ESI

Training & Consulting P/L

STUDENT

HANDBOOK

STUDENT HANDBOOK

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STUDENT HANDBOOK

1. INTRODUCTION

This student handbook contains important information regarding the courses offered by ESI Training & Consulting Pty Ltd (ESITC), the role and responsibilities of students including their expected behavior and conduct.

Also included is information regarding a range of procedures, processes and policies that a student may need to access or use during the course of their training.

Take your time to read and understand the information provided and refer any questions or queries you may have to ESITC.

This is an important document and you are strongly encouraged to keep it safe for future reference after you have commenced your training.

1.1 About ESI Training & Consulting Pty Ltd (RTO# 45463)

ESITC is a registered training organisation (RTO) serving the needs of the Electrical Supply Industry (ESI) and its related industries.

Registered training organisations (RTOs) are those training providers registered by ASQA (or, in some cases, a state regulator) to deliver vocational education and training (VET) services. RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications.

The company was founded by Rob McDowell, a trainer with over 30 years' experience in the Electrical Supply Industry. He identified a need for tailoring training services to meet the needs of industry rather than industry having to adjust to fit in with the requirements of an educational institution.

In addition to our core services we also offer consultation and non ESI training services. ESITC can deliver both Victorian Electrical Supply Industry (VESI) and Energy Safe Victoria (ESV) approved training.

ESI Training & Consulting Pty Ltd is based in Hallam, Victoria. Whilst most of our training takes place in Victoria, we also have the experience and knowledge to deliver training in other Australian states/territories.

All ESITC trainers/assessors meet the requirements of the *Standards for Registered Training Organisations (RTOs) 2025 – Sections 3.2 and 3.3*, which means they hold qualifications, possess extensive industry experience and have current skills and knowledge in both the subject matter being delivered and in training and assessment practices.

This handbook explains your rights and responsibilities as a student, and the processes involved in being trained and assessed in the competencies that make up your training program.

Please contact our office if you have any questions regarding this handbook.

Office Details		
F2/47-49 Melverton Drive Hallam VIC 3803	Ph: 03 8789 8783	Email: admin@esitc.com.au Web: www.esitc.com.au

1.2 Training Locations

Although our office is located in Victoria, arrangements can be made to deliver cost-effective, quality training programs in most locations throughout Australia utilising our client's facilities or, if required a suitable off-site venue.

ESITC is registered to deliver and assess its programs nationally.

2. VOCATIONAL EDUCATION AND TRAINING (VET)

VET is 'education and training for work'. It develops and recognises the skills and knowledge of persons who have undertaken training in a particular field of work so they can effectively participate in the workforce, improve their employment prospects and / or further their education.

All Nationally Recognised Training qualifications are 'vocational qualifications', this means they have been developed with significant input from industry and:

- are work-related, competency based qualifications
- reflect the skills and knowledge needed to do a job effectively and
- represent national standards recognised by employers throughout the country

Vocational education and training undertaken through ESI Training & Consulting Pty Ltd is competency based. Assessments *(refer section 2.2)* determine whether a student is Competent (able to) or Not Competent (not able to).

2.1 VET Training

Students acquire skills and knowledge at different rates and by different methods. ESITC uses a flexible approach for learning and assessment so that students are assisted to achieve their potential.

The training methods that may be used include:

- classroom based
- self-paced learning
- workplace training
- demonstration and observation

2.2 VET Assessment

In competency based training students must be given the opportunity to practice their skills wherever possible in a work environment.

Competency based assessment is the process of collecting evidence and making judgments against set criteria. It is a requirement that competency standards must be *demonstrated* not just known. A student must be able to demonstrate that they are competent in a variety of ways and over a period of time.

Four principles are applied by assessors when assessing a student's work. These principles include:

Fairness: Through the ESI enrolment process, assessments and assessors will consider the individual learners needs being assessed and ensure they are not disadvantaged. Reasonable adjustment where required will be made to accommodate the students needs. An appeals process is in place for any student to challenge an assessment decision and have it reviewed objectively.

Validity: A valid assessment assesses what it claims to assess. Is valid against the unit/s of competency and covers a broad range of skills and knowledge that are essential to competent performance and ensures skills are assessed by observing the student actually carrying out the relevant tasks in the appropriate environment.

Reliability: A reliable assessment is consistent and reproducible regardless of who or when assessment is conducted. Training and sample answer guides detail the context and conditions of assessment for assessors in order to ensure consistency in the application of assessment.

Flexibility: Flexibility in assessment may involves negotiation of assessment methods to ensure that the assessment method/s used are appropriate to the context, unit of competency and the individual. During the enrolment process RPL (recognised prior learning) is available to ensure any required adjustments are made to the students training program so that students who have demonstrated current skills and knowledge will not be required to be reassessed in those areas unless their previous demonstration is in a significantly different environment or context.

In addition, assessors must establish that the evidence they collect to determine competency is valid, current, sufficient and authentic.

Valid: A valid assessment is directly related to the competency being assessed and ensures the context and training material offered to the student directly relates to the assessment and the activity tasks required to be undertaken by the student.

