) will not be granted and the Learner's enrolment with Essential Training will be cancelled. No refund of fees paid will be provided in this case.

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## Issuing Qualifications

A Learner will be issued with the relevant AQF certification documentation, within 21 working days of completion and full payment of all course fees due being received by Essential Training. Where an entire qualification has not been achieved, a Statement of Attainment will be issued for the Unit(s) of Competency completed.

Essential Training can only issue AQF certification documentation for qualifications and units of competency that are within its Scope of Registration and that certify the achievement of:

- Qualifications or industry/enterprise competency standards from nationally endorsed training packages; or
- Qualifications, competency standards or modules specified in accredited courses.

After a Learner’s USI has been verified against the USI Office Register Essential Training issues, records and reports AQF certification documentation that:

- Meet the requirements in the current AQF Implementation Handbook, including the national course codes;
- Identify the units of competency from training packages, or competencies/modules from accredited courses, that the Learner has attained; and
- Identify Essential Training by its trading name, contact details and its national provider number.

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## Policies and Procedures

### Anti-Discrimination

Essential Training does not permit the discrimination of an individual by virtue of gender, sexual orientation, religion, culture, political beliefs, handicaps or personal background, providing it has no direct, reasonable and legal bearing on the individual's performance in a course, or on the safety, or wellbeing of the applicant or others. All course applications are considered on the basis of its merits.

### Complaints and Appeals

#### Policy

Essential Training acknowledges that complaints may arise from time to time. It is Essential Training's policy to address any complaint or appeal in a responsible, respectful and timely manner which is at no cost to the complainant/appellant.

- Essential Training will ensure natural justice and procedural fairness are used to ensure that decision making is fair and reasonable. This supports the rights of all parties to be heard and informed without bias.
- Appeals offer a formal process in requesting a change in or confirmation of a decision. Appeals can be made in regard to an assessment outcome decision or in regards to the initial outcome of a complaint.
- In managing complaints and appeals Essential Training will ensure that
  - The principles of natural justice and procedural fairness are is applied in all stages of the process
  - The Essential Training Complaints and Appeals Policy is available via the Essential Training website and on request
  - Complaints and appeals are treated seriously and dealt with promptly, impartially, sensitively and confidentially.
  - A student will not be disadvantaged as a result of lodging a complaint or appeal
  - Students have the right to have a support person with them at any time during the complaints and appeals process
  - Complaints and appeals are assessed on a case-by-case basis
  - Throughout the decision-making process and outcomes related to a complaint/appeal will be provided in writing to all parties involved
  - An analysis of complaints and appeals may contribute towards Essential Training Continuous Improvement Strategies

#### Initial Action

- Students who believe they have an issue or concern in relation to studying at Essential Training should, in the first instance, approach their relevant trainer to try to resolve the issue or concern.
- If the issue or concern cannot be solved informally, the student may complete an Essential Training Complaints and Appeals Form. Appeals must be lodged within **20** calendar days of the initial event/decision.

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## Procedures

- A student completes the Essential Training Complaints and Appeals Form, then submits this completed form to Essential Training, Training Coordinator via the Essential Training reception or by emailing the completed form to [info@et.wa.edu.au](mailto:info@et.wa.edu.au)
- On receipt of a completed Essential Training Complaints and Appeals form, the Training Coordinator will acknowledge receipt via an email to the complainant/appellant. The completed Complaints and Appeals Form will then be scanned and saved on the relevant student’s file within the (Vettrak) Student Management System and an email will be sent to the Essential Training Administration team.
- The Training Coordinator will enter the complaint details into the Essential Training Complaints and Appeals Register, then prepare the complaint or appeal details prior to forwarding the completed Complaints and Appeals Form to the Essential Training Administration Officer for their further review and action. Any relevant supporting documentation and correspondence is to be included and must be forwarded to the Training Coordinator within **5 working days** of receipt of the complaint or appeal.
- The Administration Officer will review the complaint/appeal and supporting documentation and if required, the student may be requested to provide additional information and/or supporting documentation. The Administration Officer may also request a meeting with the student where appropriate. Should this request arise, the student will be advised in writing (email is acceptable). The student may choose to be accompanied by a support person.
- The outcome of the review will be provided to the student in writing as soon as is practicable. If more than **60 days** are required to process and finalise the complaint or appeal, the student will be notified in writing of the reason why more than **60 days** are required. The student will also receive regular updates on the progress of their complaint or appeal from this notice.
- If the student is not successful in the complaint/appeal process or are not satisfied with the outcome they must be advised that within **10 working days** of the outcome they have the right to access an external complaints/appeals handling process by contacting the State Ombudsman via the following:

