



PARTICIPANT HANDBOOK

25 February 2011



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ABBREVIATIONS

| ABBREVIATION | DESCRIPTION |
|--------------|---|
| DECCW | NSW Department of Environment Climate Change and Water |
| DSEWPaC | Commonwealth Department of Sustainability, Environment, Water, Population and Communities |
| ELA | Eco Logical Australia Pty Ltd Environmental Training Division |
| RTO | Registered Training Organisation |

ABOUT ECO LOGICAL AUSTRALIA ENVIRONMENTAL TRAINING DIVISION

MISSION STATEMENT

Eco Logical Australia (ELA) is a leading provider of environmental services. We are 100% Australian owned and take pride in delivering high quality outcomes for our clients.

ELA Environmental Training Division was established in late 2010 to provide a range of training programs on behalf of Government Agencies targeted at specific environmental assessment methodologies.

ELAs mission is to provide high quality training programs by highly qualified and experienced practitioners across a range of environmental services.

ELA VALUES (OUR TEN COMMITMENTS)

The ten commitments are relevant to all employees of Eco Logical Australia. They provide a touchstone for the way that we would want to see our business operate.

| | |
|---------------------------|--|
| Environment | Protect and improve the ecosystem values |
| Community | Recognise our responsibility to the broader community |
| Clients | A working partnership, facilitating their business or individual objectives in the context of Environmental outcomes |
| Team | Co-operatively blending the right skills to achieve the objectives and outcomes |
| Staff | To develop leaders in our field, providing autonomy, opportunity and support |
| Quality | Consistently improving the standard of service |
| Creativity | Provide innovation in our products |
| Growth | Consistent and sustainable growth of the Company |
| Workplace | Safe, healthy and enjoyable workplace |
| Ease and Enjoyment | Through open communication, good management and fostering personal relationships |

ENVIRONMENTAL TRAINING DIVISION TRAINING PROGRAMS

ELA currently offers training programs in the following areas:

- BioBanking Assessor Accreditation Training Program (under exclusive licence from DECCW)
- Biodiversity and Environmental Impact Assessment
- The Environmental Protection and Biodiversity Conservation Act (in conjunction with DSEWPaC)
- GIS for Local Government

ELA will develop training courses in the following potential areas:-

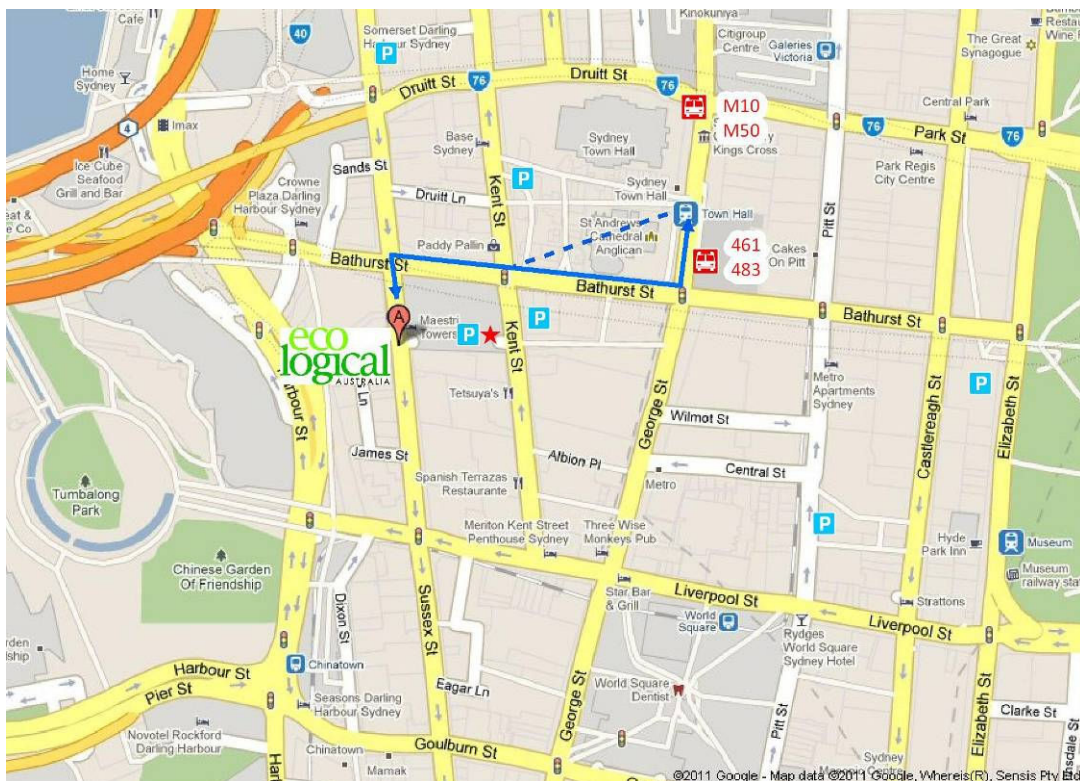
- BioBanking for land owners
- BioBanking for Developers (proposed to be offered as part of the UDIA NSW Professional Development Program)
- Biocertification for Developers
- Understanding the implications of Planning for Bushfire Protection
- Understanding the EPBC Act (for Developers and Mining Industry)
- Understanding the EPBC Act (for Government Practitioners)
- GIS for Land holders (Whole Farm Planning)
- Remote Sensing for the Mining Industry
- Environmental Education for Schools
- Identifying EECs in your region
- Recent changes to planning and biodiversity legislation
- Part 5 Approval Authority Rights, obligations and processes