Current: Currency relates to how valid evidence provided by a student to demonstrate that they are still competent is, taking into account previous skills and knowledge and when any prior competence was achieved and if this is still valid for the student to be competent in the current context of assessment.

Sufficient: Relates to the quality and quantity of evidence assessed. Collecting enough evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly and a valid judgement can be determined.

Authentic: An assessor must be able to verify that the evidence provided is that of the student who has supplied it, that it is "authentic".

A competency is a statement about the skills, knowledge and attitudes a student needs to complete, this information is contained within each unit of competency. The unit of competency details the elements, performance criteria, underpinning knowledge and skills required to reach competence.

For further information regarding Units of Competency and their relevant criteria, please visit: https://training.gov.au

The assessment of your competency means you must be able to "show, tell and apply" required knowledge and skills which match and meet the elements and performance criteria of the unit.

This could include:

- Collecting, analysing and organising information
- Communicating ideas and information
- Planning and organising activities and tasks
- Working with others in a team
- Leading teams
- Using mathematical ideas and technological tools
- Solving problems
- Demonstrating understanding
- Practical observations
- Student feedback and continuous improvement
- Simulation / roleplay
- Written assessment
- Verbal questioning

Students will be given clear and timely information on how to complete each of the assessments required to successfully obtain competence. Feedback will be provided by the trainer/assessor upon completion of each assessment.

If you are dissatisfied with an assessment outcome and wish to be re-assessed or appeal the assessment decision, refer to the complaints and appeals (*section 8.4)* outlined in this handbook.

2.3 Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process used by RTO's to evaluate a person's existing skills, knowledge and experience, relative to the qualification they have chosen to undertake. Recognition of Prior Learning is about determining whether the skills, knowledge and experience you've gained in the past partially or completely qualify you for a qualification offered by ESITC without having to undertake any further study.

The RPL process can be worth thinking about as you:

- may save time by completing your course faster
- can avoid undertaking training for skills and knowledge you already have
- can gain access to a course that would usually require formal pre-entry qualifications

ESITC has a developed a comprehensive guide to RPL application. Please contact the office to obtain a copy of this guide or to discuss the process further.

2.4 Credit Transfer

Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit reduces the amount of learning required to achieve a qualification.

If you have previously completed a relevant unit/s of competency from a course with another Registered Training Organisation you may apply for credit transfer and be 'exempted' from having to complete the unit/s again.

The credit transfer process requires the student to submit an application with a copy of the relevant certification issued to you by another Registered Training Organisation.

Contact the ESI office for further information and/or an application form.

2.5 Issuing certificates

A 'Qualification' is issued where successful competency of all units has been completed. This includes a 'record of results' of those units undertaken within the training course. Being issued with a 'vocational qualification' shows that you have been deemed competent in a particular field of work and demonstrates that you have the skills and knowledge to undertake that kind of work.

A 'Statement of Attainment' is issued where you have partially completed the qualification, or where individual units of competency are completed such as in a short training course.

A 'Certificate of Completion' is issued where VESI or ESV applicable units have been completed. These units are non-accredited and are completed during short training courses.

NB: Where your employer or their designated organisation representative has scheduled and paid for you to attend a training program with ESITC, certificates will be sent to both parties.

2.6 Student support

The language, literacy and numeracy (LLN) skills required in a competency based training and assessment program need to be consistent with the skills required for the performance of that task role in the particular industry or workplace.

It has been identified that to give a learner the best opportunity to be successful it is important to ensure their Language, Literacy and Numeracy (LLN) skills are appropriate to the course they are to undertake. To assist in determining where a new learner is currently at, a skills & knowledge checklist and / or LLN assessment will be provided to the student for completion prior to course commencement. This will allow us to identify if this course is appropriate for this learner and/or if any assistance is required.

If needed, appropriate strategies will be put in place to support your learning.
Some students may require support during their training with:

- Learning difficulties
- Materials
- Provision of oral instead of written assessments
- Health issues

The learning support strategies used by ESITC trainers may include:

- providing you with their contact details
- out of class mentoring and coaching
- arranging informal study groups where you can work with your fellow students
- If necessary, referral to relevant external services.

We encourage you to discuss your specific needs with your Trainer, who can assist in identifying training and support options and/or providing you with the support you require.

2.7 Reasonable Adjustment

To ensure fairness in learning and assessment, where appropriate, reasonable adjustments can be applied by a trainer/assessor, taking into account an individual learner's needs. This may occur by modifying the learning environment or making changes to the training and assessment delivered to assist a learner.

Examples of assistance ESITC can offer, may include:

· Customising resources and activities within the training package or accredited course

· Verbal questioning in place of written

· Utilising enterprise forms or procedures

· Having another person assist with reading / writing

· Ask student to demonstrate their skills in place of written answers

Any "reasonable adjustment" must not significantly disadvantage other student's involvement in the course or cause the training provider significant financial disadvantage. We have an obligation to provide quality, compliant training and assessment, any modification made cannot compromise the integrity or validity of the unit of competency and its requirements.