### Ombudsman Western Australia

Website: [https://www.ombudsman.wa.gov.au/Complaints/Making\\_complaints.htm](https://www.ombudsman.wa.gov.au/Complaints/Making_complaints.htm)

Email: [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)

Telephone: (08) 9220 7555

Postal: PO Box Z5386 St Georges Terrace, Perth, WA, 6831

## Complaints and Appeals Records

- The Compliance Officer will update and maintain the Essential Training Complaints and Appeals Register with a written record of each complaint, appeal, supporting documentation, and the outcome decision being recorded and maintained in accordance with Privacy legislation.
- All complaints and appeals are to be regularly monitored by the Training Coordinator and Compliance Officer with areas for improvement identified being included in the Essential Training Continuous Improvement Register.

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### Further information

- Essential Training Complaints and Appeals Policy and Procedure in no way effects the students right to access consumer affairs legislation and legal representation.
- Students also have the right to contact the VET regulator if they are dissatisfied with the complaints and appeals process and lodge a complaint against Essential Training.

## Confidentiality

Essential Training will not disclose the personal details of its employees, contractors or associates except as they expressly permit, in writing, or if it is required to meet legislative or compliance standards set by regulatory authorities or other persons empowered under the law.

Under the privacy notice detailed within Essential Training’s enrolment form, Essential Training will only disclose personal information as required under the Data Provision Requirements 2012 to, Commonwealth and State or Territory government departments and authorised agencies and the National Centre for Vocational Education Research Ltd (NCVER).

## Consumer Rights

At all times throughout the learner journey, Essential Training is responsible to every learner for the quality of the training and assessment provided, and for the issuance of the AQF certification documentation.

- In the event that Essential Training, or any third party delivering training and assessment on its behalf, closes, cancels, or ceases to deliver for any reason, a course or part of a course that a learner is enrolled in, a refund of fees paid for services not provided will be given to the learner by Essential Training (see Refund Policy for further information). Learners who have already been assessed as competent for some (any) units of competency will be issued a Statement of Attainment for these units and the costs of issuing the Statement(s), including training, assessment and administration fees, will be deducted from the refund total.
- Where there are any changes to agreed services, Essential Training will advise learners as soon as practicable (and in writing), including in relation to any new or existing third-party arrangements or a change in ownership.
- Your rights as a consumer are protected under Australian Consumer Law.

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## Course Evaluation and Feedback

Feedback and other information provided to us about our training and assessment processes allows us to improve our service delivery and to plan for future courses. At Essential Training, we conduct regular course evaluations in multiple ways.

Learners at Essential Training are encouraged to participate in evaluating course content and delivery and will be supplied with an Australian Skills Quality Authority (ASQA) approved Learner Questionnaire at the completion of their studies. Learners will also be asked for feedback at the completion of each unit of study.

Learners may be contacted by the National Centre for Vocational Education Research (NCVER) to participate in their government surveys. This research provides valuable information for training organisations and governments.

Learners are encouraged to provide the trainers and assessors with suggestions, feedback and comments throughout their study. You can also provide feedback directly to us via email to either your assessor or coach or to: [training@et.wa.edu.au](mailto:training@et.wa.edu.au). All comments and suggestions that are collated will be used in reviews of our training delivery and validating our assessment systems and processes.

## Equal Opportunity

All admissions to Essential Training’s courses shall be determined fairly and it will not take into consideration an applicant’s gender, sexual orientation, ethnicity, religion, personal beliefs, handicap, etc. unless such items pose a reasonable argument for non-enrolment on the grounds of safety or capacity to undertake the course successfully, or if it is in opposition to legal requirements or Essential Training’s Code of Conduct.

