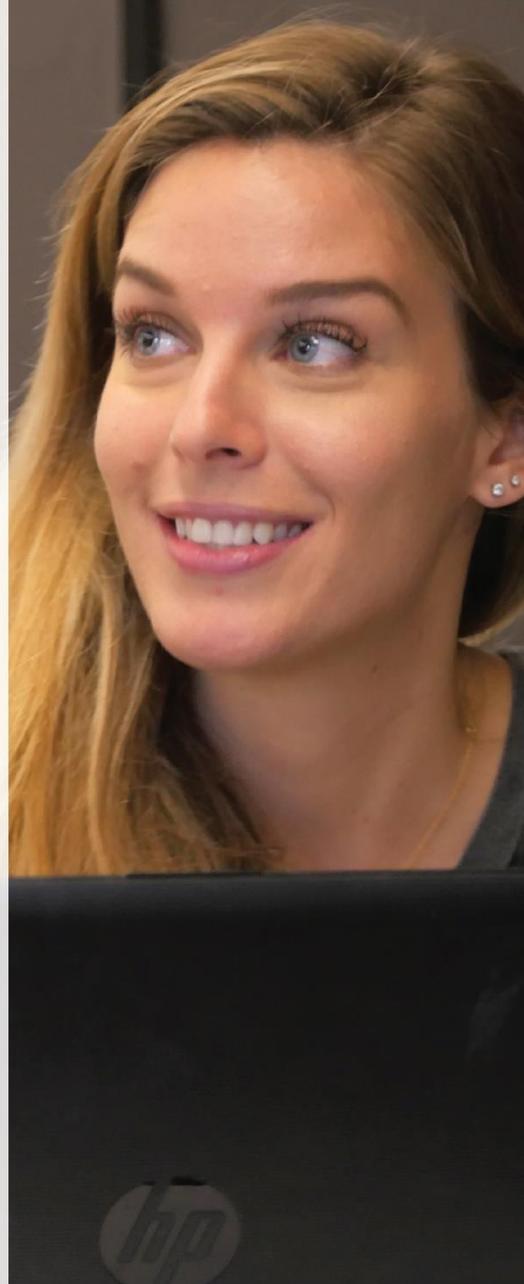




# Student Handbook

## Domestic Students

### 2019



[envirotech.edu.au](http://envirotech.edu.au)

 @envirotecheducation  Envirotech Education



Thank you for selecting Envirotech Education to further your educational and training pursuits.

Envirotech Education is an online, blended and in-class educational provider of vocational education and training with physical campus based on the East Coast of Australia. Your decision to complete Nationally Recognised Training with Envirotech is an important step in developing your cognitive processes in the learning of new skills and knowledge.

We aim to provide a quality learning experience which meets the needs of all learners and that complies with industry standards.

To assist you with your learning we have developed this Student Handbook. Please take the time to read it carefully and should you require further information please contact our staff.

This handbook is an information resource as the first-resort for learners covering most aspects of what is required of you by Envirotech Education and what you can expect from us. The handbook provides you with clear guidelines about your duties and responsibilities as a learner. It will also refer you to relevant policies that define those requirements. This will assist you to prepare better for your studies with Envirotech.

Our team is committed to maintain our high standards for training. We are proud of the qualifications we issue and continue to be recognised as a quality Registered Training Organisation.

We trust that you will find your learning with Envirotech a rewarding experience. We look forward to your constructive feedback to ensure that our products and services meet your expectations.

I wish you a very rewarding training experience with Envirotech.

Regards,

*Shelly Bengiat.*

Director & Chief Executive Officer

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## 1. ABOUT ENVIROTECH

Established in 2008, Envirotech Education ('Envirotech') is an Australian registered training organization (RTO) registered by the Australian Skills Quality Authority (ASQA) for delivery of approved training courses to domestic and international learners.

We are strongly committed to the accountable and responsible delivery of the Vocational Education and Training (VET) Quality Framework at the highest academic level.

Envirotech is fully compliant with the RTO standards for excellence in training. We offer exemplary learner services and a wide range of outstanding courses designed for both domestic and international learners.

With tailored programs to suit industry requirements and the development of learner's employability skills, Envirotech's academic programs incorporate innovation, technology, and sustainability in combination with positive employment outcomes.

## 2. OUR VISION

As we continue to move towards our goal of being a world-class leading education provider embedding technology and sustainability, we will continue to invest in business innovation technologies and entrepreneurship education on a global scale.