3. COURSES OFFERED

3.1 Nationally Recognised (Accredited) Training

ESITC deliver the following training packages (Qualifications) and individual units of competency

Training Packages		Status
UET20321	Certificate II in ESI - Powerline Vegetation Control	Current

Units of Competency		Status
AHCMOM213	Operate and maintain chainsaws	Current
AHCMOM304	Operate machinery and equipment	Current
FWPHAR2208	Operate a mobile chipper / mulcher	Current
HLTAID009	Provide cardiopulmonary resuscitation	Current
UETDRMP010	Provide First Aid in an ESI Environment	Current
HLTAID011	Provide first aid	Current
PUAFIR210	Prevent injury	Current
PUAWHS002	Maintain safety at an incident scene	Current
UETDRMP001	Apply access authority procedures to work on or near electrical network apparatus	Current
UETDRMP002	ESI safety rules for work on, or near or near or in the vicinity of electrical apparatus	Current
UETDRMP015	Perform elevated work platform controlled descent escape	Current
UETDRMP016	Perform elevated work platform rescue	Current
UETDRMP017	Perform pole top rescue	Current
UETDRMP018	Perform rescue from a live low voltage panel	Current
UETDRMP019	Perform rescue from switchyard structures	Current
UETDREL006	Work safely in the vicinity of live electrical apparatus as a non-electrical worker	Current
UETDRVC003	Control vegetation for powerline work	Current

Individual units of competency are undertaken as short courses.

ESITC may be able to provide additional training solutions as accredited training over and above the range of units listed above. The specific unit/s of competency can be identified during discussions with ESITC.

All the courses and units of competency (the training products) listed above have been developed in consultation with industry and lead to a Nationally Recognised Training outcome.

Employability Skills are embedded within each training product.

3.2 Non-accredited Training

ESITC also offers VESI, ESV and tailored non-accredited training.

Contact ESITC by phone or email for more up to date information regarding non-accredited training programs on offer.

4. COURSE OUTLINE

4.1 UET20321 Certificate II in ESI – Powerline Vegetation Control:

Description	This qualification provides competencies for the operational role of planning and carrying out vegetation control at and above ground level near live electrical apparatus. The qualification's scope includes compliance with relevant Commonwealth, State and Territory regulation, local government legislation, applicable industry Guidelines, Codes of Practices or other related requirements for safe work and access near live electrical and mechanical apparatus. The qualification is required for workers carrying out vegetation control at or above ground level near live electrical apparatus as per The Victorian Electricity Supply Industry (VESI) and Energy Safe Victoria (ESV) guidelines VESI Skills & Training Vegetation management – Energy Safe Victoria

4.2 Study Pathways

The further study pathways available to learners who undertake this qualification include specialization into a stream within this qualification with the addition of other units from within this qualification, or study in further arboricultural or electrical qualifications, e.g.

- Certificate III in Arboriculture
- Certificate IV in Arboriculture

Note: This RTO may not offer all qualifications listed above in possible pathways

4.3 Employment Pathways

The following employment pathways may be achievable for students upon completion of this qualification:

- Vegetation groundcrew operator
- Elevating Work Platform (EWP Operator)
- Tree Climber
- Operate Specialist Machinery
- Vegetation Assessor
- Traffic Management
- Supervisor
- Manager

4.4 Career Pathways

There are no specific career pathways in obtaining the UET20321 Certificate II in ESI – Powerline Vegetation Control, however the units attained within this qualification may be helpful in completing other qualifications i.e. Credit Transfer or RPL

4.5 Course Structure

This course is suitable for persons with some experience in the vegetation management industry (as per VESI & ESV guidelines) working around powerlines within Victoria who are/will be employed by an organisation engaging in this type of work.

Structure	During this course, learners will complete an initial "block" of four days training and assessment to cover all common components (e.g. OHS/WHS requirements) and to meet minimum industry (network) requirements for being on electrical network worksites. They will then complete a period of workplace experience (recommended three months) to consolidate skills and to gain workplace exposure under the supervision of workplace mentors. A "Work Activity Record Book" will record these activities. Upon completion of this period learners will attend a second block of training and assessment (two days) to complete assessment of some units commenced in Block 1 and to commence and complete additional units to allow for the awarding of a certificate.
Expected Duration	6 - 12 months
Entry Requirements	There are no Training Package requirements that apply to this certificate, however, due to the need to carry out work based activities and demonstrate on site experience all participants are required to satisfy the following prerequisite conditions: • Be employed by a company (or authority) that is involved in vegetation management around powerlines as a normal part of its activities. Assessment of competency requires the demonstration of skills and knowledge in a range of contexts and over a period of time – and the evidence collected by ESITC includes confirmation that the candidate is able to apply their skills and knowledge to a range of different operating conditions in their normal day-to-day work. • Hold a White Card (CPCCWHS100A Work safely in the construction industry). • Be physically and mentally capable of operating any equipment and/or carrying out any activities associated with this unit of competency. • Possess basic literacy, numeracy and writing skills • Be inducted by their employer to work on-site, and be signed off against all relevant policies and procedures relating to workplace safety, environmental care and the equipment they are required to operate in the field. • Be experienced in carrying out on-site risk assessments and working under Job Safety Analyses (JSAs), Safe Work Method Statements (SWMSs) and/or other documented work procedures. • Be physically and mentally capable of operating any equipment and/or carrying out any activities associated with this certificate. The level of existing skills, knowledge and experience, and Language, Literacy and Numeracy (LLN) will be confirmed prior to enrolment by both an initial interview with the employer and the