All applicants will be assessed on:

- Successfully meeting course pre-requisites and/or course requirements – such as study pathways including appropriate prior knowledge, qualifications and experience
- Demonstrating a capacity and willingness to adhere to Essential Training’s Standards and Code of Conduct and Learners’ Responsibilities.
- Ability to undertake the course in a manner that encourages a fair, safe and enjoyable learning environment for all
- Other items as determined for specific courses on a time-to-time basis.

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## Fee Protection and Refunds

### Policy

#### Fees, Charges & Refunds (excluding RPL)

It is Essential Training’s policy to ensure that prior to enrolment into any training program, Essential Training will direct the Learner to read and understand all course information relating to applicable fees, charges and relevant refunds which is outlined clearly in the Learner Handbook and available on Essential Training’s website.

The information made available includes:

- Fees that must be paid to Essential Training to undertake the course
- Payment terms and conditions
- Deposits and refunds applicable to course cancellations or postponements
- Consumer Rights
- Refunds: The Learner must make payment or payment arrangements for the course prior to course commencement. All course bookings remain tentative until payment has been received, or alternative payment options have been discussed and agreed.

#### Payment:

All payments are required in full prior to the course commencement.

#### Tuition Assurance Scheme (Fee Protection):

As Essential Training does not require Learners to pay fees of more than \$ 1500.00, Essential Training does not participate in a Tuition Assurance Scheme for Fee Protection.

#### Refunds:

In the event of a course being cancelled by Essential Training, fees are guaranteed, and Learners will be offered a place in the next available course. If there are any changes to agreed services, the Learner and/or employer is advised as soon as practicable.

Refunds for courses are only available if the Learner notifies Essential Training of their withdrawal in writing. Refunds are made to the Learner, organisation or third party who originally paid the course fee. A refund of all or part of the Essential Training fee may be given in the following exceptional circumstances:

- The Learner/Employer overpaid the course fee
- The Learner enrolled in a course that has been cancelled by Essential Training
- The Learner has endured extended hospitalisation or illness supported by a medical certificate
- The CEO believes the Learner would be unreasonably disadvantaged if they were not granted a refund, for example, if the Learner met with a serious misadventure and were unable to continue their enrolment.
- Essential Training is to cease trading or fails to deliver the agreed services. Refunds will not be processed until a completed Withdrawal Form and Request for refund is received by Essential Training. This e- form can be requested from Essential Training at [training@et.wa.edu.au](mailto:training@et.wa.edu.au)
- Any refund (if applicable) will be processed from the date the notification email and/or form is received.
- Refunds for courses over 2 days are subject to an administration and processing fee by Essential Training. Refunds are based on a pro-rated amount determined by course scheduling / receipt of a withdrawal form, and vary dependent on training delivery type (classroom, workshop, online or a combination of above):

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Refund applicable:

- Learners who give notice to cancel their enrolment at least 7 days prior to the commencement of a training will be entitled to a full refund of fees paid
- Learners who give notice to cancel their enrolment less than 7 days prior to the commencement of a program will be entitled to a 75% refund of fees paid.  
The amount retained (25%) by Essential Training is required to cover the costs of administration and resources which will have already been committed based on the Learner’s initial intention to undertake the training, as well as potential re-scheduling logistics.
- Learners who cancel their enrolment within 1 full business day (or less) prior to training commencing will not be entitled to a refund of fees. However, where possible, Essential Training will make every effort to re-schedule the training for them into another course (course scheduling and capacity permitting).

Applying for a Refund:

To apply for a refund, the Learner or employer must contact the office on (08) 6111 7093 for a copy of our Withdrawal/Refund Application Form. If the Learner/Employer qualifies for a refund it will be direct deposited into the account recorded on the Withdraw/Refund Application Form within 7 days of being approved.

If Essential Training fails to deliver the course or otherwise fails to provide the services agreed to, a full refund will be paid to the Learner within 7 days of the default by Essential Training.