LOCATION

ELAs Environmental Training Division has a Head Office located in Sutherland and delivers its training courses through its city office, in Sussex Street, Sydney. The training location is close to shops, rail and bus lines and a range of accommodation options.

| | |
|---------------------------|--|
| Sutherland Office: | |
| Street Address: | Suite 4, 2-4 Merton St Sutherland NSW 2232 Australia |
| Postal Address: | PO Box 12 Sutherland NSW 1499 |
| Phone: | + 61 2 8536 8600 |
| Fax: | + 61 2 9542 5622 |
| City Office: | |
| Street Address: | Level 6, 299 Sussex St Sydney NSW |
| Phone: | +61 2 9993 0566 |
| Fax: | +61 2 9264 0717 |

Location of City Office



FACILITIES

Our facilities include a well equipped training room and reception area. Courses can be run in our training rooms, regional locations (subject to sufficient numbers) or at client venue for tailored courses.

SELECTION AND REGISTRATION

Participants apply via e-mail or by contacting ELA by phone. Course information, information about ELA and this participant handbook is all available prior to enrolment. You must make an informed decision on the best course for you and your interests before you register.

ENTRY REQUIREMENTS

Please refer to the relevant course information sheet.

RECOGNITION OF YOUR PAST TRAINING AND SKILLS

Your course length can be adjusted if you gain credit or advanced standing. To gain credit or advanced standing participants go through a "Recognition" application. You have to submit evidence that demonstrates that you have the required knowledge, work experience or life experience that matches RTO courses (units of competency).

Recognition can take place before you enrol – by interview with an RTO representative or at our offices. You complete an application and submit your proof or evidence.

Recognition can take place after you enrol or in the induction or early part of a course – once the course has started you can talk with your trainer and complete an interview to discuss recognition of prior learning. Again, you complete an application and submit your proof or evidence. You may also be asked to complete a skills test.

THE BENEFITS OF RECOGNITION FOR ALL PARTICIPANTS:

Some extra work in putting your evidence together

A reduce course load – less course content to complete and an adjusted timetable

THE ORIENTATION PROGRAM

Orientation is part of the introduction to all our courses. This involves:

- a basic introduction to the RTO and to your training program
- information in this participant handbook
- rules and responsibilities for participants at our RTO and when using RTO facilities.

