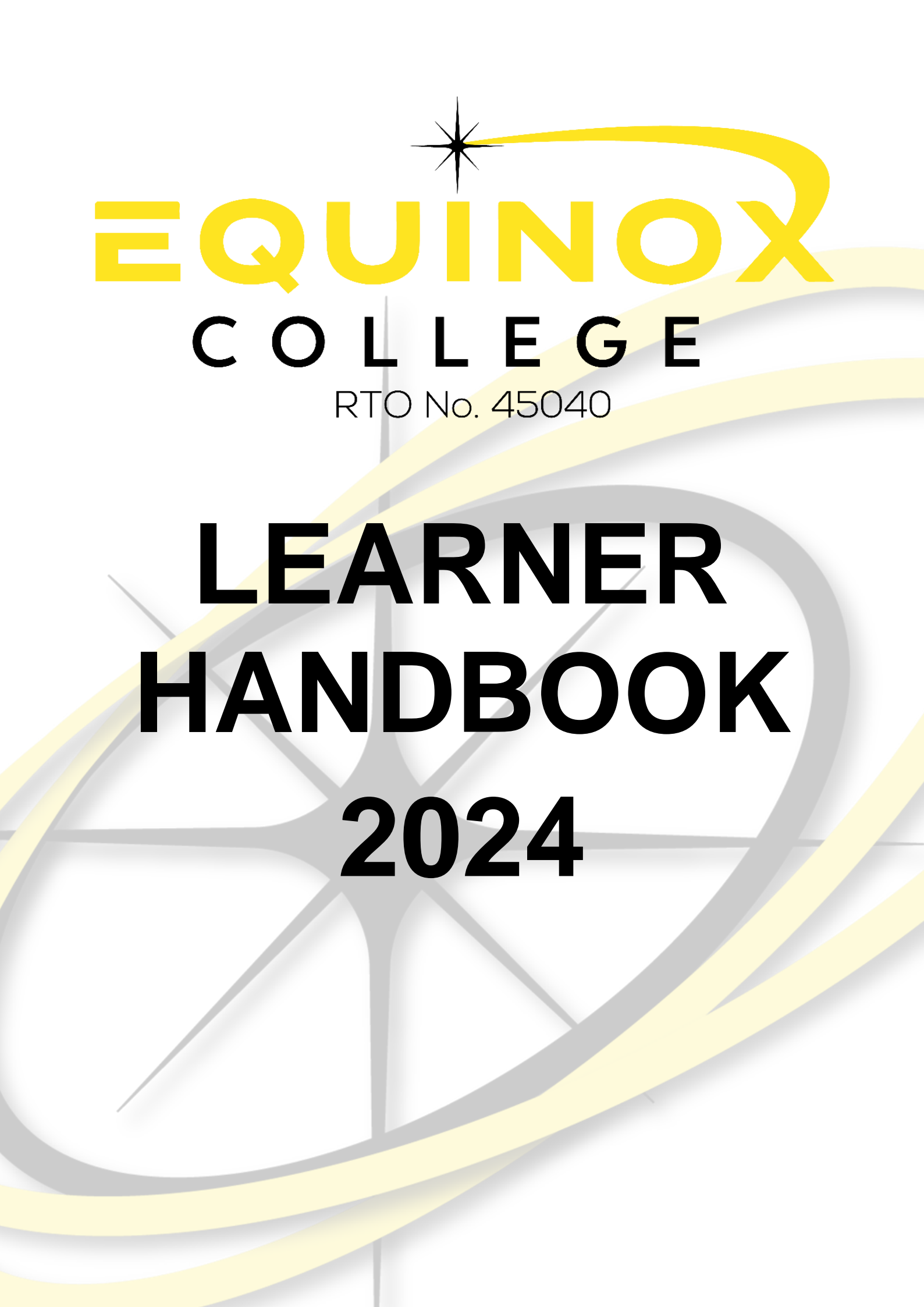


**EQUINOX**

**COLLEGE**

RTO No. 45040



**LEARNER  
HANDBOOK  
2024**

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## INTRODUCTION

### WELCOME TO EQUINOX COLLEGE!

Thank you for choosing Equinox College, one of Australia's best training organisations, specialising in training for the Australian aged care, disability sector and community services sector.

You are embarking on a fantastic journey which will equip you with the knowledge, skills and capabilities to operate as a professional worker in the healthcare sector or community services sector.

This Student Handbook outlines the rights and responsibilities of students undertaking training with Equinox College. We welcome and encourage you to read the Student Handbook and familiarise yourself with the contents of this handbook, which contains important information about our training services and the commitments we make to you as a student of Equinox College.

Please contact us any time you have any queries or concerns regarding the information in this Student Handbook or if you have feedback (both positive and negative). We are here to help.

We hope you enjoy this exciting new aspect of your career in aged care and look forward to welcoming you to the Student Alumni upon your successful completion.

Kind Regards



Zac Hitchcock  
Managing Director

## OUR LOCATION

<b>Reception:</b>	14/110 Morayfield Road, MORAYFIELD Q 4506
<b>Postal Address:</b>	PO Box 474, Caboolture, QLD 4510
<b>Phone:</b>	07 3106 3859
<b>Email:</b>	<a href="mailto:admin@equinoxsg.com.au">admin@equinoxsg.com.au</a>
<b>Website:</b>	<a href="http://www.equinoxcollege.com.au">www.equinoxcollege.com.au</a>

## OUR VISION

“To inspire and cultivate excellence in education for care and support services, shaping a world where every individual receives the highest quality of compassionate and skilled assistance”.

## OUR STATEMENT OF PURPOSE

Empowerment through Education:

- Equip students with the skills, knowledge, and confidence to excel in their professions.
- Foster a commitment to lifelong learning and professional growth.
- Contribute positively to society by preparing competent and compassionate care professionals.

Innovation and Excellence:

- Foster a culture of innovation and excellence in training.
- Provide high-quality education that meets the evolving needs of the care and support sectors.
- Continuously improve our curriculum to stay ahead of industry standards and trends.

Community and Advocacy:

- Build a supportive and inclusive learning community.
- Champion the rights and dignity of vulnerable populations.
- Advocate for improved standards and recognition in the care and support professions.

## OUR GUARANTEE

Equinox College guarantees every student that once enrolled we will ensure that you are provided with every opportunity to fulfill the requirements of your course. If for whatever reason circumstances change, or the ability to complete the training, Equinox College will endeavour to make alternative arrangements to ensure that your needs are met.

If in the event Equinox College is unable to continue with providing training and assessment services you will be advised in writing. Equinox College will assist to facilitate a transfer to an alternative provider, issue an appropriate refund for services not provided (if applicable) and issue certification based on completed units of competency.