## Fees and Charges

### Policy

Essential Training has a transparent and fair approach to all fees charged to learners. Essential Training does not charge GST for any accredited (VET) courses, fees for enrolling into a course, or credit transfers. If you have any further questions about our fees or payment plans, please contact Essential Training [info@et.wa.edu.au](mailto:info@et.wa.edu.au)

- Enrolling in Person:
  - To enroll in person, complete the enrolment form which can be sent to you via email [training@et.wa.edu.au](mailto:training@et.wa.edu.au) or contact the RTO Training Manager on (08) 6111 7093.
  - Once submitted you will be contacted to complete the enrolment process.
  - Once you have received acceptance into Essential Training you will be sent an acceptance email with the LLN test option and payment details.
  - Upon successful acceptance with Essential Training, you will have entered into a contract. The contract is legally binding and you must pay course fees to secure your placement in the courses enrolled into.
- Enrolling over the phone
  - Learners can enrol over the phone using credit card details.
  - Details & documentation will be provided by email once payment has been received.

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- Using a Payment Plan
  - Fees are to be paid in full prior to course commencement.
  - Essential Training does not offer payment plans for its courses – *unless a course fee exceeds the amount of \$1500.00*
  - If course fees exceed \$1500.00, learners are only required to pay \$1500.00 as a maximum to commence their course, and the invoice issued will outline all future payment/due dates that must be adhered to in order to continue studies.
  
- Invoices
  - Invoices are issued to all Learners outlining all required course fees payable
  - Invoices that are seven (7) days overdue will result in courses/studies being suspended until fees are paid.
  - Invoices that are thirty (30) days overdue from date of issue will be referred to a debt collection agency for recovery.
  - The Learner will be required to meet any additional charges that may result from bank fees/charges or collection fees resulting from overdue money owed.
  - Acceptance of enrolment offer also means that the Learner accepts all terms and conditions of sale.
  
- Refund Policy
  - An overview of the Refund Policy is provided below, however, further information can be provided by request to Essential Training via email at [training@et.wa.edu.au](mailto:training@et.wa.edu.au) or in person at Reception at : Unit 2, 40 Lord Street, East Perth WA 6004.
  
- Course Fees/Payments
 

Course fees may be paid by:

  - Direct deposit
  - PayPal
  - \*Credit Card or authorised payment gateway (Stripe) on Essential Training’s website

\*Note: Credit card payments will attract a 1.75% surcharge fee.

All course fees include material and administration fees, however, additional fees will apply for additional copies of qualifications, Statements of Attainment and Records of Results to be issued at the cost of :

- > **\$35.00 (+ GST) per qualification reprint**
- > **\$25 (+ GST) per Statement of Attainment/Record of Results reprint**
- > **No charge for PDF digital copies to be resent (to individual students).**

\*A mutually agreed administration fee will be charged for Corporate Clients requiring a bulk re-issue of qualifications or statements of attainment.

**Additional fees may also apply for re-assessment of a unit (at the full unit cost) after three (3) failed attempts at a satisfactory grade. This will be negotiated with the Training Manager and/or CEO at the time of re-assessment or re-enrolment into a Unit.**

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For short courses (individual units of competency), the third assessment attempt may attract a re-assessment fee of **\$150.00** (this will be mutually agreed with the learner and Training Manager) prior to further assessment taking place.

- Course Withdrawal and Cancellation/ Refunds Policy
  - Essential Training default:
    - Should Essential Training need to cancel any course, Learners are entitled to 100% of their deposit being fully refunded or transferred to a future course.
    - Essential Training will endeavour to give 48 hours' notice to Learners to change or postpone a course, however in situations where this is not achievable as much notice as possible will be given, and Learners are entitled to 100% of their deposit being fully refunded if the new date does not suit, or fees can be transferred to a future course.
  - Learner default:
    - No refund is payable once course has commenced for Learners who leave before completing the course.
    - If a Learner fails to formally withdraw from a course prior to commencement without giving 5 business days written notice in advance to Essential Training it will result in an automatic forfeiture of all fees paid.
    - If a Learner fails to formally withdraw with sufficient notice (for full qualifications), one Term's notice is required and one Term's fees will be charged/retained.
    - If a Learner is unsuccessful after being given three opportunities to be assessed as competent for a Unit.
    - If a Learner fails to provide a \*valid USI and is unable to obtain certification, no refund is applicable for that course/unit.