Locally, our campus will support the needs of the learning community, granting learners access to many informational resources. Envirotech will continually endeavour to inspire its employees and partners to be the best they can be. We will maximize return on learners' investment maintaining quality and innovative education programs.

Learning will be enhanced by educational platforms and project based practical training that will allow learners to proceed at their own pace according to their abilities and desired career outcomes.

### 3. OUR MISSION

Engage in outstanding sustainable education and make a major contribution to society and to provide ground-breaking education. Learners will be provided with an excellent education and the capacity to use knowledge gained to exercise influence and make meaningful lifelong contributions to their communities.

### 4. OUR CAMPUSES

Envirotech operates three campuses from two different states: Queensland (QLD) and New South Wales (NSW). The campuses are all relatively close, only about a one-hour drive from campus to campus via the picturesque Pacific Coast Highway.

The Gold Coast and Byron Bay campuses offer an unforgettable learning experience.

- Professional academic programs
- Business acceleration
- First class locations and facilities
- Vocational placement and work experience
- Blended learning
- Online assessments, free tutoring, mentoring and academic services
- Multicultural academic and support staff
- Rolling intakes, studies commence every month
- Flexible payment plans
- Education pathways leading to university

<p><b>Head Office</b>  <b>Burleigh Heads</b>  <b>(Gold Coast):</b>          66 Goodwin Terrace,          Burleigh Heads          QLD 4220          Tel: (07) 55353766</p>	<p><b>Regional Office</b>  <b>Currumbin</b>  <b>(Gold Coast):</b>          10 Bains Road,          Currumbin Valley          QLD 4223          Tel: (07) 55353766</p>	<p><b>Regional Office</b>  <b>Byron Bay:</b>          33 Childe Street,          Belongil Beach          NSW 2481          Tel: (02) 66858111</p>
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**GOLD COAST - 64-66 Goodwin Terrace, Burleigh Heads QLD 4220**

The Envirotech Gold Coast beach front campus is in the idyllic “old theatre arcade” full of bustling Gold Coast culture.

Located in one of the most popular tourist destinations, our Burleigh Heads campus boasts a short walking distance to shopping centres, and is a hop, skip and jump away from some of Burleigh Head’s best recreational spots! We are just 15 minutes



from the Gold Coast International Airport, and there is easy access to public transport and many options for student accommodation.

**GOLD COAST – 10 Bains Road, Currumbin Valley QLD 4223**

Envirotech Education has a new campus located in the Gold Coast Hinterland in Currumbin Valley. Our third campus is the focal point of our Environmental Sustainability Hub. Surrounded by lush green rainforests and natural hinterlands, the wildlife and easy-going people allow for a great learning experience.



## BYRON BAY - 33 Childe Street, Byron Bay NSW 2481

The Envirotech Byron Bay beach front campus is in one of the world's tourist hot spots, in the most supportive learning environment across from the ocean, natural parks, resorts, trendy restaurants, hip cafes and locally owned shops. Byron Bay is one of Australia's cosiest and coolest surfing towns, just a short drive away from the scenic New South Wales hinterlands. Beach yoga, surfing lessons and cruising eateries are just a few of the activities to indulge in while opening your career prospects while studying with Envirotech in Byron Bay.



## 5. ABOUT US

### **Accelerator programs**

Envirotech Education Accelerator programs offer our students the opportunity to participate in the Australian workplace with placements in their chosen industry and an opportunity to develop their own business initiatives.

### **Nationally recognised qualifications**

Envirotech Education's range of qualifications are nationally recognised across different industries. We offer Certificate I courses to Advanced Diploma; and can assist in tailoring a university pathway.

### **Monthly intakes & four yearly term breaks (applied to class-based training)**

Intakes available at least once per month for our vocational education training programs, unless otherwise stated.

### **Innovative learning technologies**

As a paperless organisation Envirotech offers advanced learning technologies and online student learning portals.

### **Career building opportunities**

Envirotech Education offers learners a range of work placement and internship opportunities.

### **Tutoring services**

Envirotech Education offers a range of tutoring services, with Student Registrars available to assist learners with their education.

### **The Team**

Envirotech Education is proud to employ a multicultural team who, with their local and international experience, can provide our learners the support and information needed to ensure they get the most out of their study experience.