TRAINING WITH ELA

EXPECTATIONS OF PARTICIPANTS

You are asked to read these expectations thoroughly prior to completing your enrolment:

1. Participate in all training and assessment activities and carry out any tasks that may be asked by your trainer to the best of your ability.
2. You must complete all activities and assessments which may include self paced learning workbooks, class activities, and final assessments as required.
3. You must advise your trainer of any concern that you may have regarding your progress throughout your Course.
4. You must advise ELA of any changes in your personal details.
5. You must keep training areas and facilities tidy at all times and abide by the rules of the building.
6. Consumption, or being under the influence of alcohol or illicit substances during the training hours is unacceptable, and will result in you being asked to leave the premises. Continued abuse of this policy may result in your removal from the Course
7. Your behaviour must not disrupt or threaten other participants or RTO staff. Abusive behaviour or physical violence may result in instant expulsion from your program.
8. Failure to comply with points 6 and 7 above will result in your suspension and/or expulsion from the Course.

EXPULSION OF A PARTICIPANT BY THE RTO

ELA reserves the right to expel a participant. Incidents leading to termination by the RTO include but are not limited to cheating, theft, wilful damage to RTO property, possession of illegal drugs on our premises, behaviour which is considered inappropriate, threatens the safety of other participants or interferes with RTO operations.

Participants terminated by the RTO will forfeit fees.

PARTICIPANT WELFARE

The RTO is concerned about the welfare of participants and offers support through our trainers and Participant Support Officer. We assist all participants with a short orientation program at the beginning of each course. We will be quick to respond to unacceptable behaviour from participants or staff. Discrimination, harassment or victimisation will be dealt with as per legislation and our procedures. Training and administration staff are aware of their responsibilities to ensure that participants feel safe and supported at our RTO.

OCCUPATIONAL HEALTH & SAFETY

ELA is committed to providing a safe and healthy environment for all employees, contractors and visitors. We aim to achieve the highest degree of occupational health, safety and security by adhering to government legislation and taking personal interest in the well being of our staff and visitors. All employees, contractors and visitors to our organisation are encompassed by our Occupational Health and Safety policy.

Our organisation abides by the following Commonwealth acts and applicable State acts/legislation to maintain its position as an organisation committed to the health, safety and security of all employees, contractors and visitors:

- Occupational Health and Safety (Commonwealth Employees) Act 1991
- Applicable State Workers Compensation legislation
- Applicable State Workplace Rehabilitation legislation

For more details visit:

www.austlii.edu.au/au/legis/nsw/consol_act/

www.workplace.gov.au

WHO IS RESPONSIBLE FOR OCCUPATIONAL HEALTH AND SAFETY?

All employees and participants are responsible for Occupational Health and Safety in the workplace.

PARTICIPANTS

Participants are not only responsible for their own health and safety, but the health and safety of others within their working environment. Participants must report unsafe working conditions, faulty equipment and accidents in the workplace or training environment immediately to their Trainer. Participants must abide by safe working practices and comply with health and safety practices. Participants who do not abide by these practices may be subject to disciplinary action.

EMPLOYEES

Employees are responsible for the implementation and instruction of all company occupational health and safety procedures, and are also responsible for ensuring that other staff members are adhering to the procedures set by the organisation.

Employees must report all accidents, or near misses, to the Environmental Training Manager or Training Director immediately and complete an incident report pertaining to the accident within 24 hours.

Regulations under the Occupational Health and Safety Act have the same powers as the Act itself. If the organisation or employees do not comply with the regulations or acts, they may face prosecution; incur a fine or both as stated in the individual "State" Occupational Health and Safety Acts.

COURSE COMPLETION

To receive a qualification from the RTO, participants must achieve competency in their course. Statements of Attainment will be issued at the completion and presented at completion of the course or posted by arrangement.