\*Unique Learner Identifier Information:

- As of 1 January 2015, all Learners will require a USI in order to receive AQF certification.
- More information is available at the USI website

<http://www.industry.gov.au/skills/RegulationReformsAndInitiatives/UniqueLearnerIdentifierForVET/Pages/InformationforLearnersandparents.aspx>

- Processing Refunds
  - Once a refund has been approved, it will be processed within 5 working days. All refunded money will be paid into the Learner's nominated bank account via bank transfer (EFT).

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## Fees and Refunds relating to Withdrawals or Course Cancellations

Withdrawal and Cancellations can only be applied for in writing, using the Course Variation Application Form available from reception. Verbal Notifications are not accepted as formal notice.

Cancelling your enrolment will attract cancellation fees. Where applicable, cancellation may also affect your refund. Please read the Fee Protection and Refund Policy above carefully to make an informed decision.

Withdrawal or cancellation of your enrolment can be initiated by yourself or by Essential Training. All applications for withdrawal and cancellations must be lodged in advance, and will be considered within 10 working days.

### Right of Appeal

You have the right to appeal any decision by Essential Training to withdraw or cancel your studies. Essential Training will maintain the Learner’s enrolment until the internal and external complaints and appeals process are completed.

### Fees withheld as part of a course cancellation

- Learners who give notice to cancel their enrolment less than 7 days prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by Essential Training is required to cover the costs of administration and resources which will have already been committed based on the Learner’s initial intention to undertake the training.
- Learners who cancel their enrolment within 1 full business day (24 hours or less) prior to training commencing will not be entitled to a refund of fees.

### Applying for a Refund

To apply for a refund, the Learner or employer must contact the office on (08) 6111 7093 for a copy of our Withdrawal/Refund Application Form. If the Learner/Employer qualifies for a refund it will be direct deposited into the account recorded on the Withdraw/Refund Application Form within 7 days.

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## Marketing

### Policy

Essential Training endeavours to recruit students in an ethical and comprehensible manner, to this degree, the RTO conducts its marketing and advertising of courses with accuracy, integrity, transparency and accountability. Essential Training will only advertise courses consistent with its scope of registration and uses the Nationally Recognised Training (NRT) and Australian Qualifications (AQF) Framework logos in accordance with their conditions of use.

### Procedures

Essential Training follows the marketing and advertising guidelines within the VET Quality Framework, ensuring all potential Learners are provided with comprehensive and current course information prior to course enrolment and commencement.

All course materials are checked by at least two (2) RTO personnel to ensure accuracy and currency of information prior to it being approved for publishing.

Materials are reviewed regularly to ensure current and relevant information is supplied to potential learners.

## Language Literacy and Numeracy (LLN)

### Policy

- Essential Training acknowledges the importance of ensuring Learners are suited for the course they are enrolled in and that some potential Learners may require additional assistance with their English Language, Literacy and Numeracy (LLN) skills prior to their enrolment.
- Upon application at Essential Training Learners will be given an initial LLN Assessment.
- The purpose of the LLN Policy and Procedure is to:
  - Describe the qualification and its potential vocational outcomes
  - Provide guidance to Learners on the required education levels and resources or work environment required for the course
  - Disclose the minimum LLN requirements for the qualification through the use of plain English descriptors
  - Provide methods to assist the Learners the measure their LLN skills
  - Implement procedures that allow for the LLN needs of the Learner and provide support and advice
  - Provide staff trained in LLN skill gap identification as required.

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- Minimum LLN skills required
  - Essential Training regularly revises the minimum LLN levels needed to achieve its courses and will set a benchmark for each qualification level.
  - The minimum evidence of English literacy and language skills required for Essential Training level is:

English Language Skills      Sufficient English language skills to be able to engage in a two-way conversation with a staff member during the LLN Assessment phone call.

English Literacy Skills      Strong English reading and writing skills, or higher. A formal course after having completed Year 12 schooling should have been completed, or have proven workplace written communication skills. Completion of the Enrolment Forms and the LLN Assessment form in an articulate and thorough manner will also be utilised as evidence.

Numeracy Skills              An average numeracy level which can include the completion of Year 10 maths and the ability to use a calculator and understand simple mathematical sums/calculations.