## Envirotech Education is a Microsoft partner

Our Microsoft Partnership offers specialised online and practical industry training incorporated into our Information Technology and Digital Media courses.

## Innovation Leadership Hub

The Innovation Leadership Hub is a unique multidisciplinary program promoting innovation, technology, sustainability and entrepreneurship skills to create new ways of thinking with the aim of advancing our learners' initiatives in their field of study.

## 6. Learner's Rights

Envirotech is strongly committed to the highest academic standards and the responsible delivery of the Vocational Education and Training (VET) Quality Framework. Along with those standards, we strive to provide exceptional customer service and always have open communications with our learners and their representatives from the beginning.

Please, refer to 'Envirotech Learner's Rights' where you can find essential information to protect yourself as a learner and customer, this will be found on the website:

- Enrolment deferral
- Suspension, cancellation, withdrawal or approved leave of absence
- Cancellation of enrolment
- Learner's concerns, complaints and appeals
- Consumer protection
- Privacy statement
- Appeal process

## PRIVACY OF YOUR PERSONAL INFORMATION

Envirotech will always respect your personal information and will only share your personal details with any third party only when there is a real need. In these cases, your personal contact, enrolment and course details may be

shared with Australian Governments and designated authorities, or any other relevant body.

### APPEAL PROCESS

This agreement, and the availability of complaints and appeals processes, does not remove the rights of the learner to act under Australian Consumer Law. The dispute resolution process of Envirotech Education does not limit the learner's right to pursue other legal remedies.

If a learner requires assistance from outside Envirotech they have the option to:

- Contact the office of Education Queensland International. Envirotech Education Provider No: 31971 CRICOS No: 03094J OR
- Access the complaints and appeals policy and procedure which is explained in detail, on the Envirotech website.



## 7. Enrolment Process

Online enrolment through Envirotech collects essential enrolment details from the learner. You must complete the Enrolment Checklist and submit all required paperwork listed, including evidence of your Language, Literacy and Numeracy level (LLN).

Following the enrolment process, Envirotech enters into a 'Training Agreement' with each learner.

### 7.1. Language Literacy and Numeracy

If you are wishing to undertake a qualification with Envirotech, you will be required to complete an LLN exercise to assist in determining the appropriate qualification for your education pathway.

In addition, there are certain entry requirements for different Government assisted programs such as VET Student Loans, and Certificate III Guarantee Program which must be completed before successful confirmation of enrolment will be advised.

Our administration team will discuss the specific entry requirements for the relevant qualification with you.

### 7.2. Offer Letter

Envirotech will endeavour to send an offer letter to the learner four days prior to enrolment start date.

The offer letter is the course or program contract, binding to both Envirotech and the learner. It is created once a learner submits the enrolment form together with all supporting evidence as per the checklist on the application form. It contains a summary of policies and procedures relating to learner's enrolment.

The offer letter is sent to prospective learners together with an invoice. To formalise the enrolment please return the signed document to Envirotech via email.

### 7.3. Payment of Fees

The letter of offer will state the amount payable before commencing study at Envirotech and the optional payment methods.

At this stage, the agreed tuition and service fees are advised and confirmed, with payment options finalised, depending on how the qualification will be paid.

Learners undertaking a qualification supported by the **Certificate III Guarantee** program will be advised how much their co-contribution fee will be as well as the funded amount Envirotech will receive as a Pre-Qualified Supplier with the Queensland Department of Education.

Learners undertaking a qualification assisted using a **VETSL Debt/liability** through the **VET Student Loans** program will be issued with a Statement of Covered Fees which outlines the relevant fees, loan fees and census dates for the duration of the qualification.

Learners undertaking a qualification directly with Envirotech and paying directly fee for service, will have the final costs determined and options for payment established as part of the enrolment process. When the payments are made, learners will be required to forward the transaction record to Envirotech via email.

After induction, all additional course fees are charged periodically through a direct debit service, or as per your funding and written agreement with Envirotech.

#### 7.4. Enrolment Completion

To complete your enrolment in accordance with the offer letter, please follow the steps below:

1. Read your offer details carefully and ensure all details are correct.
2. Read the 'Terms and Conditions of Enrolment' to which you agree to and be bound by.
3. Provide a signed copy of your enrolment offer, together with relevant evidence.
4. Make a payment of the required deposit as specified in the letter of offer, after accepting and signing your offer letter.
5. Your offer will be valid for 28 days from the issue date that appears on the bottom of the page.
6. Please refer to our website to see any course pre-requisite and conditions of enrolment before proceeding.