STUDY INCLUDES GROUP WORK & ORAL COMMUNICATION

Many courses require participants to learn technical knowledge and theory then apply this in a practical sense and demonstrate skills. Some learning and assessments will be oral, use questioning and observe participants working in small groups. This may be a different way of learning for you but it is very important in vocational education and part of the competency guidelines.

SPECIAL LEARNING NEEDS

ELA recognises that there will be cultural diversity and a range of education and learning backgrounds amongst candidates. It is the RTO policy to ensure all people have an equal opportunity to learn and better themselves. As such, we endeavour to aid as much as possible, those who require additional help in these areas, so as to maximise their ability to undertake their training effectively. Assistance may be sought from the RTO trainers and staff. All reasonable steps will be taken to ensure any special assistance is provided as effectively as possible.

CHANGE OF ADDRESS AND CONTACT DETAILS

During the period of your enrolment you are obliged to keep your contact details up to date. You must inform us of any change of address details.

COMPLAINTS AND APPEALS

You are entitled to access the Complaints and Appeals process should you be dissatisfied about the course or RTO decisions. This information is available in this Participant Handbook and the website. You should also be aware that this agreement, and the availability of complaints and appeals processes, does not remove the right of the participant to take action under consumer protection law.

ASSESSMENT

The aim of this section is to outline the broad assessment policy for the RTO and provide guidelines for all candidates enrolled in the courses. It is expected that assessors will conduct assessment in accordance with National Assessor Code of Practice.

This section outlines:

1. The procedures to support quality assessment
2. Assessment methods and tools
3. Conduct of assessment
4. Feedback
5. Appeals procedure

THE PROCEDURES TO SUPPORT QUALITY ASSESSMENT

Participants will be informed of the assessments to be conducted through the website information and at the start of a course. They will be given oral instructions by the Trainer. All assessment results are treated as strictly confidential. We will provide feedback on the assessment and provide further guidance on extra training or evidence if there are gaps in the assessment.

ASSESSMENT METHODS

Methods of assessment may vary for each course but may include:

- Written knowledge testing using standard assessment instruments.
- Written and oral quizzes
- Oral questioning when there is practical demonstration
- Case studies and scenarios
- Major projects
- Final observation of skills & knowledge

CONDUCT OF ASSESSMENT

The Assessor will check that the candidate is ready for assessment. The Assessor will provide the candidate with the time to go through all steps as set out in the assessment instrument. At appropriate points, the Assessor will ask oral questions about skills, knowledge and specific procedures as required. If the participant shows low literacy levels, the trainer may stop the assessment and conduct it orally.

FEEDBACK TO PARTICIPANT

As soon as is reasonably possible at the end of assessment, the Assessor will inform the participant of the result of the assessment. Feedback will begin with whether the participant achieved the required mark in the written assessment task or demonstrated they were competent or not yet competent.

Feedback will be constructive and the participant is encouraged to seek clarification if required. Feedback can be in the form of:

- Oral feedback when results are provided at the end of an observation or in a workshop
- Test results where the individual is debriefed
- Project or Assessment task results.