## OUR BUSINESS

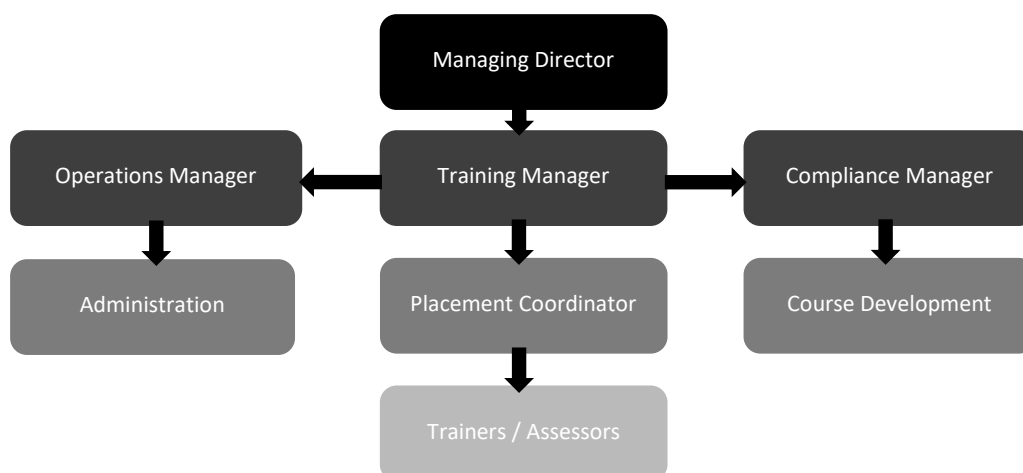
Exell Training Pty Ltd is trading as Equinox College, and is a Registered Training Organisation (RTO) (RTO.45040), registered with the Australia Skills Quality Authority (ASQA). As an RTO we comply with the VET Quality Framework, which includes:

- Standards for Registered Training Organisations
- The Australian Qualifications Framework (AQF)
- Data Provisions Requirements
- Fit And Proper Persons Requirements
- Financial Viability Risk Assessment Requirements

The Australian Skills Quality Authority (ASQA) is the national regulator responsible for regulating courses and training providers. A full list of our scope of registration is available on the national training register at:

<https://training.gov.au/Organisation/Details/45040>

## OUR ORGANISATIONAL STRUCTURE



## OUR PROGRAMS

### HEALTHCARE PROGRAMS

- CHC33021 – Certificate III in Individual Support
- CHC43121 – Certificate IV in Disability Support
- CHC43315 – Certificate IV in Mental Health
- CHC52021 – Diploma of Community Services
- 11076NAT – Diploma of Leadership in Disability Services
- CHC62015 – Advanced Diploma of Community Sector Development

### FIRST AID COURSES

- HLTAID009 – Provide cardiopulmonary resuscitation
- HLTAID011 – Provide first aid
- HLTAID012 – Provide first aid in an education and care setting
- HLTAID014 – Provide advanced first aid

### SHORT COURSES

- HLTWHS005 – Conduct manual tasks safely

## THE LEARNER JOURNEY WITH EQUINOX COLLEGE

### THE ENQUIRER

The 'Enquirer' is a person who is researching the best possible program for their training needs and possibly with a number of other training providers.

They will want to know information such as:

- Course Fees
- Course Duration
- Start Dates
- Locations
- Employment Outcomes

Believe it or not but money generally isn't the deciding factor for vocational education, reputation and class availability is. Whilst we have very reasonable course fees, we count on our reputation as one of the best providers in the local area.

Equinox College offers many opportunities to provide a potential Learner with up to date, accurate, and information about our learning programs.

Our programs may be advertised in local businesses, on Social-Media, through our relationships with Job Active Network members, and hopefully through word of mouth.

A potential Learner can:

- Request a Course **Information Guide**, or download one from our Important Learner Documents page on our website
- Email [admin@equinoxsg.com.au](mailto:admin@equinoxsg.com.au) with any questions, or
- Call the office on 07 3106 3859 to discuss the course with our course advisors.

It is important to us that you speak with one of our staff, to be sure that the program you are enquiring about is right for you.

### THE APPLICANT

The 'Course Applicant' is a person who has completed all enrolment documentation.

An enrolment application will begin once a potential Learner applies for enrolment into their selected course by completing a Learner Enrolment Form.

If you are enrolling and cannot make it to our office our Admin Team will contact you to discuss the enrolment, prior to the enrolment being processed, again this is to assure that the applicant is enrolling to the most relevant program that meets their goals.

The formal enrolment process includes the discussion of the following with you:

- name and contact details of the trainer and assessor;
- recognition of prior learning (RPL) and credit transfer (CT) process;
- responsibilities required for you, your employer and trainer and assessor;
- vocational placement requirements
- training plan/ schedule
- assessment procedures and your employer's participation in collecting assessment evidence

And completion of the following (where applicable):

- language, literacy and numeracy (LLN) evaluation;

- enrolment form;
- training plan;
- employer agreement (if applicable).

Confirmation of enrolment is acknowledged by completion all of the above applicable forms.

## THE EQUINOX LEARNER

The 'Equinox Learner' is a person who has made payment for their course and has received a Confirmation of Enrolment (COE) and is ready to commence or has commenced their program.

Once the application has been received, the applicant will receive an email with additional information such:

- Confirmation of Enrolment
- Welcome letter, detailing the course enrolment period (i.e., start and end dates)
- A copy of our Learner Handbook (which is also available on our website)
- Login details for our Digital Classroom (if applicable)

As some of our courses are face to face and some are studied through our online learning portal, new Learners will receive an induction, either on the first day of a face-to-face class or by appointment with your trainer prior to the commencement date of the online program.

Each new Learner will be designated a trainer and that trainer will provide each Learner with contact details and appropriate hours of contact. Support may come in the form of one-on-one face to face support (by appointment with a trainer), regular phone and email contact.

Our aim is to build a solid rapport with each new Learner to ensure their experience with Equinox College is as rewarding as possible.

Our team of trainers are available for support by email or telephone during business hours and will provide guidance and encouragement for the course.

Each Learner will be required to complete formal assessments within their course. The assessment tasks should be attempted once the Learner has received sufficient training. The assessment tasks have been specifically designed to measure the Learner's competency against the national standards for the relevant unit/s. The assessment tasks can include written questions, case studies, and projects. Depending on the project, the Learner may be required to seek assistance from friends, family, or colleagues to participate in the projects.