#### 7.5. Unique Student Identifier

If you are undertaking nationally recognised training delivered by Envirotech or any other registered training organisation, you will need to have a Unique Student Identifier (USI). You will need a USI if you are:

- A learner enrolling in nationally recognised training for the first time
- A school learner completing nationally recognised training; or
- A learner continuing with nationally recognised training.

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: 3DD58YH9U5.

Your USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account from 2016.

When applying for a job or enrolling into further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

If you have a USI, you must provide it as part of your online enrolment form completion. If you do not already have a USI, Envirotech will guide you on how to create one when you undergo induction and attend our orientation day.

If you prefer, you can apply for a USI yourself beforehand at:

<http://www.usi.gov.au/help-centre/student-help/Pages/create-a-USI.aspx>.

This website will also advise on the documentation and identification you need to create a USI.

A large, semi-transparent version of the Envirotech Education logo, featuring the same colorful roofline graphic above the text "ENVIROTECH" and "EDUCATION" in a large, spaced-out, sans-serif font.

## 7.6. Payment Plans

After the deposit, Envirotech offers you an option to pay your course tuition in several instalments.

Our payment plan is an option only for those who complete a direct debit form, through an Australian bank account. In that case, payment will be debited automatically from your bank account according to the offer letter payment schedule.

The regular amount debit on the link available on our website may not be the same as your payment plan. We will revise and modify the payments to be the same as your offer letter. A confirmation email will be sent once the account has been activated.

## 7.7. Payment Details

- Direct Debit is compulsory for learners with a payment plan;
- Transaction fees apply:
  - o Bank direct debit fees - \$1.58 (recommended)
  - o Credit Card direct debit fees –3.894% or for Amex 7.78%;
  - o Failed transaction fee - \$20.24
- The direct debit form must be completed prior to the start date of your course.

## 8. Recognition of Prior Learning (RPL) and Credit Transfer

Recognition of Prior Learning (RPL) allows a learner to receive exemptions for the knowledge and skills they have already attained or for those who have had extensive work experience. Learners who have completed previous studies and have units which may be credited to their proposed course, should present appropriate evidence, such as Certified Statement of Attainments, to determine which units may apply for a Credit Transfer before starting.

Envirotech offers learners the opportunity to apply for RPL upon enrolment. It is your right to be awarded for your skills and experience and we feel privileged to assist you in achieving this. The RPL process is rewarding and engages applicants through the process to create a portfolio demonstrating their accumulated professional achievements.

For further information about RPL and the process at Envirotech, access our Envirotech RPL Guide, and Credit Transfer & RPL Form.

A written application should be submitted before or during the enrolment process into the selected course. Credit transfer application must include:

- A statement of attainment showing the awarding registered provider
- Course code and title
- Units of competency code and title
- Result and date

An application for credit transfer or RPL is assessed by a qualified Trainer. If a learner is not satisfied with the decision, they may appeal. Policies and procedures related to the appeal process can be obtained from the Envirotech website.

Granting of RPL or Credit Transfer may result in the shortening of the actual duration of the course, which, in the case of funded courses, Envirotech will notify the Department of Education once finalised.

Learners should apply for Credit Transfer or RPL before their funding application is lodged, or in the first 2 weeks of the course enrolment (before

the first census date as it appears on the offer letter). Course duration will then be amended as required.

## 9. 4 Steps for RPL

### 1. RPL initial application

Learners should apply for recognition at enrolment within the two (2) weeks following enrolment. The learner, with support from Envirotech, must identify the appropriate qualification / unit for which they seek recognition.

RPL applications must be supported with the learner's current CV.

### 2. Personal interview

Envirotech will interview the learner and advise of the selected RPL units and the evidence gathering requirements. The interview allows time to examine the learner's CV and assisting learners on how to construct a reasonable evidence portfolio.

The learner will be given access to the full curriculum, so they can clearly identify the learning outcomes or competencies and the type of required evidence.

### 3. Gather and submit your work

The gathering of competency evidence is the fundamental stage of the RPL process where each individual learner must seek the unique work outcomes demonstrating their skills and knowledge. To submit the RPL for assessment, an application form should be completed and forwarded to Envirotech with all supporting evidence.