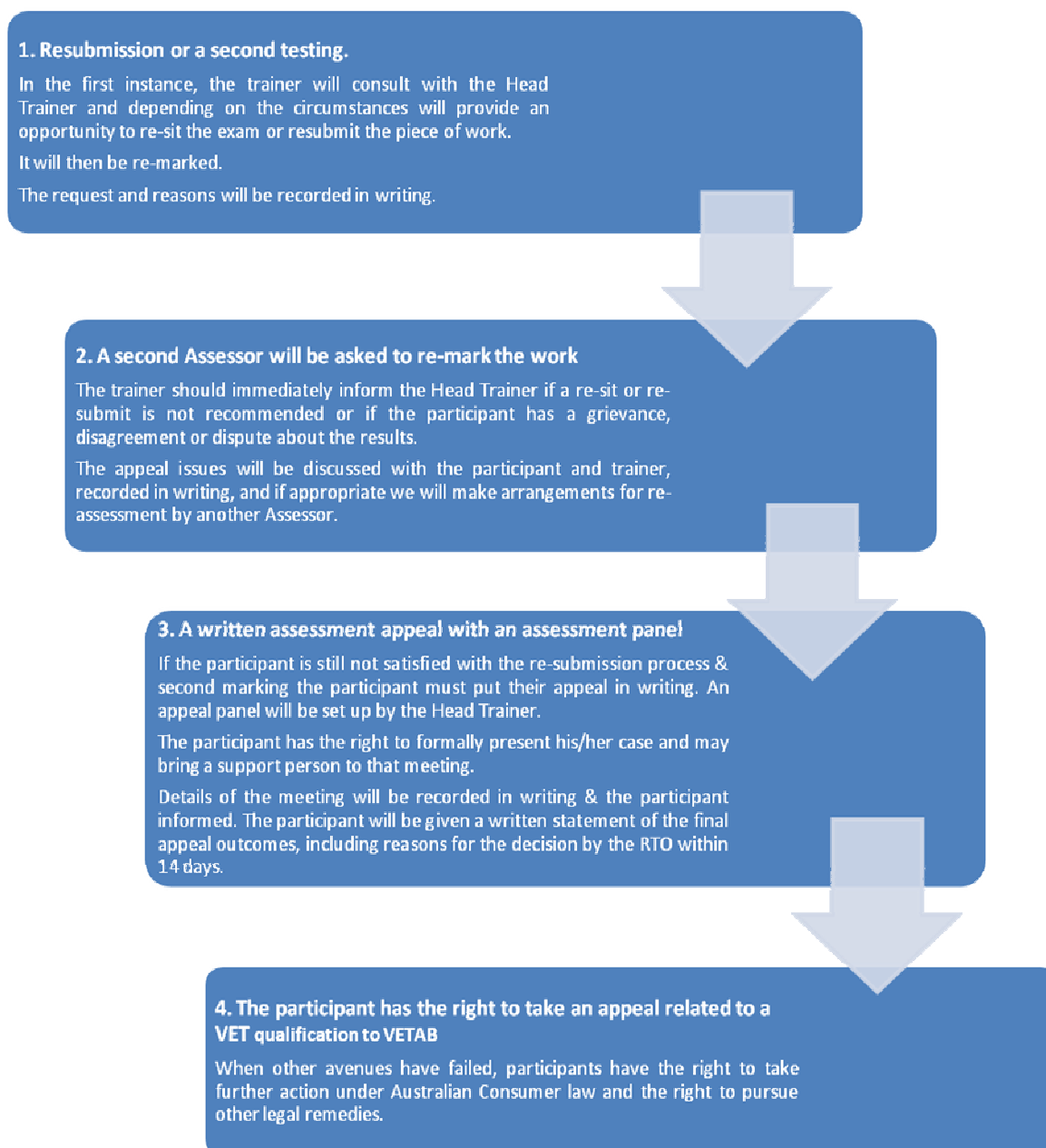
If any candidate is dissatisfied with the results of their assessment they have the right to access the appeal process.

PLAGIARISM

The Plagiarism policy will be clearly explained to each participant at the beginning of each course. Where participants complete pre-course questions, they will be required to sign a declaration on the Assessment Task Cover Sheet that states: *"I confirm that the attached assignment is my own original work, and that any references used have been cited."*

ASSESSMENT APPEALS

From time to time, a participant may be dissatisfied with the results of a major assessment and wish to appeal the decision. It is important that the appeal is settled as quickly as possible. The diagram below outlines the key steps in the procedure.



If your assessment appeal is substantiated, it is our responsibility to follow up on the issues, modify policies and procedures if required and record this action in the continuous improvement system. The participant will be notified of this follow up and corrective action. Where appropriate, trainers will be involved in a validation of the course assessment plan and assessment activities to benchmark their assessment practice with other trainers.