Once an assessment has been submitted, one of the trainers will provide clear and constructive feedback. If gaps are identified in the Learner's knowledge or skills, the trainer who assessed the Learner's assessment will provide guidance on what adjustments are necessary for a successful outcome. The Learner can discuss their feedback with the trainer via phone or email if required.

Some of our training programs require a vocational placement to be completed. If a program requires a vocational placement, this information/requirement is clearly summarised in our marketing material and fully explained in our course information guides and enrolment applications.

### UNIQUE STUDENT IDENTIFIER (USI)

Prior to your induction visit you will be required to create a USI if you do not already have one. It is free to create at: <https://www.usi.gov.au/students/create-usi>

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 12345ABCDE

### USI Privacy Notice

Consent for collection, use or disclosure of personal information

The following is provided to you on behalf of the Student Identifiers Registrar (Registrar).



You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a Unique Student Identifier (USI):

- is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- is collected by the Registrar for the purposes of:
  - applying for, verifying and giving a USI;
  - resolving problems with a USI; and
  - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - the purposes of administering and auditing VET, VET providers and VET programs;
    - education related policy and research purposes; and
    - to assist in determining eligibility for training subsidies;
  - VET Regulators to enable them to perform their VET regulatory functions;
  - VET Admission Bodies for the purposes of administering VET and VET programs;
  - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
  - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
  - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
  - researchers for education and training related research purposes;
  - any other person or agency that may be authorised or required by law to access the information;
  - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.

## THE GRADUATE

The 'Equinox Graduate' is a person who has successfully completed their training program, fulfilled all course requirements, and are issued with a Testamur or 'qualification'.

Once a Learner has fulfilled all the requirements of the training program, they are deemed competent and are awarded a nationally recognised qualification (if applicable). The completed Learner will receive their official credential within 30 calendar days of fulfilling all course requirements.

We ask all graduates to complete our feedback forms. We value the feedback, good, bad and ugly. We really want to continuously improve our programs and services.

## POLICIES AND PROCEDURES

### ACCESS AND EQUITY

Equinox College adhere to the principles and practices of access and equity in training and assessment. You will not be denied access to services where they are deemed eligible for such a service and where Equinox College has the appropriate resources to provide the required services.

To ensure inclusive participation in training and assessment, we will assist by providing:

- an opportunity at enrolment to disclose a disability, LLN needs or any other condition/requirement;
- a dedicated trainer and assessor;
- adjustment to training and/or assessment that is reasonable and fair; and
- quality support service.

### DISABILITY

Equinox College supports, where we have resources to, disabilities that may impede on your training and assessment. All reasonable adjustments will be made to accommodate your needs for you to participate in training and assessment, and where required, referrals to external agencies may be provided.

Adjustments that may be made include but are not limited to:

- large print for resources;
- PDF resources text to speech; or
- additional trainer and assessor support.

### CONFIDENTIALITY OF LEARNER RECORDS

In the course of its business Equinox may collect information from Learners or potential Learners, either electronically or in hard copy format, including information that personally identifies individual users. Equinox may also record various communications that Learners or potential Learners have with us.

This policy provides the framework and explains how in collecting personal information Equinox will comply with the Australian Privacy Principles set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012. Equinox will only collect personal information by fair and lawful means which is necessary for the functions of business and is committed to ensuring the confidentiality and security of the information provided to us.

The personal information supplied by individuals to Equinox will only be used to provide information about study opportunities, course administration, academic information and to maintain accurate records. If an individual chooses not to give Equinox certain information, then we may be unable to enrol the individual in a program or supply them with appropriate information.

Equinox will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete. Equinox will store securely all records containing personal information and take all reasonable security measures to protect, personal information collected by us from unauthorised access, misuse or disclosure.

Individuals have the right to access or obtain a copy of the personal information that Equinox holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that Equinox holds about them; however, we may

charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where an individual requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Written requests for access to or to obtain a copy of personal information held by Equinox should be sent to:

The Managing Director  
Equinox College  
PO Box 474, Caboolture QLD 4510

## DISCIPLINARY PROCEDURES

Learners are required to attend all scheduled training sessions and phone tutorials and to undertake specified on-the-job activities. They will also be required to carry out specified off-the-job activities and assessment activities. Where a Learner consistently fails to meet her/his obligations, the Learner may be subject to disciplinary procedures, ranging from a warning to removal from the program.

## LEARNER REFERENCES

It is our policy to provide verbal references where practical, in respect to our current or past Learners. Written references will not be provided. Verbal reference will only be provided to Learners who completed their qualification within the last *six months* of the request being received or who are currently in training with us. Providing a reference for a Learner will be at the total discretion of the staff member asked to be a referee.

## HEALTH AND SAFETY

Equinox is committed to providing and maintaining a safe and healthy environment for the benefit of all Learners, staff and visitors.

We shall provide and maintain as far as is practicable, an environment that is safe and without risks to health.

Our staff will actively take steps to identify hazards, which could cause harm and take prompt action to remove, control, or alternatively report them to another person who has the authority and capability to do so.

Learners must take care of their own health and safety and that of their fellow Learners and workers to the extent of their ability. This means they must follow all safety rules, procedures and instructions of staff, workplace supervisors or any other management personnel involved during your day-to-day training and assessment activities.

It is essential Learners report all safety incidents, hazards and near misses immediately to their Trainer or workplace supervisor who is responsible for assisting the completion of an Incident Report Form. If Learners have any concerns or notice a condition or practice that seems unsafe, it is important to report this to your Trainer.

**REMEMBER THAT HEALTH AND SAFETY IS EVERYBODYS BUSINESS**

## FEES

Equinox College is committed to the fair and transparent application of fees and charges. Learners are provided with details of all fees and charges prior to enrolment. Unless specified otherwise, course fees include the cost of all compulsory training and assessment materials, including textbooks.

For current enrolment fee information, please visit our website and review the fees for the relevant qualification.

All enrolment fees are inclusive of all training and assessment services outlined in this handbook, except additional fees. Refer to Additional fees in this handbook.

Equinox College accepts the following methods of payment:

- Direct Deposit or Bank transfer
- Credit card
- EFTPOS
- Cash
- Payment Plans (by agreement)

Payment terms are fourteen (14) days of receipt of the Invoice unless specified otherwise in the Agreement.

## FEES AND PAYMENTS POLICY

### PURPOSE

The purpose of this policy is to provide a consistent approach to the handling of payments from Learners which meets the ASQA Standards for Registered College Organisations 2015 ("the Standards") and, where applicable, state funding contracts.

### SCOPE

This policy applies to fees, charges and fee protection applicable to the provision of training including clients undertaking training under a Government Funded Training Contract or Fee-for-Service (FFS) arrangement. This policy applies to the payments of fees paid for the delivery of courses to Learners. This policy aligns to the policy issued by third-party RTO, Skills Generation RTO 41008, for all learners accessing funded courses.