### 4. RPL finalisation

Envirotech will then analyse individual experience and qualifications and compare them against appropriate learning outcomes/competency statements. If the claim matches the learning outcomes/competencies, then full recognition for the selected units will be granted.

## 10. Professional Gaps

When a professional gap is identified by Envirotech the learner may be required to complete additional gap training.

Learner s may appeal the decision and ask for a subject matter expert to make a recommendation. The cost of this further process will be borne by the learner.

A letter of advice of the outcome will be forwarded to the learner within two weeks of the final decision.



## 11. Training Environment

As a paperless organisation, all Envirotech learning resources are available to learners electronically to a productive, technology-based learning environment.

Envirotech staff must meet strict criteria before conducting any training or the validation of assessments and fostering a personal approach to studying. The minimum qualifications we require our Trainers to hold are: Certificate IV in Training and Assessment, relevant industry experience, and any occupation training requirements as stated within course curriculum and/or training packages.

Along with class sessions Envirotech learners can participate in and contribute to class discussions and group activities. They maintain a close relationship with the Trainers and are encouraged to adopt new knowledge and abilities when studying.

Learners with special needs will be identified in collaboration between the learner and the trainer. These needs will be addressed through reasonable adjustments to enable the learner to achieve their goals and the completion of the qualification wherever possible.

Learner feedback is highly valued to continuously improve our operations. Therefore, we encourage our learners to complete an online feedback form at the end of each term, to evaluate, analyse and improve processes during the term break. Envirotech also conduct annual student feedback surveys.

Learners are always welcome to provide feedback, in person or via email on any matter, as we believe in an 'open door' policy.

## 12. Training and Assessment

Envirotech delivers nationally accredited courses. Upon successful completion, you will be entitled to receive a nationally accredited qualification. In the completion of units of competency, a 'Statement of Attainment' will be issued. Courses are designed to meet the national standards and requirements and will comprise several units of competency. Learner skills and knowledge are assessed against the units of competency criteria, and if met, will be marked as competent. Qualifications are issued upon gaining competency in all required units.

All learners participating in training with Envirotech, shall be issued with either a;

- Full AQF Certificate and Transcript or
- Statement of Attainment (when partial qualification is completed)

**Re-issuing Qualifications:** If your certificate or equivalent document is misplaced or damaged, contact Envirotech administrative staff to order a replacement. This will attract a cost of \$20.00 plus postage. Qualifications are issued from the results and are appropriately stored for 30 years.

ENVIROTECH  
E D U C A T I O N

## 13. Delivery and Assessment

Envirotech offers delivery of its courses in a classroom, online or in a blended delivery mode. Classroom delivery can be conducted in a face to face methodology, on campus, through a combination of lectures, group discussions, practical sessions and individual activities.

Assessments and course content are all online on the Envirotech learning management system. Learners can access their course materials and assessments from any digital device, any time, using internet connection. The combination between a face to face and online delivery mode provides learners a flexible and supportive learning environment, where they gain new skills and knowledge, relevant to the course they are studying.

The online system has a range of online tools and learner's dashboard to support your learning and advance your experience. Through the dashboard, learners can monitor their progress, prioritise their studies and activities towards course completion, monitor their calendar and class schedule and communicate with trainers and class peers online.

**Re-assessment:** Learners have 3 attempts for gaining competency in a unit. If a re-assessment needs to be undertaken outside of normal operating hours, a once off fee of \$70 may be imposed. Should the learner again be unsuccessful, they will receive a further 14 days and additional support before being required to retake the second and third assessment attempt. In the case of a student still being deemed 'Not Yet Competent' in any unit of competency after this process, the learner will be required to undertake the complete unit again and to present all the relevant tests and assignments. This can be expected to incur further fees. Repeated 'Not Yet Competent' outcomes may result in exclusion from the program or a requirement to restart the full current term work.

## 14. Course / Unit Results

The following results are used to record unit outcomes on the above documents:

As a learner progresses through a unit and completes the various assessment tasks, they are assessed on each task as '*satisfactory*' or '*not satisfactory*'. If a learner is assessed as '*not satisfactory*' they are given an opportunity to resubmit. Once all tasks for the unit subject have been completed satisfactorily, the outcome result of '*competent*' is recorded.

If the tasks for the unit have been completed unsatisfactorily, the outcome result of '*not yet competent*' is recorded. Re-assessment can be undertaken to attempt the relevant work again.