<table>
<tr><td></td><td>completion by the student of an ESI Training “Skills & Knowledge checklist”, incorporating LLN. This checklist will be reviewed prior to the course to determine if a student’s existing skills, knowledge, experience and LLN are appropriate to undertake the training we offer. Recognition of prior learning (RPL) is available upon request.</td></tr>
<tr><td>Units included</td><td>Core
<table>
<tr><td>AHCMOM213</td><td>Operate and maintain chainsaws</td></tr>
<tr><td>UETDREL002</td><td>Comply with environmental requirements</td></tr>
<tr><td>UETDREL006</td><td>Work safely in the vicinity of live electrical apparatus as a non-electrical worker</td></tr>
<tr><td>UETDRVC001</td><td>Apply work health and safety requirements for powerline vegetation control</td></tr>
<tr><td>UETDRVC009</td><td>Monitor vegetation control work in the vicinity of live electrical apparatus</td></tr>
</table>
Elective
<table>
<tr><td>FWPHAR2208</td><td>Operate a mobile chipper / mulcher</td></tr>
<tr><td>UETDRVC005</td><td>Control vegetation in the vicinity of live electrical apparatus from ground level</td></tr>
<tr><td>UETDRVC007</td><td>Control vegetation using pruning techniques</td></tr>
</table></td></tr>
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4.6 Further information

Contact ESITC to discuss your training needs, alternatively click the links below for further information:

VESI_Vegetation_Guideline_V2_September_2015.pdf

Energy Safe Victoria

5. ENROLLING IN A COURSE

Before you decide to enroll in a course, you are encouraged to fully understand:

- the course purpose and structure
- the course entry requirements
- scheduled delivery/course dates
- associated personal commitment in terms of time and outside study requirements
- course costs involved – in some cases your employer may pay these costs.
- the learning outcomes including any pathway opportunities.

If there are course entry requirements such as having other qualifications, licences or experiences, students must provide evidence of this prior to the course commencing or issuance of any certificates/qualifications.

Enrolment form

The 'Enrolment Form' is used to formally enrol you into your chosen course.

Under the Data Provision Requirements 2020, ESI Training & Consulting is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by ESI Training & Consulting for statistical, administrative, regulatory and research purposes. ESI Training & Consulting may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

NCVER may use your personal information to:

- create VET transcripts
- manage VET statistics and data collections
- support research and program evaluations, and
- carry out surveys.

NCVER may also share your information with the Commonwealth and State or Territory government departments and authorized agencies, researchers, and contractors. You may be contacted to participate in surveys to help improve vocational education and training programs.

However, your information is protected by ESITC's Privacy Policy – refer section 8.5.

5.1 Qualification course

Qualification courses are those training programs that award a nationally recognised certificate to the student upon successful completion.

To enrol in a qualification course, in addition to the general enrolment form you will be required to complete the following:

Skills and Knowledge checklist:

The purpose of this assessment is to ensure ESITC that you have the underpinning skills and knowledge, including language, literacy and numeracy skills, to ensure your suitability prior to commencing a certificate course. It will also identify whether there may be a need to provide any additional support to ensure your success.

ESITC will email you a link to the online digital checklist to complete in your own time.

ESITC will make every reasonable effort to ensure that it can accommodate a learner's needs. Based on the results of the learner's skills and knowledge checklist, and if deemed applicable, a meeting can be arranged to discuss the LLN assistance that ESITC may be able to provide for a learner, with a view to creating an action plan that best addresses a learner's LLN needs.

5.2 Stand Alone Units

A 'Statement of Attainment' is issued where individual units of competency are completed such as in a short training course.

To enrol in a unit of competency, in addition to the general enrolment form you will be required to complete the following:

Language, Literacy and Numeracy assessment:

The purpose of this digital assessment is to ensure you have the language, literacy and numeracy skills to undertake this course and complete the required training. It will also provide us with information of any key areas that you may require further assistance with and helps us support your success.
ESITC will make every reasonable effort to ensure that it can accommodate a learner's needs. Based on the results of the learner's language, literacy and numeracy assessment and if deemed applicable, a meeting can be arranged to discuss the LLN assistance that ESITC may be able to provide for a learner, with a view to creating an action plan that best addresses a learner's LLN needs.

Note: You will only be required to complete an LLN assessment for your first initial unit of competency where a 'statement of attainment' is issued. ESITC will then store your LLN assessment results on file so you will not be required to complete this assessment again for any further training with us.

5.3 Unique Student Identifier (USI)

If you are a new or a continuing student undertaking nationally recognised training, you will need a USI number in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your completed accredited training which can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

Further information regarding USI numbers can be found here:

www.usi.gov.au/about

Create your own USI | Unique Student Identifier

6. ASSESSMENT EVENTS

When your trainer believes you are ready to be assessed, you will be asked to undertake a range of activities to demonstrate that you are competent in that unit.