### DEFINITIONS

- Enrolment fee – A charge to cover the Enrolment of a Learner.
- Tuition fee – The Tuition Fee for the Delivery of the College.
- Materials fee – A charge to cover the cost of manuals or other materials required by the Student for a specific course.

### PRINCIPLES

Equinox College is committed to the fair and transparent application of fees and charges. Learners are provided with details of all fees and charges prior to enrolment.

#### 2.1 SETTING FEES AND CHARGES – FEE-FOR-SERVICE

- a) Equinox College will review fees in a 12-month cycle.
- b) Equinox College reserves the right to adjust fees without notice.

#### 2.2 SETTING FEES AND CHARGES – FUNDED PLACES

- a) Equinox College will charge fees per funding policy as determined by government funding bodies.
- b) Where required, Equinox College will review and set fees based on market rates and conditions.

- c) Equinox College reserves the right to adjust fees without notice, where state governments change the scheduled hourly rate any time during the Term of the Contract within a calendar year.

## 2.3 COURSE FEE INCLUSIONS

- a) Unless specified otherwise, course fees include the cost of all compulsory training and assessment materials, including textbooks.
- b) Course fees also include the issuance of one (1) copy of the relevant certificate to a Learner upon completion or withdrawal from their course. This includes Qualification Testamur's, Statement of Attainment, Record of Results and Statement of Attendance, and any other as required by government or other accrediting bodies.
- c) Where a replacement certificate is required above this allowance, this is normally at cost to the Learner and is charged at \$30.00 incl GST.

## 2.4 INFORMATION ABOUT FEES AND CHARGES

- a) Equinox College apply the following fee protection measure:

Equinox College will not collect pre-paid fee payment of more than \$1,500.00 from each individual learner prior to the commencement of an accredited training program. Following course commencement Equinox College may require payment of additional fees in advance from the Learner, but only such that at any given time, the total amount required to be paid which is attributable to training services yet to be delivered does not exceed \$1,500.00.

Learner fees are also protected by Equinox College's fair and reasonable refund policy which is outlined to clients prior to enrolment. All refund information is to be made available to clients prior to enrolment through:

- Website
- Equinox College Learner Handbook
- Learner Contribution Agreement

The fees, charges and refund policy are available by contacting Equinox College directly through [admin@equinoxsg.com.au](mailto:admin@equinoxsg.com.au) or via our website.

- b) Where possible fees are to be confirmed prior to enrolment and the commencement of training:
- If the total invoice amount is \$1,500.00 or under, then it is to be invoiced as a lump sum on one invoice at enrolment.
  - If the total invoice amount is \$1,501.00 and above, then it is to be invoiced in three (3) instalments of 33% each. The First Invoice would be raised at enrolment, the Second Invoice would be raised after 50% course completion, and the Third Invoice after 75% course completion.
- c) The information provided to each client will include:
- the total amount of all fees including course fees, administration fees, and materials;
  - payment terms, including the timing and fees to be paid and any non-refunding deposit and administration fees;
  - any fees and charges for additional services; and
  - details of refund arrangements. (information available on our Refund Policy)

## 2.5 TERMS AND METHODS OF PAYMENT

Equinox College accepts the following methods of payment:

- Direct Deposit or Bank transfer
- Credit card
- Cash
- EFTPOS
- Direct Debit arrangement

Payment terms are fourteen (14) days of receipt of the Invoice unless specified otherwise in the Agreement.

## 2.6 FULL OR PART FEE CONCESSION / EXEMPTION

A full or part-fee exemption/concession is applied in accordance with each State/Territories' funding guidelines. Fee exemption/concessions vary in each State/Territory. Fees are calculated in accordance with individual State/Territory Government Contract guidelines. Concession or exemption of fees is subject to evidence requirements.

## 2.7 RPL (RECOGNITION OF PRIOR LEARNING) FEES

See RPL section in relevant course page

## 2.8 CREDIT TRANSFER

No fee payable.

## 2.9 LATE PAYMENT

- a) Where a client is more than fourteen (14) days overdue with payments, Equinox College reserves the right to suspend all services until payment is made to bring fees up-to-date.
- b) Equinox College may make alternative payment arrangements for clients experiencing genuine difficulty in paying their fees. Clients must advise Equinox College, in writing to initiate this option.
- c) For long term, outstanding amounts, Equinox College may utilise the services of a debt recovery agency to ensure the collection of outstanding fees.

## 2.10 INCIDENTAL FEES

- a) Where the Learner does not meet assessment deadlines and timelines are excessive, Equinox College will invoice the Client to cover the cost of re-assessment.
- b) Where the Learner does not meet the requirements of Vocational Placement, or does attend scheduled shifts, Equinox College will invoice the Client to cover the cost of extra facilitation, as outlined in the Learner Handbook.

## PROCEDURE

### 1. Enrolment

- i. Learner enquires regarding course where fees transparently quoted to Learner
- ii. Learner completes Enrolment Form
- iii. Confirmation provided of funding type / eligibility (if applicable)

### 2. Invoice issued

- i. Invoice raised according to policy above and forwarded to Learner

### 3. Payment Received

- i. Once payment is made, payment recorded in Xero and Wisenet
- ii. Receipt issued to payer

## ADDITIONAL FEES AND CHARGES

Replace certificate and/or statement (electronic)	No cost
Replace certificate and/or statement (hard copy)	\$30
Replacement course materials (hard copy)	\$10 per unit
Enrolment extension – up to 1 month	\$220
Enrolment extension – up to 3 months	\$650
Re-assessment (for not-competent units)	\$150
RPL Assessment Fee (per unit)	\$299
Administration Fee to copy Learner records for Learner	\$25 per hour (min. 1 hour), plus 7c per page

*\* All fees are quoted Excluding GST. GST will be added where applicable.*

## REFUNDS

Equinox College is committed to the fair and transparent application of fees and charges, including the processing of refunds.

Equinox College is committed to the fair and transparent application of fees and charges, including the processing of refunds. Students are provided with details of all fees and charges and access to this Refund Policy prior to enrolment. This policy outlines the circumstances in which a student may receive a full or partial or no refund for course fees.

### PURPOSE

The purpose of this policy is to provide a consistent approach to the handling of refunds for Learners which meets the ASQA Standards for Registered Training Organisations 2015 (“the Standards”) and, where applicable, state funding contracts.

### DEFINITIONS

Program fee – The Program Fee for the Delivery of the Training.

Enrolment fee – A charge to cover the Enrolment of a student. All full qualification courses and RPL program require a \$250. The course enrolment fee is NON-REFUNDABLE.