**Competent:** When achieving satisfactory results in each of the unit sub modules assigned.

**Withdrawn:** The learner has withdrawn from a unit or course and not completed all required learning outcomes.

**Exemption:** The learner has been granted exemption from studying the unit due to previous study or an approved Recognition of Prior Learning process.

**Not Yet Competent (NYC):** The learner has been assessed and has not yet demonstrated competency in all the learning outcomes for an individual unit.

## 15. Special Consideration and Deferred Assessment

Envirotech may provide special consideration or an extension of time to a learner in any unit and in respect of any assessment item. Learners may apply for special consideration or extension if:

- Their performance in an assessment item was seriously affected by a reasonable situation beyond their control (such as medical grounds, compassionate circumstances, religious grounds); or
- They were seriously disadvantaged when the assessment was attempted, on the grounds of illness, accident, disability, bereavement or other compassionate circumstances.

## 16. Other Programs

### 16.1. Government Funding

Domestic learners may be able to gain funding for their course through a variety of additional funding opportunities. Envirotech is a Pre-Qualified Supplier under the VET Investment Plan, encompassing, the User Choice Program and Certificate III Guarantee Program, a Centrelink qualified training organisation and an approved VET Student Loan provider. Learners must check their eligibility to funded programs by contacting our enrolment officers, who will explain the eligibility and entry criteria, prior to proceeding with the enrolment process.

### 16.2. Traineeship & Apprenticeship

Envirotech provides Nationally Recognised qualifications under this funding program which are adjusted to suit individual business needs and apprenticeship programs for some of our courses. We provide flexible training options allowing for on-the-job training, with negotiations around time, location, and the nature of the training to suit individual business needs.

### 16.3. User Choice Program

The User Choice Program is a national initiative for trainees and apprentices designed to address specific shortfalls in the industry through employment supported education. It is a national policy governing the flow of public funds to Registered Training Organisations (RTOs). The purpose of User Choice is to make Vocational Education and Training (VET) more responsive to the needs of industry and employers.

The User Choice policy works in conjunction with the Australian Apprenticeships system, enabling employers and apprentices/trainees to:

- Choose an RTO to best provide their training services;
- Negotiate key aspects of training, such as where, how, and when it is provided;

The program entitles apprentices and trainees to have their course funded by the program. Additional federal financial incentives are available, subject to eligibility, of up to \$3,000 in payments for upskilling existing or new employees.

#### **User Choice Program:**

[[www.training.qld.gov.au/training/incentives/userchoice](http://www.training.qld.gov.au/training/incentives/userchoice)]

### 16.4. Certificate 3 Guarantee

Envirotech currently offers Certificate 3 Guarantee (C3G) funding on a selection of Certificate III level courses.

The Certificate 3 Guarantee (C3G) supports eligible individuals to complete their first post-school certificate III level qualification and increase their skills to move into employment, re-enter the workforce or advance their career. The program also supports school students to access training and Queensland's Year 12 graduates to transition to employment by providing fee-free training in high priority qualifications.

The program is open to any Queensland resident aged 15 years or over who is no longer at school (except for VET in Schools students) and is an Australian or New Zealand citizen or Australian permanent resident (including humanitarian

entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency. Prospective learners must not have or be enrolled in a certificate III level or higher qualification, not including qualifications completed at school and foundations skills training.

To access the Department of Education and Training C3G fact sheet, please go to <https://training.qld.gov.au/site/providers/Documents/funded/certificate3/c3g-factsheet-student.pdf>

If you would like more information on what courses we have available under Certificate 3 Guarantee funding and to check your eligibility, please contact our office.



## 16.5. Vet Student Loan (VSL)

On 1 January 2017, the VET Student Loans program commenced.

This is a student loans program that replaces the VET FEE - HELP scheme, to give eligible learners access to quality higher level VET qualifications, particularly those learners who could not otherwise afford to pay upfront.

The funding is available for all Envirotech Diploma and Advanced Diploma level courses, and learners must meet criteria and eligibility requirements.

Student loans become part of their VET STUDENT LOAN PROGRAM VETSL debt and must be paid back at the relevant repayment rate when repayment income is above the compulsory repayment threshold. The compulsory repayment threshold is adjusted each year. The compulsory repayment threshold for the 2018-2019 income year is \$51,957.