- Conducting the LLN prior to enrolment acceptance
  - An LLN Assessment will be conducted with Learners within a week of receipt of their application to enrol. This will include instructions to follow, accessing items using their computer skills, completing a written task, and conversing with staff.
  - The LLN Assessment will be required prior to Learners starting training or having access to learning resources.
  - Compliance Officer/Admissions Officer will compare the Learners results to the requirements for the qualification to determine if the qualification suits the Learner’s ability and if the Learner need additional support.

*\*To note, learners who demonstrate evidence of a higher qualification achievement or professional workplace role requiring higher LLN skills than deemed necessary for the qualification will not have to undertake a comprehensive LLN assessment at time of enrolment.*

- The LLN Assessment results will determine course admission confirmation and highlight any elective subjects that may be outside the Learners current LLN capabilities.
- Alternate LLN assessment
  - Essential Training has the discretion to use other methods for assessing a Learner’s current LLN levels.

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- Options include, but are not limited to:
  - Conducting a formal assessment under Australian Core Skills Framework using ACSF Assessment Tasks © Commonwealth of Australia
  - Using automated software applications such as LLN Robot for a second opinion
  - Seeking input/advice from an LLN Practitioner
  
- Insufficient LLN results
  - Learners who do not achieve the LLN entry requirements will not be granted enrolment. The Learner will be referred to external government funded literacy specialists to help them attain the necessary LLN proficiency required.
  - Where Essential Training identifies Learners after entry as having a LLN need that affects course progress, Essential Training will provide reasonable adjustments where practical.
  - Essential Training will guide Learners to external government funded LLN specialist if their need goes beyond what Essential Training can provide.

## Privacy

Essential Training promises to protect personal information. At Essential Training, we understand the importance to protect personal information (name, address, date of birth, personal email address, etc.).

In compliance with the Privacy Act 2001, Essential Training will only request personal information that is relevant to enrolment and the conduct of the course.

## Information Collection

Essential Training recognises the importance of client confidentiality and for the purposes of administration and monitoring all records will be kept in secure, lockable storage for paper files and password protected access rights to computerised records.

The information Essential Training collects from an individual will be limited to the functions an individual use within the Essential Training or other means of contact with Essential Training. Essential Training will only collect and use information which the person provided themselves and that is necessary to carry out legitimate activities. Any information collected will be used legally, fairly and in a way that is not intrusive. Essential Training will take all reasonable steps to ensure prior to collecting personal information the person is informed about Essential Training’s identify, the purpose of collecting the information and the person’s rights to access their personal information.

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## Types of Information Collected

When a person enrolls into an Essential Training course the collect personal information is required as part of the enrolment process. The enrolment form will collect details of a personal nature (e.g. date of birth, USI number) to ensure the identity of the individual and the collection of accurate information pertaining to the course enrolment.

Personal information is also required for the Australian Vocational Education and Training Management information Statistical Standards (AVETMISS) data. This information is of a personal nature and will include but is not limited to:

- details of education
- employment history
- current employment status
- language, literacy and numeracy skills.

Essential Training will use the information provided to ensure appropriate support needs are identified and effective training and assessment arrangements can be made on an individual basis as required.

**Note:** Essential Training only collects the required personal information necessary for enrolment and reporting purposes.

## Provision of Details

Digitally submitted information will only be used for the purposes that it is provided it.

When a person enrolls in an Essential Training course and completes an enrolment form the person must use their full legal name for this enrolment to be processed. Any certificates and Statements of Attainment issued will only be issued to the legal name detailed on the Enrolment Form.

Essential Training will take all reasonable steps to make sure that personal information is accurate, complete and up-to-date at the time of collection and use. It is the responsibility of the Learner to ensure Essential Training is provided with updated personal information as it changes (e.g., change of address etc.).

All Enrolment Forms must be signed by the Learner stating the information provided is true and correct at the time of submission.

If a Learner’s details have changed (e.g., name change) they will need to inform Essential Training in writing to request the personal information to be updated. In the event of a change of name the individual to provide acceptable identification to prove their identity (e.g., Marriage certificate).