### PRINCIPLES

Equinox College is committed to the fair and transparent application of fees and charges, including the processing of refunds. Learners are provided with details of all fees and charges and copies of the relevant Refund Policy prior to enrolment. This policy outlines the circumstances in which a Learner may receive a full or partial refund of their tuition fees.

### Course Fees

The full course fee must be paid according to the agreed payment plan. The Learner will not be officially enrolled if the initial upfront payment is not received.

It is the Learner’s responsibility to ensure there are sufficient funds in his/her nominated bank account or credit card to enable payments. If instalment(s) are not received within the agreed timeframe, the course enrolment will be suspended, and the remaining balance is payable in full.

Where payment has not been made for the outstanding amount, Equinox College will not assess any submitted assessments. Where your course timeframe elapses, you will be withdrawn and deemed Not Competent in the course. To complete the course, you will be required to re-enrol and pay the course fee again.

### FULL REFUNDS

#### 1. Equinox College cancels a course

Where Equinox College cancels a course, a full refund will be offered. Equinox College will make every effort to reschedule the course and offer an alternative place to the student. The student is not obliged to accept alternative offers and may request a full refund of fees paid instead. Any learning materials (if applicable) must be returned in a resaleable condition to receive a refund of the program fee.

#### 2. Student withdrawals prior to commencement (Full Qualification)

Where a student withdraws from a course prior to the course commencement date in writing and giving at least 7 day’s notice, a full refund of the program fees paid will be provided.

#### 3. Student withdrawals prior to commencement (Short Courses)

## **PARTIAL REFUNDS**

### **1. Student withdrawals prior to commencement (Full Qualifications)**

Where a student withdraws from a course, in writing, prior to the course commencement date but with less than 24 hours' notice, 75% of program fees will be refunded.

Where a student withdraws from a course in writing after the course commencement date, but before 2 weeks after course commencement, a partial, pro-rata refund will be issued for any units not commenced according to the course schedule.

### **2. Cancellation of Enrolment by the RTO after Commencement**

here a student has not met the required attendance and/or progression, Equinox College reserves the right to conduct disciplinary procedures to determine a students ongoing participation in our courses.

If the learner is deemed as 'failure to progress', and their enrolment is cancelled, 25% of the course fee will be refunded.

### **3. Recognised Prior Learning (RPL)**

Where a student pays for their RPL program in full, they will be entitled to a 14 day cooling-off period. 100% of the program fees are refundable. *Note: This policy is not applicable if any assessment has been commenced by Equinox College*

## **NO REFUNDS**

### **1. Full Qualifications**

Students who withdraw two (2) weeks or more after the course commencement date will not be eligible for a refund.

### **2. Short Courses**

Where a student withdraws from a short course in writing after the course commencement date, but after assessment is undertaken, will not be entitled to a refund.

Where a student does not attend the training for a short course program, they will not be entitled to a refund, and any re-scheduling will be billed at the full price of the program.

### **3. Recognition of Prior Learning (RPL)**

Student who enrol under a payment plan schedule are not entitled to a refund, once the pathway has commenced. Candidates are to ensure they can meet the requirements of the pathway prior to enrolling.

Once enrolled and the assessment process has commence, no refunds are applicable.

## **REQUESTS FOR A REFUND**

1. All requests MUST be in writing to The Operations Manager [accounts@equinoxsg.com.au](mailto:accounts@equinoxsg.com.au)
2. If a student is dissatisfied with the Decision, they can follow the Complaints and Appeals process as described in the Equinox College Student Handbook.



## LEARNER SUPPORT SERVICES

Equinox College is committed to delivering high quality services that support Learners throughout their training and assessment. This commitment maintains a client focused operation that produces the best possible outcome for Learners. Learners who undertake training with Equinox College receive every opportunity to successfully complete their chosen training program.

Equinox College takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of Learners. Where a Learner's need is outside the scope or skill of our capability they will be referred to an appropriate service or an alternate training organisation.

Some of our services available to Learners include:

- Provision of pre-enrolment material
- Study Skills and support programs
- Language, Literacy and Numeracy programs or referral to these programs
- Flexible scheduling and delivery of training and assessment (depending on the qualification and industry expectations)
- Information Technology Support
- Learning and Assessment customised to the workplace

## MARKETING AND ADVERTISING

Equinox College abides by strong ethical standards in relation to marketing our services.

We market vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course..

## TRAINING AND ASSESSMENT STANDARDS

Equinox College has personnel with appropriate qualifications and experience to deliver the training and conduct the assessment relevant to the training products offered. Assessment will meet the national assessment principles (including RPL and Credit Transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of Learners.

## LEARNER CODE OF CONDUCT

As a learner in one of our training programmes, you have rights and responsibilities governed by State and Federal legislation.

## LEARNER RESPONSIBILITIES AND RIGHTS

All learners, throughout their training and involvement with Equinox College, are expected to:

- Treat all people with fairness and respect and do not do anything that could offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known

- Not to bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others
- Records kept private and secure according to our privacy policy
- Provide relevant and accurate information to Equinox College in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet
- Make regular contact with their Trainer/Assessor
- Notify Equinox College if any difficulties arise as part of their involvement in the program
- Notify Equinox College if they are unable to attend a visit or training session for any reason as soon as possible that they are aware of their non-attendance
- Refrain from smoking at training venues and on the premises of Equinox College
- Make payments for their training within agreed timeframes
- Provide feedback to Equinox College the client services, training, assessment and support services they receive

## RESPECT FOR OTHERS

You will be expected to treat Equinox College team members and fellow learners with respect and observe any particular conditions which may appear in this handbook or be raised during the course by an Equinox College team member.

- Inappropriate language and actions will not be tolerated.
- In keeping with equal opportunity and discrimination laws, no derogatory or prejudicial comments are acceptable with reference to a person's culture, disability, gender, disability, sexuality, religion or age.
- Harassment and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- Arrive on time to start all sessions. This includes after lunch and coffee breaks.

## BEHAVIOUR

Learners are expected to participate in all training activities and carry out any tasks within reason that may be requested by your trainer/assessor. You should complete these tasks to the best of your ability and in a timely manner. Repeated failure to complete set tasks or attend scheduled training may result in suspension of your training. Your trainer will then discuss an action plan with you to address the performance issue and provide you with opportunities to recommence training.

Consumption or being under the influence of, alcohol or illicit substances during training hours is unacceptable and will result in training being terminated or you being asked to leave the premises.

Continued abuse of this nature may result in your removal from the traineeship or training program.

Your behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from the program. You should behave in a way that reflects workplace/classroom standards at all times. Learners should be punctual to all training sessions.