The usual procedure for completing assessments are as follows:

1. The assessor will organise an appropriate time for the assessment, ensuring that both you and all relevant equipment will be available.
2. You will be told in advance what you will need to bring, what the process will be, and what the assessor will be looking for.
3. The assessor will meet you at the agreed time and tell you what you need to do in order to demonstrate your competence. Once you have completed the task, the assessor will advise you of the outcome.
4. Both you and the assessor will sign the relevant competency assessment instrument, which will be handed to the RTO Administrator of ESI Training & Consulting Pty Ltd.

Assessment instruments may include any of the following:

- Written and/or verbal questions
- Observations check lists
- Workplace reports
- Work samples

Assessments may be conducted in several ways:

- Observation
- Demonstration
- Work samples
- Questions/discussions

If you are assessed as ‘not yet competent’, you will have the right to two additional attempts at demonstrating competence, where possible this will be carried out at the time of initial assessment:

- You will be provided with information identifying the areas in which you failed to achieve competency (reassessment may be limited to these areas)
- Reasonable additional instruction and/or practice prior to reassessment will be provided
- If competence is still not achieved you will be required to repeat the unit of competency
- ESITC may liaise with your employer to discuss additional training and assessment opportunities.
- You may lodge an appeal with ESI Training & Consulting Pty Ltd if you believe that the assessment outcome you have been given is unfair – refer to section 8.4

7. OCCUPATIONAL AND WORKPLACE HEALTH & SAFETY (OHS & WHS)

Occupational Health & Safety (OHS) and Workplace Health & Safety (WHS) is a serious issue for all employees and employers. One of our responsibilities as an RTO is to ensure that everyone is fulfilling these obligations whilst they are being trained or assessed.

This means that you must:

- wear personal protective equipment (PPE) appropriate to the task/activity you are doing at the time; such as safety boots, glasses, ear muffs and high visibility vests
- observe all safe operating procedures and work practices for that task/activity.
- In some cases, you will be required to obtain your Victorian White card (Prepare to work safely in the construction industry card) prior to course commencement.

Under the current OHS and WHS Acts you are required to:

- take reasonable care of the health and safety of yourself and others in the workplace
- cooperate with the company in its efforts to comply with workplace and occupational health and safety requirements
- not interfere with or misuse things provided for health, safety or welfare of persons at work
- not obstruct attempts to give aid to injured persons, or refuse a reasonable request to assist in giving aid
- not disrupt a workplace by creating health or safety fears
- Be fit to be assessed, not affected by alcohol, drugs, medications, injury, fatigue or any other factor that could affect safety or performance.

If an unsafe situation arises while you are engaged in training or assessing activities, you must immediately act to make the environment safe, including shutting down the equipment and obeying any instructions you are given by your trainer / assessor, supervisor or the Site Manager.

You must not operate any plant or equipment without explicit permission from your trainer or assessor.

8. ESITC POLICIES AND PROCEDURES

ESITC abide by a number of policies and procedures. These ensure we are compliant with our obligations to the standards set by the Australian Skill Quality Authority (ASQA) and other relevant government bodies.

The purpose of the Standards is to:

- describe the requirements that an organisation must meet in order to be an RTO in Australia
- ensure that training delivered by RTOs meets industry requirements (as set out in the training package or accredited course) and has integrity for employment and further study, and
- ensure RTOs operate ethically and consider the needs of both learners and industry.

All registered training organisations (RTOs) in Australia are responsible for ensuring they fully comply with the Standards at all times as a condition of their registration.

The Standards aim to:

- provide national consistency in regulation of the VET (Vocational Education and Training) sector, using a standards-based quality framework and a risk-based approach
- promote quality, flexibility and innovation in VET
- promote Australia's reputation for VET locally and overseas
- promote a VET system that meets Australia's social and economic needs
- protect students undertaking or proposing to undertake VET in Australia, and
- ensure access to accurate information regarding the quality of VET

The Standards for Registered Training Organisations 2025 can be found

here: https://www.legislation.gov.au/F2025L00354/asmade/text

8.1 Access and equity policy

This policy is to promote fair and equal access, for all staff and students, regardless of characteristics such as gender, sexuality, race, nationality, ethnic background, age, marital status, religion, pregnancy, political convictions, physical disability or intellectual impairment.

This policy seeks to create a training and education environment free from all forms of discrimination and harassment, including sexual harassment, and which enables all students to understand the training program in which they are enrolled/wishing to enrol to their full potential.