FEES, CANCELLATION & REFUNDS POLICY

FEES POLICY

ELA will provide the following fee information to each training program participant:

- The total course fee which is inclusive of the following components unless specified:
 - course fees,
 - administration fees,
 - materials fees; and
 - accreditation fee (if applicable).
 - Other charges (such as the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to participants who are deemed not yet competent on completion of training and assessment) will be advised.
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- The nature of the guarantee given by ELA to complete the training and/or assessment once the participant has commenced study in their chosen qualification or course
- The organisation's refund policy.
- Fees are levied on all courses offered. Any fees due must be paid by the method stated on the application form for the relevant requested course.
- A receipt for payment will always be issued.

Your signed and completed registration form is an agreement between you and ELA regarding fees and course details.

ELA will collect participant fees in advance as follows: ELA will accept payment of no more than \$1,000 from each individual participant prior to the commencement of the training program. Following course completion, ELA requires payment of all outstanding course fees. If the total course fee is \$1,000 or less, the full course fee must be paid at enrolment.

GENERAL REFUND POLICY

General Refunds will be made in the following circumstances:

- If ELA cancel a course you are entitled to a full refund.
- Cancellations notified in writing by participants more than 21 days before the program begins are eligible for a full refund.
- Cancellations notified in writing between 14 and 21 days of course commencement are eligible for a refund minus a \$250 cancellation fee to cover administrative costs.
- Cancellations advised less than 14 days prior to course commencement are not eligible for any refund, however a substitute may attend in your place.
- Eco Logical regrets that it cannot accept responsibility for changes to your work commitments or personal circumstances.

HOW TO CLAIM A REFUND:

STUDENT DEFAULT OR WITHDRAWAL:

To claim any refund, participants must complete a *Refund Application Form* and return it with the receipt of course fees and certified copies of any supporting documents to ELA. ELA will respond in writing to the refund request with an explanation of the student's current financial status and calculations showing refund fees payable to the student within 2 weeks (10 working days) from the receipt of the *Refund Application form and documents required as evidence*. The payment is processed within a maximum 4 weeks (20 working days) from the date on the refund calculation letter.

The refund policy does not remove the student's right to appeal the refund decision or calculation made by ELA according the complaints and appeals policy.

PROVIDER DEFAULT:

Where the refund is triggered due to course cancellation, ELA will initiate the refund processing from the date of the decision and notify the participant within 2 weeks (10 working days) from the decision. A refund letter with calculations showing fees to be paid is sent to the participant. The payment is processed within a maximum of 4 weeks (20 working days) from the date on the refund calculation letter.

PRIVACY POLICY

The Privacy Act 1988 applies to participants and employees of ELA. The **Privacy Act 1988 can be accessed via www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/**

Information related to personal details of any participant is protected under the Privacy Act 1988. ELA is committed to adhering to the national privacy principles (NPP's) contained in the Act. The NPPs are principles or rules about collecting, using and disclosing personal information.

The NPPs also cover keeping information secure, paying attention to data quality and accuracy, being open about collection and information handling practices, providing anonymity where possible and protection when transferring personal information to others. We make every endeavour to ensure that the principle of security is incorporated into our data collection and storage procedures:

ELA will:

- Have secure computer passwords and lockable filing cabinets.
- Check an individual's identity when they ask for access to the personal information we hold about them.
- Keep personal information away from those who do not need to see it - staff as well as customers.
- Destroy information securely.
- Raise security awareness with all staff.
- Review procedures from time to time.

Information regarding participants, participant results or other personal information may not be released to any third party without the express written permission from the participant.

Participants may access their personal records and files and any other information held by the organisation by making a request in writing to the management.