If you are late, you will be marked as not having attended a full training session and this may affect your overall result.

## DRESS AND HYGIENE

Neat, comfortable clothing is generally considered appropriate. Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is required.

## DISCIPLINARY PROCEDURES

Disciplinary processes occur when the behaviour of a student is deemed as unsatisfactory within the guidelines of this handbook.

The Disciplinary process has three steps.

1. where there is any breach in the expected behaviour, you will be firstly counselled by the trainer and assessor and your employer will be informed.
2. if the unsatisfactory behaviour continues or is repeated then the trainer and assessor will escalate the matter to Equinox College management.
3. Equinox College may:
  - cancel your enrolment (without a refund)

Serious misconduct will result in immediate termination from your course. No refund will be given in this instance.

## MISCONDUCT

Misconduct includes but is not limited to;

- Theft
- Fraud
- Violence/ assault
- Discrimination, harassment, intimidation or victimisation on all EEO and non EEO grounds
- Serious negligence including WH&S non compliance
- Breaches of policy on staff/service users relationships
- Serious breach of confidentiality
- Refusing to carry out lawful and reasonable instructions
- Wilful disobedience
- Being affected by alcohol or drugs (both illegal and prescription) in that their faculties are so impaired that they are unfit to participate in activities.

## CHEATING

### Learner Integrity and Honesty

Equinox College is committed to upholding standards of learner integrity and honesty in regards to the assessment of their work and places value in the declarations of authenticity made by learners.

Plagiarism, cheating and collusion in any form are unacceptable and will be treated seriously by Equinox College.

- **Plagiarism:** *“the practice of taking someone else’s work or ideas and passing them off as one’s own”*
- **Collusion:** secret or illegal cooperation or conspiracy in order to deceive others

Plagiarism and collusion are both forms of cheating (to act dishonestly or unfairly in order to gain an advantage) and will be referred to as cheating in this procedure.

Some examples of cheating include:

- Not acknowledging reference materials used (ask you trainer for more information about appropriate referencing);
- Collaborating on assignments where this is not a requirement of the assessment;
- Copying all or part of assignments from another learner;
- Soliciting assistance from any source;
- Submitting the same work for multiple courses;
- Submitting the work of others or a version of work of others from previous courses
- Stealing work from trainer/assessor, computer, other learners etc

Learners are expected to act with integrity at all times and only submit work that is their own, or

that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

The RTO has put in place a number of mechanisms in order to reduce occurrences and likelihood of plagiarism, cheating and collusion amongst learners including:

- Learner declaration of authenticity of work submitted
- Clear assessment guidelines;
- Multiple assessment methods for each unit;
- Learners are reminded to ensure they appropriately acknowledge all reference materials used to prepare an assessment task;
- Online learners have their own individual secure login for online work.

If cheating is suspected, RTO staff must source evidence to support the claim. This can involve:

- Review previous work of the learner;
- Comparisons with other learners work where collusion is suspected;
- Discussions with the learners involved;
- Review of previous incidences of cheating (if any) and the disciplinary action taken.

If the claim is substantiated, the assessment result will be recorded as 'Not Yet Competent' and you will be advised of disciplinary procedures to be taken if required. If you are unhappy with the result you can lodge an appeal using the appeals procedure.

## USE OF AI AT EQUINOX COLLEGE

At Equinox College, we are committed to leveraging the potential of Artificial Intelligence (AI) to enhance the educational experience for our students, faculty, and staff. Our approach to integrating AI into our educational setting is guided by the following principles:

- **Student-Centric Learning:** AI tools will be used to support and personalise learning experiences, ensuring that each student receives tailored instruction that meets their unique needs and learning styles.
- **Ethical and Responsible Use:** The implementation of AI will adhere to strict ethical guidelines, prioritising the privacy, security, and rights of all individuals. AI applications will be transparent and explainable to foster trust and accountability.
- **Data Privacy and Security:** We are dedicated to protecting the personal data of our students and staff. AI systems will comply with all relevant data protection regulations and standards, ensuring that data is collected, stored, and used securely.
- **Enhancing Teaching and Administrative Efficiency:** AI will be employed to streamline administrative processes, support faculty in instructional tasks, and improve the overall efficiency of our educational operations, freeing up time for educators to focus on teaching and student engagement.
- **Continuous Improvement and Adaptation:** We will continuously monitor and evaluate the impact of AI tools, seeking feedback from students, faculty, and staff to make necessary adjustments and improvements. Our commitment is to stay at the forefront of technological advancements while maintaining a human-centered approach to education.
- **Inclusivity and Accessibility:** AI solutions will be designed and implemented to promote inclusivity and accessibility, ensuring that all students, regardless of their backgrounds or abilities, benefit from the advancements in AI technology.
- **Transparency and Communication:** We will maintain open communication about the AI tools and systems used within the institution, including their purposes, functionalities, and impacts. Stakeholders will be informed and involved in discussions about the use of AI in our educational environment.

Equinox College believes that the thoughtful integration of AI has the potential to transform education, making it more personalized, efficient, and accessible. We are dedicated to using AI responsibly to enhance the learning experience and outcomes for all our students.

### Expectations Regarding the Use of AI by Students for Assessment

Equinox College recognises the importance of maintaining academic integrity and fairness in assessments. The following expectations are set regarding the use of AI by students:

- **Originality and Authenticity:** Students are expected to submit work that is their own. While AI tools can be used for learning and understanding concepts, the final submission for any assessment must be original and authentic, reflecting the student's own effort and understanding.
- **Permitted Uses:** The use of AI tools for assessments is permitted only when explicitly allowed by the instructor. Students must adhere to the guidelines provided for each assessment, including the extent to which AI tools can be used.
- **Citation and Transparency:** If AI tools are used to assist in any part of an assessment, students must clearly indicate and cite their use. This includes specifying which AI tools were used and how they contributed to the final submission.
- **Prohibited Uses:** The use of AI tools to generate content that is presented as one's own without proper attribution is strictly prohibited. This includes but is not limited to AI-generated text, code, or other forms of content.
- **Academic Integrity:** Any misuse of AI tools that undermines academic integrity, such as cheating or plagiarism, will be subject to disciplinary actions as outlined in the college's academic integrity policy.
- **Instructor Support:** Students are encouraged to seek guidance from their instructors regarding the appropriate use of AI tools in their coursework and assessments. Instructors will provide clarity on what is acceptable and support students in adhering to these guidelines.

## LEARNER OBLIGATIONS AND RESPONSIBILITIES

Learners shall make every effort to achieve the standards of study specified in the Training Plan. Learners shall use every effort to successfully complete the qualification within the timeframe specified in the Schedule of Training.