ESI Training & Consulting Pty Ltd adheres to the following Federal and State legislative requirements:

- Age Discrimination Act 2004 (Cth)
- Australian Human Rights Commission Act 1986) (Cth)
- Disability Discrimination Act 1992 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Workplace Gender Equality Act 2012 (Cth)
- Fair Work Act 2009 (Cth)
- Australian Capital Territory Discrimination Act 1991 (ACT)
- New South Wales Anti-Discrimination Act 1977 (NSW)
- Northern Territory Anti-Discrimination Act 1996 (NT)
- Queensland Anti-Discrimination Act 1991 (QLD)
- South Australia Equal Opportunity Act 1984 (SA)
- Tasmania Anti-Discrimination Act 1998 (TAS)
- Victoria Equal Opportunity Act 1995 (VIC)
- Western Australia Equal Opportunity Act 1984 (WA)

ESITC is committed to providing a fair and equitable learning environment for all staff and students. In offering training program(s) as part of ESITC's Registered Training Organisation (RTO) status, we aim to provide learning programs and pathways where program design, course content, training facilities and all aspects of the training and assessment process are available in a way that allows equality of educational opportunity to all students.

All staff and students have the right to object to discrimination and harassment in any form, and to complain when such discrimination takes place. For full information on the complaint or grievance process please refer to the ESITC 'Complaints and Appeals Procedure'.

8.2 Plagiarism and Cheating

Plagiarism: the practice of taking someone else's work or ideas and passing them off as one's own.

ESITC has a no tolerance for plagiarism and cheating.
Students are required to only submit work that is their own. When you undertake and/or submit your assessment/s, you will be required to sign a declaration that the work provided was completed by you and is of your own. If allegations of plagiarism or cheating are made students will first be given the opportunity to respond to any allegations, if you are found to have plagiarised, or cheated the following may apply:

- Your assessment will be cancelled - 'not yet competent' recorded (no certificate/s issued)
- You will be required to re-sit the assessment (re-schedule for another time)
- Extra charges may apply
- Any further incidents of cheating by the same student will result in cancellation of enrollment.

Anyone accused of plagiarism or cheating that feels they have been unfairly treated can ask for their case to be taken to the company's CEO for further discussion or refer to the complaints & appeals procedure.

8.3 Harassment and behaviour policy

ESI Training & Consulting Pty Ltd is committed to ensuring that all trainers, assessors and students enjoy good working relationships with each other. An important factor in achieving a harmonious working environment is keeping the workplace free from harassment and discriminatory behaviour and ensuring that everyone works together towards common goals.

Harassment and discriminatory behaviour

Harassment is any behaviour which offends, humiliates or scares another person. Discriminatory behaviour is any behaviour which results in unfavorable treatment being given to someone purely because of an attribute they have that the perpetrator is prejudiced against such as age, gender, ethnicity, or religion.

In some cases, the perpetrator may not be aware that their behaviour is upsetting or discriminatory. Therefore, the first response should be to discuss the matter with them and point out the effect their actions are having. If this informal approach is not sufficient, or if the offending action warrants a stronger response, the behaviour should then be reported to the CEO, where the matter will be considered at a formal level.

Code of conduct

Students are expected to conduct themselves in a professional manner throughout the training process. Unacceptable behaviour will not be tolerated in training sessions. Not only can it disrupt other participants who want to learn, in some cases it can also be dangerous.

Where a student's behaviour is considered unacceptable, the trainer will report them to their supervisor or line manager and ask that the matter be dealt with at a site level. The students will only be permitted to return to their class or training program after they have apologised and agreed not to engage in the behaviour again. If the unacceptable behaviour continues, they will be reported again to their supervisor or line manager and banned from further participation in the course.

Unacceptable behaviour includes:

- abusive language
- refusing to wear appropriate protective clothing or equipment
- leaving a training session without permission
- being under the influence of alcohol or illicit drugs
- disobeying an instruction from the trainer
- fighting with another employee, or provoking such behaviour
- playing practical jokes which may jeopardise the safety or wellbeing of others

8.4 Fees and refunds policy

FEES / PAYMENT:

1. ESI Training & Consulting Pty Ltd is a Fee for Service (FFS) RTO.
2. Terms of payment are thirty days from date of invoice. Failure to adhere *may* result in the requirement of prepayment for any future attendances.
3. 'Quoted' fees, including incidentals are valid for 7 days from date of quote.
4. An invoice will be issued to the client who booked and confirmed the course. If the client subsequently chooses to invite participants from other organisations they may, however the booking client is responsible for the full payment of the ESITC invoice.
5. Fees include all course related materials.
6. A maximum of 12 participants per course is allowed for under the base cost.
7. Training is a GST exempt supply; all prices are GST exclusive unless stated otherwise.
8. In the event where your overdue account is referred to a collection agency and/or law firm, you will be liable for all costs incurred by ESI Training & Consulting Pty Ltd relating to the recovery of debts owed.
9. All pricing and training courses are subject to change without notice.