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## Use of Information

The personal information Essential Training acquires during the enrolment process will not be released to any third party for marketing or any other purposes. Essential Training will only use information provided by the person for RTO data collection and reporting requirements should the enquiry convert to an enrolment.

## Disclosure of Information

Essential Training will not disclose personal information to any external company or third party unless the individual has consented to the use or disclosure (e.g., AQF certification documentation be released to an identified third party). Essential Training will destroy personal information if there is no longer any legitimate purpose for retaining such information and or the record retention period imposed by the National Vet Regulator has elapsed. Essential Training will only disclose personal information if it is required to co-operate with investigations of claimed unlawful activities or to conform to the proclamations of the law or comply with legal process served on Essential Training.

## Further Information

Any persons believing their personal information has not been dealt with in accordance with any part of this Privacy Policy or the Australian Privacy Principles, a written complaint can be directed to Essential Training. Complaints should be addressed to Essential Training RTO Manager.

## Sexual Harassment

Sexual harassment is defined as any unwanted or unwelcome sexual behaviour, which makes a person feel offended, humiliated or intimidated. Sexual harassment is not interaction, flirtation or friendship which is mutual or consensual.

The Sex Discrimination Act 1984 (Cth) makes sexual harassment unlawful in some circumstances. Sexual harassment can be obvious or indirect, physical or verbal, repeated or one-off and perpetrated by males and females against people of the same or opposite sex. It is unlawful for a person to sexually harass another person in a number of areas including employment, education, the provision of goods and services and accommodation. Sexual harassment may include:

- Staring or leering
- Unnecessary familiarity, such as deliberately brushing up against you or unwelcome touching
- Suggestive comments or jokes
- Insults or taunts of a sexual nature
- intrusive questions or statements about your private life
- Displaying posters, magazines or screen savers of a sexual nature

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- Sending sexually explicit emails or text messages
- Inappropriate advances on social networking sites
- Accessing sexually explicit internet sites
- Requests for sex or repeated unwanted requests to go out on dates
- Behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

## Storing of Records and Information

Essential Training is required to securely retain and produce in full all completed Learner assessment items for a period of six (6) months from the date on which the judgement of competence for the Learner was made at audit or at the request of the National Regulator the Australian Skills Quality Authority (ASQA). After this timeframe mentioned the records will be destroyed with only the evidence of how the judgement outcome was reached by the assessor kept.

Where Essential Training is required by ASQA to retain records longer than six (6) months this request will be adhered to. All records are stored on Essential Training’s dedicated servers.

Essential Training will take reasonable steps to ensure the security of physical Essential Training files (including Learner files), computers, networks and communications are maintained. Restricted access is enforced to ensure authorised access only.

Where sensitive information is concerned (e.g., bank details) the information will be shredded when no longer needed for either primary or approved secondary purposes or when the required retention period has been met.

Should the Essential Training cease to trade or fail to renew its registration, all relevant documents including Learner records will be transferred to the National Regulator. The storage of records by Essential Training shall include:

- Relevant correspondence with the National Regulator other authorities, RTO’s, institutions, entities or individuals
- Financial records
- Complaint, incident, and safety registers.
- All Learner records including attendance, training delivered, assessment, results, issue of certificates and qualifications, other relevant data and correspondence with unless such storage contravenes the Privacy Principles and National VET Data Policy set by the National Regulator or another Regulatory Authority such as the Australian Taxation Office, etc.

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The National Regulator shall:

Have access to all records Other Records Essential Training will maintain records needed to fulfil its obligations under the NVR, AQF, legislative requirements, and to ensure it complies with corporate law including:

- Audits
- Employees records (qualifications & experience)
- Enrolments
- Financial records
- Industry arrangements
- Learner results
- Partnerships
- Participation
- Safety/WHS/OHS records
- Other

### Access to Personal Records

Essential Training Learners have access to all their personal information upon request however access to any information that may breach the privacy of other persons will not be granted.

If this situation occurs the details will be provided to the Learner requesting the information in a format (written, verbal, statistics) that meets their needs but ensures the privacy of other individuals is maintained.

Essential Training requires consent from the Learner before any information will be provided to other organisations.

The Learner is required to completing a Release of Learner Records Form. An email from the Learner is also sufficient, as long as it details what can be released and to whom.