## ATTENDANCE AT TRAINING

Attendance at training is compulsory. If Learners are unable to attend a scheduled training session, they must contact their trainer, or our office, immediately.

Should Learners miss three (3) training sessions or more, we will alert the Learner's employer/job provider or the community organisation the program is being delivered in partnership with and Learners will be asked to show cause as to why their enrolment should not be terminated. The decision to terminate a Learner's enrolment will be made at the discretion of Equinox College.

If Learners are absent from a training session, they will be required to collect the assessment workbook/s from the administration office (they will not be posted). Learners must contact the office to make arrangements for collection. If Learners do not make arrangements to collect the assessment workbook/s, the workbook/s will be provided to them at the next scheduled training session. It may be possible to schedule remedial training arrangements, subject to existing training schedules. However, it is a basic understanding that if Learners miss a scheduled training session, that Learner is responsible for completing that assessment.

## STUDY PERFORMANCE (REASONABLE PROGRESS)

Learners will be expected to maintain 'reasonable progress' for the duration of the course. Learners must submit all assignments by the due dates (as documented in the Schedule of Training). If Learners are experiencing difficulties, or requires additional support, he/she must contact the trainer immediately.

If applicable, Equinox College will maintain regular contact with the Learner's employer/Job Provider or the community organisation the program is being delivered in partnership with, advising them of Learner progress in monthly reports.

Should Learners fail to progress, they will be asked to show cause as to why their enrolment should not be terminated. The decision to terminate a Learner's enrolment will be made at the discretion of Equinox College.

If the Learners are experiencing personal or health issues that impact their ability to maintain reasonable progress, they must advise the trainer or the office, immediately. It is important that communication is maintained; if possible, we will work with you to revise the Schedule of Training where extenuating circumstances apply.

## TRAINING DELIVERY

### FACE TO FACE MODE

We provide access to the latest equipment and work-practices to ensure that our learners receive a relevant and comparable experience in order to be ready for the workforce. We provide electronic resources combined with paper-based resources to ensure that our learners have all the material at their fingertips.

### BLENDED DELIVERY

For learners who are currently employed within the healthcare industry, we provide a flexible mode of delivery to maximise participation and balance study with work commitments. We provide electronic resources combined with paper-based resources to ensure that our learners have all the material at their fingertips. Our learners are provided with phone and email support as well as the opportunity to attend our training room to complete practical assessments in addition to work-based assessments.

### ONLINE LEARNING

For regional Learners, we are able to provide an online experience to assist them to complete their studies. All resources are provided on our Learning Management System (LMS). They will receive phone and email support from their trainer.

## RECOGNITION OF PRIOR LEARNING (RPL)

RPL is the recognition of a person's skills and knowledge that may have been obtained by previous study or work experience in a paid or unpaid capacity. If you consider you have the required knowledge and skills in specific units of competency, you may apply for RPL upon:

- proof of subject-relevant formal training or experience;
- submission of evidence such as authenticated documents or samples of work demonstrating relevance and currency; and
- participation in an interview to ascertain current skills and knowledge.

If you make a claim for RPL a number of things could happen:

- you may not be granted RPL;
- you may be granted RPL for some or all units; or

- you may be granted RPL for some parts of some units.

Discuss this with the trainer and assessor who will provide you with an RPL application form. There is no reduction of course fees if RPL is granted. Please note that fees apply for RPL. . Refer to the Additional fees section in this handbook.

## CREDIT TRANSFER (CT)

Equinox College recognises AQF qualifications and statements of attainment issued by other RTOs. If you have already completed a unit of competency within the course you are enrolling in or any other relevant course, you may be able to receive a credit transfer. You will be required to provide copies of any certificates/statement of attainment and complete a Verification of certificate form at the induction visit.

## TECHNICAL REQUIREMENTS

### Operating system

- Recommended: Windows 10, MacOS Big Sur, iPad OS 14

### Internet speed

- Use a broadband connection through USB wireless modem, ADSL2+, T1/T2, fibre optic or cable with the speed:
  - Viewing lecture recordings or conferencing - at least 5MB/sec
  - Viewing images and webpages - at least 2MB/sec

### Internet browsers

- Compatible browsers include:
- Google Chrome 8x or later (recommended for optimal compatibility, this has been thoroughly tested on Windows)
- Safari 14 or later (recommended for optimal compatibility, this has been thoroughly tested on Mac)

Note that add-ons and toolbars can affect any browser's performance.

If you have any difficulty accessing Equinox College Moodle, check that you are using one of the supported browsers above before you contact external support.

### Settings

- We recommend that the following be enabled:
  - Cookies
  - Popups (in both internet browser and security software)
  - Javascript

### Resource viewing

- We recommend that you use the latest version of Adobe Acrobat Reader.
  - To view all the resources uploaded to Moodle, you will probably need to have Microsoft Office (Word, Excel, PowerPoint) or an equivalent (e.g. Open Office, Viewer) installed.

### Security

- With all firewalls, ensure that you enable uploading of files.

## GUIDELINES ON ASSESSMENT

Equinox College must ensure that you have acquired the supporting knowledge and skills to enable you to apply that knowledge and skill to industry standards and to new situations and workplaces.

Assessment of all Learners must be fair and non-discriminatory and follow all the principles of assessment. How a Learner will be assessed and what the assessor will be looking for must be made clear to the Learner at the beginning of each unit of competency.

It is essential (as applicable):

- to attend phone link ups and scheduled training sessions/workshops
- for the Learner to monitor his or her progress on the range of tasks undertaken
- for Equinox College to ensure that the Learner has learned the supporting theory behind the task
- for Equinox College to validate the employer's / supervisor's observations of your work

Competence will involve:

**Knowledge** the necessary underpinning theory for the task to be successfully completed

**Skill** the Learner's performance of the task

**Attitude** the approach the Learner has towards the type of work they are training for

The assessment you will be undertaking is competency based meaning you are not assessed or compared to anyone else and there is no grading such as % or pass/fail. You will be deemed 'competent' or 'not yet competent'. The requirements for assessment will be explained to you at the commencement of each unit of competency.

All trainer and assessors are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. The trainer and assessor will seek evidence to confirm achievement of the stated competencies in your course. More than one unit of competency may be assessed at any given time.

The following types of assessment methods may be used for assessment:

- presentation/demonstration
- case study
- written questions
- workplace observations
- third party reports
- projects
- activities

## PRINCIPLES OF ASSESSMENT

This program aims to address all the principles of assessment under the competency-based system, being validity, reliability, fairness, flexibility.