REFUNDS / SUBSTITUTIONS:

1. As ESITC is a 'fee for service' RTO, no refunds apply.
2. If you reschedule or cancel any confirmed attendance at a scheduled training course (in writing) at least ten or more business days prior to course commencement, no fee will apply.
3. Unless by agreement:
    a. Rescheduling or cancellation of a client requested (confirmed) course:
        i. With less than 5 days' notice will incur a fee of $150
        ii. With less than 48hrs or 2 business days' notice will incur the full quoted price (excludes incidental costs e.g. travel to/from, hours, etc. where quoted).
        iii. Failure to notify ESITC of rescheduling and/or cancellation will incur the full quoted price (includes incidental costs e.g. travel to/from, hours, etc.).
4. Unless by agreement:
    a. Rescheduling or cancellation of a client (confirmed) attendee:
        i. With more than 5 days' notice, no fees will apply
        ii. With less than 5 days' notice will incur a fee of $100
        iii. With less than 48hrs or 2 business days' notice will incur the full quoted price (excludes incidental costs e.g. travel to/from, hours, etc., where quoted)
        iv. Failure to notify ESITC of rescheduling and/or cancellation and/or non-attendance, will incur the full quoted price (excludes incidental costs e.g. travel to/from, hours, etc., where quoted)

8.5 Complaints and appeals policy

This policy supports ESI Training & Consulting Pty Ltd (the RTO) in the management of complaints and appeals.

This includes any allegations involving the conduct of:

- the RTO, its trainers, assessors or other staff
- a third party providing services on the RTOs behalf, its trainers, assessors or other staff
- a student of the RTO

The intent of the policy is to:

- ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process
- make the policy and procedures publicly and clearly available
- set out the procedure for making a complaint or requesting an appeal
- ensure complaints and appeals are acknowledged in writing and finalized as soon as practicable
- provide for review by an independent party of the RTO if the processes fail to resolve the complaint or appeal.

The RTO will take all reasonable steps to resolve complaints and appeals within a timely manner, however where the RTO considers more than sixty (60) days are required to process and finalise issues, the complainant or appellant will be advised accordingly and regularly updated on the progress.

All complaints and appeals received by the RTO will be entered into the 'Complaints and Appeals' register which is maintained by the RTO and regularly reviewed as 'Opportunities for improvement'

Information received regarding the complaint or appeal is kept and maintained by the RTO for a minimum of five (5) years.

ESI Training & Consulting Pty Ltd (ESITC) is committed to maintaining the privacy of students and staff in accordance with the Privacy Act 1988 – refer to ESITC 'Privacy Policy'

This policy is guided by the Standards for Registered Training Organisations (RTO's) 2025

Any person wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as many details as possible. The 'Complaints' process and form can be accessed by contacting ESITC Administration at the RTO, or through the ESITC website

All complaints or appeals are to be submitted via the relevant form to the RTO Administrator or directly to the RTO Manager.

8.6 Privacy policy

ESI Training & Consulting Pty Ltd (ESITC- the RTO) is committed to maintaining the privacy of students and staff in accordance with the Privacy Act 1988. This Act was amended by the Privacy amendment (Enhancing Privacy Protection) Act 2012, which includes 13 Australian Privacy Principles.

Our policy for complying with these Principles are as follows:

AUSTRALIAN PRIVACY PRINCIPLE 1 – OPEN AND TRANSPARENT MANAGEMENT OF PERSONAL INFORMATION

As a Registered Training Organisation (RTO), we need to collect and retain certain types of personal information. We are also required to disclose some of this information to relevant government departments and agencies. This collection of information applies to all RTO's.

The information we collect and hold are specified by the *Australian Skills Quality Authority (ASQA)* and the *National Centre for Vocational Education Research (NCVER).* ASQA conduct audits on all RTO's to ensure all policies and procedures are being correctly followed.

Our student enrolment forms contain certain questions relevant to the Department of Industry and its agencies. This information is used by the department/s for statistical purposes and allocation of government funding.

All documents contain contact information for ESITC should the student have concerns in regard to the management of their personal information

- Disclosure of Information
  - ESITC will only disclose this information to authorised people employed by the company and the applicable government or agencies as required.
  - Personal information will never be released to unauthorised recipients.

- Privacy Complaints
  - Any complaints about a privacy matter should be sent in writing to ESI Training & Consulting Pty Ltd, where it will be investigated and dealt with accordingly.
  - Should an unsatisfactory outcome be reached, you can refer the matter to the: *Office of the Australian Information Commissioner*

AUSTRALIAN PRIVACY PRINCIPLE 2 – ANONYMITY AND PSEUDONYMITY

This Principle allows students under some circumstances to use a pseudonym or to not identify themselves when dealing with an organisation.

However, as an RTO, we are exempt from this Principle by other laws that relate directly to our activities as an RTO – in particular, the *National Vocational Education and Training Regulator Act 2011* and the *Standards for Registered Training Organisations 2025.*

AUSTRALIAN PRIVACY PRINCIPLE 3 – COLLECTION OF SOLICITED PERSONAL INFORMATION

- We only collect personal information that is necessary for us to comply with our responsibilities as an RTO.
- We only collect sensitive information from students when it is required by law in our responsibilities as an RTO.
- We ensure that the collection methods used are fair and lawful.

AUSTRALIAN PRIVACY PRINCIPLE 4 – DEALING WITH UNSOLICITED PERSONAL INFORMATION

Any personal information that has not been requested and does not relate to any RTO functions, duties or requirements, will be destroyed (refer to Principle 11)

AUSTRALIAN PRIVACY PRINCIPLE 5 – NOTIFICATION OF THE COLLECTION OF PERSONAL INFORMATION
Personal information is gathered by means of documents (such as enrolment forms) that clearly identify ESITC as the recipient of the information.