Learner records are recorded at enrolment and are kept electronically. These records include, but are not restricted to:

- Applications for RPL
- Assessment results
- Enrolment form
- Fees: invoices and receipts
- Learner identification
- Learning plan
- Registration form

Learner records are entered and maintained on the Essential Training’s intranet by administration officers. All enrolment changes, unit results, attendance and study records and changes to personal data must be forwarded directly to administration for data entry.

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## Learner Support and Progression Policy and Procedure

### Policy

- Essential Training is committed to the principle of maximising the outcomes and achievements of its Learners.
- Essential Training employs an effective policy and procedure to support Learners in successfully completing their course within the scheduled timeframe, by closely monitoring a Learner’s course progress and providing additional, reasonable support where feasible and appropriate.
- Essential Training monitors Learner’s attendance and provides reasonable support where feasible and appropriate.
- Essential Training will provide access to support services to all Learners to aid in progression support and provide every opportunity for successful completion.
- Essential Training will provide Learners with information to inform them of the support services available in a timely manner.
- Essential Training encourages Learners with special needs to undertake its training courses, and incorporates Reasonable Adjustment measures or actions are taken to make appropriate adjustments to assessment processes whilst maintaining the integrity of the assessment outcome.
- This policy and procedure applies to all Learners enrolled in Essential Training’s courses and all staff employed as Trainers/ Assessors and Administration staff
- The RTO Training Manager is responsible for implementing this policy and reviewing its effectiveness
- This policy is implemented in compliance with the requirements of the Standards for Registered Training Organisation’s (RTOs) 2015 Standard 5.

### Procedure

#### Learner support services information

Course progress, and Learner’s support services information are provided to all Learners via the Learner Handbook and at time of course commencement via the induction session.

- Learners are sent an Enrolment Form, Language, Literacy and Numeracy Assessment as part of the enrolment process.
- Learners are encouraged to seek assistance with any part of this, prior to course commencement.
- Learners are encouraged to contact their Trainer during their course if they have any questions, issues or are experiencing difficulties impacting their studies/learning progress.
- Learners who are experiencing personal/ welfare issues that are affecting their studies can contact the RTO Training Manager on the office number on (08) 6111 7093 at any time during their course, this number will get diverted to the relevant Manager on duty after hours.

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### Special Consideration

- Learners experiencing difficulty attending or completing work requirements because of circumstances beyond their control will be given special consideration and support to assist them to achieve the intended outcomes of the course or program they are undertaking
- Circumstances beyond a Learner’s control may include (but not exclusively) the following: transport issues, family commitments, medical considerations and funerals.
- Special consideration may lead to adjustments to timeframes for submission of assessment tasks.

### Workplace Health and Safety

Essential Training recognises the importance of providing a safe and healthy environment for Learners, staff and visitors during their participation in work and training activities with the organisation.

***As a Learner it is your responsibility to:***

- protect your own health and safety and to avoid adversely affecting the health and safety of any other person, and to report any unsafe actions of others or identified hazards to your trainer,
- not wilfully or recklessly interfere or misuse any tools, resources or any materials provided by Essential Training in the interests of health, safety or welfare,
- co-operate with health and safety directives given by staff,
- not bring alcohol or drugs onto the training premises, and not consuming drugs or alcohol to be in such a state that it endangers your own health and safety or the health and safety of another person,
- not display inappropriate, disruptive, or abusive behaviour of any kind, this may result in counselling, course suspension, or course cancellation if unresolved. In this circumstance there is no refund applicable for unused course fees.

At Essential Training, we strive for excellence in workplace health and safety and are committed to providing an environment which is free from risks and hazards, and conducive to the productivity and competence of its Learners and others in the workplace.

All training and assessment, as well as Learner interviews and meetings conducted by Essential Training do so with care for everyone's health and safety. All resources and equipment are regularly checked for safety and to minimise hazards and potential risks.

Fire safety equipment and procedures are checked and monitored regularly to ensure compliance with safety regulations and fire extinguishers are located throughout the building. Emergency Evacuation plans are current and displayed in the building to ensure ongoing safety of all personnel.

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Learner Notes:



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