## ASSESSMENT STRATEGIES

Our programs adopt a holistic (whole approach) model of assessment. Holistic assessment techniques check the way a range of skills, knowledge and understanding are combined to successfully complete workplace tasks. This model of assessment is ideally suited to of workers and managers in the healthcare sector, as work tasks are not always straightforward, and require the combination of knowledge, understanding, problem solving, practical skills, attitudes and ethics in order to respond to work situations.

Holistic assessment involves:

- actual practice and workplace tasks
- tasks that require the integration of a range of competencies and associated underpinning knowledge and understanding
- the use of analytical abilities to solve problems associated with the tasks



- a combination of theory and practice

Assessment may include: written or oral questions, written assignments, workplace tasks with observation checklists, work placements, role plays and project work. The expected completion date for the unit of competencies will be recorded on the assessment plan.

Final assessment items are marked “C” (Competent) or “NYC” (Not Yet Competent). If your assessment is marked as NYC, you can resubmit work up to three (3 times) before a unit is deemed not competent and you must pay and re-sit the assessment again. (*Note: re-assessment is charged at \$125 per unit of competency*)

## OTHER POINTS TO NOTE REGARDING ASSESSMENT

Your submission can be handwritten, or computer processed but must be of a high standard. If it is illegible, it will be returned to you for rework prior to assessment.

All workbook assessment pieces must have an Assessment Cover Sheet (included with the Learning Materials). The Cover Sheet must include Learner details, unit of competency and the signed privacy and plagiarism statement. Work submitted without this cover sheet will not be assessed.

Workbook assessment pieces are to be lodged personally or by email. *Assessments will be returned to Learners only if rework is required.* Please keep a copy of the assessment in case of loss or damage in transit. Equinox will take no responsibility for damage or loss in transit.

Learners who have enrolled for online learning must complete their assessment online, unless alternate arrangements have been approved by their assigned trainer. Completed assessment pieces are to be uploaded by the Learner to the Learning Management System (LMS), and correspondence between trainer and Learner will be through the LMS unless advised otherwise.

Learners must not submit materials or documents that belong to the workplace as their own work. Any reports, charts, tables, policy documents, etc. which have been developed by the workplace must not be submitted as evidence of your competency. These documents belong to the workplace and Learners may be in breach of copyright and/or employment conditions if they pass off such materials as their own.

## NATIONAL RECOGNITION

Equinox College recognises the AQF qualifications and Statements of Attainment issued by any other RTO and gives credit for these towards an award, where applicable. The credential may be a Statement of Attainment for specific units of competency or it may be a complete qualification such as a certificate or diploma. The body issuing the credential must be a registered training organisation with a State/Territory Recognition Authority and Equinox College has the right to check and verify the organisation’s status.

Learners wishing to apply for credit transfer must supply Equinox College with original certificates/result of assessment and statements of attainment or JP-certified copies of these. A JP-certified copy means a document has been certified to be a true and correct copy of the original document which has been sighted by a Justice of the Peace. A copy of the original certificates/result of assessment and/or statements of attainment or the JP-certified copy will be retained as part of Equinox College’s records of assessment.

## COMPLETING YOUR COURSE

### PARTIAL COMPLETION – ISSUANCE OF A STATEMENT OF ATTAINMENT

Statements of Attainment are issued for partial completion of a qualification within 30 days of withdrawal from the course, provided all outstanding fees are paid. The exception is for trainees who will receive their Statements of Attainment within 30 days of withdrawal, irrespective of fee status.

### FULL COMPLETION – ISSUANCE OF QUALIFICATION AND RECORD OF RESULTS

The Qualification and a Record of Results will be sent within 30 calendar days of course completion, providing all relevant fees are paid in full.

### QUALIFICATION REPRINT REQUEST

All qualifications will be provided in e-copy only and will be emailed to the Learner. Learners may request a hard-copy of the issued Qualification parchment, Statement of Results or Statement of Attainment by making a request in writing with the following information:

- Learner Name
- Course Name and Course Code enrolled in
- Date started, and date completed the course
- Mailing Address
- Contact telephone number and email address
- Cheque, money order or credit card details.

A service fee of \$30 incl GST will be charged. Please allow 14 days for processing.

## COMPLAINTS AND APPEALS PROCEDURES

Equinox is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Learners. This policy covers both academic and non-academic grievances and appeals.

Academic matters include those matters which relate to Learner progress, assessment, course content or awards in a VET course of study. Non-academic matters include those matters which do not relate to Learner progress, assessment, course content or awards in a course and include grievances in relation to personal information that the provider holds in relation to a Learner. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

This policy does not replace or modify policies or any other responsibilities which may arise under other policies or under statute or any other law. Also, the dispute resolution procedures outlined below in this document do not circumscribe an individual's rights to pursue other legal remedies. The policy aims to resolve any issues identified by Learners internally and provides the best outcome of the complaints and appeals lodged by the Learners. If a Learner chooses to access this policy and procedure, Equinox will maintain the Learner's enrolment while the grievance and appeals process is ongoing.

HOW TO MAKE A COMPLAINT	
<b>1.</b>	<b>Informal grievance</b>
1.1	<p>Learners who are dissatisfied in any way with the services offered by Equinox which includes but are not limited to:</p> <ul style="list-style-type: none"> <li>• Enrolment process;</li> <li>• Orientation process;</li> <li>• Assessment decision;</li> <li>• Suspension or Cancellation of studies process;</li> <li>• Facilities provided by Equinox e.g. toilets, kitchen facilities, resources etc.</li> <li>• Staff member including Trainer/Assessor.</li> </ul> <p>Learners are encouraged initially to attempt to resolve a grievance informally by talking directly to Equinox College's Trainer or Managing Director</p> <ul style="list-style-type: none"> <li>- Where a learner is enrolled into a program with a third party partner, then the third parties Complaints Process applies and all concerned should be directed to them, if learners are dissatisfied with the response from Equinox College</li> </ul>
<b>2.</b>	<b>Referral to ASQA or QLD Training Ombudsman</b>
2.1	<p>If you are still not satisfied from the review undertaken by the RTO Management, you may raise your concerns with: ASQA: the Australian Skills Authority is responsible for overseeing and governing all operations of Australia's Registered Training Organisations. You may choose to lodge a written complaint via the link below:  <a href="https://rms.asqa.gov.au/registration/newcomplaint.aspx">https://rms.asqa.gov.au/registration/newcomplaint.aspx</a>                      If you are unable to use the form, you may contact the ASQA Infoline on 1300 701 801.</p>

## PRACTICAL PLACEMENT INFORMATION

Students are required to view the Practical Placement Page on our website for information pertaining to their responsibilities for placement as applicable to their individual course.