AUSTRALIAN PRIVACY PRINCIPLE 6 – USE OR DISCLOSURE OF PERSONAL INFORMATION
Collection of information will only be used for its intended purpose in carrying out our responsibilities and duties as an RTO or as required by law, to the relevant government departments and its agencies.

AUSTRALIAN PRIVACY PRINCIPLE 7 – DIRECT MARKETING
ESITC will not use or disclose any personal information for the purposes of direct marketing unless authorised by the student.

Students have the choice to 'opt-out' of any direct marketing solicited by ESITC

AUSTRALIAN PRIVACY PRINCIPLE 8 – CROSS BORDER DISCLOSURE OF PERSONAL INFORMATION
ESITC do not disclose any information to overseas recipients including marketing firms.

AUSTRALIAN PRIVACY PRINCIPLE 9 – ADOPTION, USE OR DISCLOSURE OF GOVERNMENT RELATED IDENTIFIERS
In our functions as an RTO, we are required to use the Unique Student Identifier (USI) to identify students who have attended any training courses offered by ESITC. The 'USI' is a form of government related identifier and its use is governed by the Department of Industry. ESITC complies with all Department provisions and guidelines in the use of 'USI's'.

ESITC do not use any other government related identifiers unless there is a legitimate reason for doing so, such as using a form of ID to obtain or generate a USI on the student's behalf.

AUSTRALIAN PRIVACY PRINCIPLE 10 – QUALITY OF PERSONAL INFORMATION
ESITC ensure personal information collected is accurate, up to date and complete.
This may be by means of contacting the student to clarify problems, incorrect and/or missing information.

AUSTRALIAN PRIVACY PRINCIPLE 11 – SECURITY OF PERSONAL INFORMATION
Hard copy files and records relating to any training conducted by ESITC are securely kept in the company's head office and are only accessible by authorised persons.

Electronic files and records relating to any training conducted by ESITC are kept on company computers/drives. These files and records can only be accessed by authorised persons.

ASQA require RTO's to retain all completed paper based training records and files for a minimum period of six months from the date of assessment competency. During this period, records are made available to authorised government agencies upon request.

Once the six month period has elapsed, we are permitted to destroy paper based records and files. This is periodically done by batch shredding.

All RTO's are still required to maintain records of the student's results for at least 30 years. These types of records must contain sufficient details to enable ESITC to reproduce any certifications relating to the student's completed training. ESITC make use of a 'Student Management' database to retain this information.

Requests for copies of certifications can only be made by the student and issued once personal details have been verified.

AUSTRALIAN PRIVACY PRINCIPLE 12 – ACCESS TO PERSONAL INFORMATION
Students who request to see the information ESITC hold in their personal file will be given access, unless there is an 'exception to access' under this Principle.

AUSTRALIAN PRIVACY PRINCIPLE 13 – CORRECTION OF PERSONAL INFORMATION
ESITC will ensure the information we hold is accurate, up to date, relevant, not misleading and complete. Any information that does not meet these standards will be updated as reasonably practicable.

If a student advises information provided to another party by ESITC is incorrect, steps will be taken by ESITC to rectify this as soon as reasonably practicable.

Further information relating to Australian Privacy Principle can be found here:

Australian Privacy Principles

NCVER Privacy Notice

Why we collect your personal information:
As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you cannot or do not wish to provide us with the necessary personal information, we will not be able to meet our obligations as an RTO and therefore cannot process your enrolment.

How we use your personal information:
We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our requirements as an RTO.

How we disclose your personal information:
We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NCVER Act) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.
We are also authorised by law (under the NCVER Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information:
The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients.
For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dese.gov.au/national-vet-data/vet-privacy-notice.

Surveys:

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information:

At any time, you may contact ESI Training and Consulting to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

ESI Training & Consulting –
F2/47-49 Melverton Drive, Hallam VIC 3803 Ph: (03) 8789 8783
Email: admin@esitc.com.au Web: esitc.com.au
ESITC Privacy Policy: ESITC.0002_Privacy Policy_March 2025_V1.2.pdf

9. CODE OF PRACTICE

ESI Training & Consulting Pty Ltd is committed to ensuring that all staff members and students receive equal treatment. The company also recognises the cultural diversity of students and provides equal access to all resources. Where 'special needs' students are identified, the company endeavours to provide the extra assistance required to encourage them to achieve their full potential.

In particular, the company adheres to the following Acts and Standards:

- Occupational Health and Safety Act 2004
- Occupational Health and Safety Regulations 2007
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Anti-Discrimination Act 1977
- Disability Discrimination Act 1992
- Equal Opportunity Act 1984
- Privacy Act 1988
- Privacy Amendment Act 2012
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- National VET Regulator Act 2011
- Standards for Registered Training Organisations (RTO'S) 2025

These documents are freely available at the following websites:

www.legislation.vic.gov.au

www.legislation.gov.au

www.asqa.gov.au