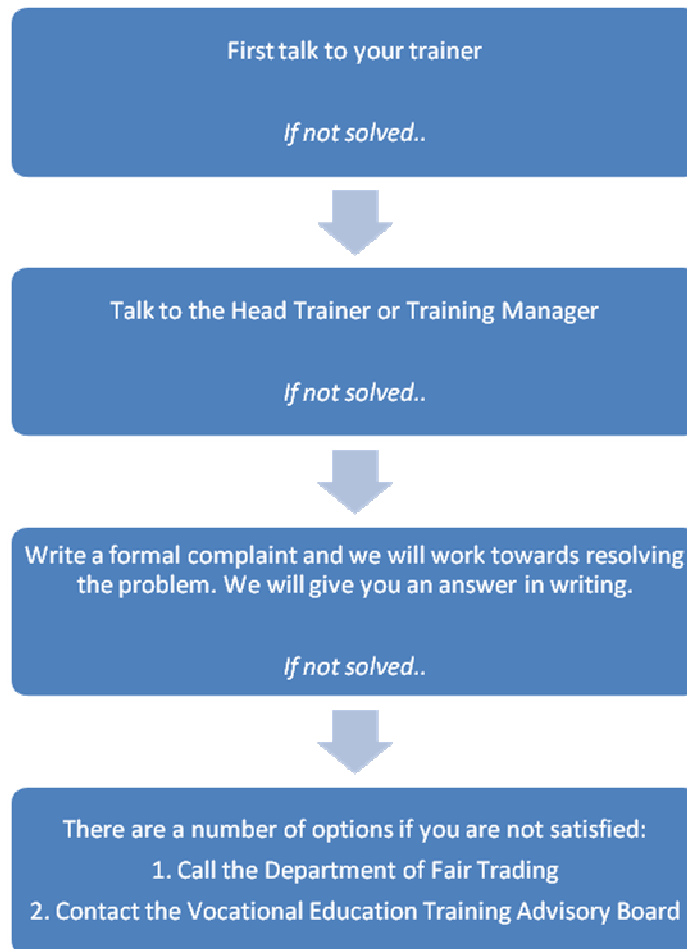
ELA STAFF

At ELA everyone on the staff is always willing to help you. The table below explains your key contact people, their title, name and what they do.

| TITLE | NAME | LOOKS AFTER.... |
|--------------------------|------------------------------|---|
| Student Support Officers | 02 8536 8600 02 8536 8650 | Enrolments, attendance, participant welfare |
| Lead Teacher | Jennie Powell | All training and assessment activities |
| Training Manager | Robert Humphries | Overall operation of the RTO |

COMPLAINTS PROCEDURE

For any problems or difficulties:



Participants have the right to be represented by a nominee at any stage if the participant so chooses.¹

You may use your friend, guardian, or an agent for third party mediation.

¹ This dispute resolution procedure does not circumscribe the participant's right to pursue other legal remedies.



HEAD OFFICE

Suite 4, Level 1
2-4 Merton Street
Sutherland NSW 2232
T 02 8536 8600
F 02 9542 5622

CANBERRA

Level 2
11 London Circuit
Canberra ACT 2601
T 02 6103 0145
F 02 6103 0148

COFFS HARBOUR

35 Orlando Street
Coffs Harbour Jetty NSW 2450
T 02 6651 5484
F 02 6651 6890

WESTERN AUSTRALIA

3/29 Ord Street
West Perth WA 6005
T 08 9227 1070
F 08 9227 1078

SYDNEY

Level 6
299 Sussex Street
Sydney NSW 2000
T 02 8536 8650
F 02 9264 0717

HUNTER

Suite 17, Level 4
19 Bolton Street
Newcastle NSW 2300
T 02 4910 0125
F 02 4910 0126

ARMIDALE

92 Taylor Street
Armidale NSW 2350
T 02 8081 2681
F 02 6772 1279

WOLLONGONG

Level 2
25 Atchison Street
Wollongong NSW 2500
T 02 8536 8615
F 02 4254 6699

ST GEORGES BASIN

8/128 Island Point Road
St Georges Basin NSW 2540
T 02 4443 5555
F 02 4443 6655

NAROOMA

5/20 Cauty Street
Narooma NSW 2546
T 02 4476 1151
F 02 4476 1161

BRISBANE

93 Boundary St
West End QLD 4101
T 1300 646 131