VSL students incur liability to pay tuition fees for each part of their course on the **census** day for that part of the course. Students who do not wish to incur a liability for that part of the course, must withdraw their enrolment in that part of the course, **before** the census day. Students must withdraw in writing and in accordance with the Envirotech cancellation policy.

Full fee-paying learners will incur a 20% loan fee on their VET Student Loan. Learners whose enrolment is subsidised by a state or territory government do not incur a loan fee.

Learners will be notified in their offer letter, the total loan amount and if any gap fees are required to be paid. Additionally, the offer will specify census dates throughout the course.

Please refer to the Envirotech website for further information, available forms and relevant policies.

## 17. Work Placement

Here is your chance of improving employability skills and preparing yourself for the Australian job market.

The competition for graduate jobs in Australia is high and challenging. As a learner, you are competing against locals who are familiar with the culture and industry. Having a second or postgraduate qualification is no guarantee of gaining a job and you may need to put extra effort into persuading an employer to hire you.

Therefore, the work placement component as part of your course, can be a good platform to gain vocational experience and network with industry professionals.

### 17.1. Internship

An Internship is a temporary position within a host organisation with an emphasis on on-the-job training. From that you can gain practical training and experience, helping you to develop a network of professional contacts. These can be useful for future references and increasing your chances to find a similar job in your local area.

Envirotech Diploma and Advanced Diploma level courses will incorporate work placement and internship components to assist you in integrating into the work force and get practical experience.

### 17.2. Intern at Envirotech

Our internship program primarily aims to provide learners with valuable work experience by investing their vocation skills in an industry in the context of our institution.

Participation in this program will provide an intern with work experience, that will be linked to your course of study at Envirotech. It is an unpaid position for a fixed duration.

This work experience and employment training will be of no charge to you.

### 17.3. Main Benefits

1. Find out about different aspects of work in a business environment;
2. Future long-term career prospects on board at Envirotech, by the end of the program;
3. Advice on pathway decisions such as whether you are suitable for a specific career or job choice;
4. Networking opportunities, meeting other professionals who may help you with future job opportunities or with references required in job applications.
5. Immediate opportunities to use classroom acquired skills.
6. Develop a 'can do' level of confidence supported by real work environment experiences.

### 17.4. Labour Market

The current labour market in Australia is becoming very competitive with changes in the economic landscape.

Our range of initiatives have been assisting learners every day to successfully enter the labour marketplace. Each learner who comes to us is provided with a tailor-made action-plan which will help them focus and attain stronger results.

*More information is available at “Understand our Programs” located on our website.*

## 18. Tips for Studying Effectively

- Make a weekly timetable that includes time for study, mark in deadline dates for any work that needs to be handed in for assessment e.g. assignments, projects.
- Keep up to date with class work by taking notes during the session and reviewing work at home.
- If you are studying via 'online' ensure that you keep to your schedules for work completion.
- Prioritise your study with your work and personal life; you may have to give something up to be able to meet your study commitments.
- Revise your work prior to the next training session.
- Do take regular breaks during study sessions.
- Study at the time of day that best suits you.
- Give yourself a reward (snack, cup of coffee or do something you like) when you have completed the study task for the session.
- Visualise what you are reading about.
- Develop notes as you read, noting any new terms with their translation or meaning.
- Relate what you are reading about to what you already know.
- Ensure that you have plenty of fresh air, as one of your brains main foods is oxygen.
- Email your Trainer with any question or difficulty you come across in your home assignments.

## 19. Expectations of Learners and Housekeeping

### 19.1. Statement of Understanding

You must sign the 'Statement of Understanding' in your induction to indicate that you understand and agree with the conditions contained in this handbook. Also, refer to our policies & procedures to be aware of your responsibilities as an Envirotech Learner.

## 19.2. Self-directed Learning

Envirotech strongly encourages you to engage in self-directed learning activities in consideration that this is a major attribute in the workplace, including continual updating of knowledge and skills and development of new skills and knowledge. Envirotech will assist learners to develop such skills in tutorial sessions. Further optional access and staff assistance outside of class contact hours is available by prior arrangement at our office.

## 19.3. Change of contact details or situation

You must advise Envirotech of any changes in your personal details within 7 days of the change. You can update your personal details on the learner portal website, or simply notify our Student Registrar.

## 19.4. Clothing

Remember to bring a sweater or jacket if you feel the cold, as air-conditioning in the class is usually on. Please do not wear any offensive words or pictures on your clothing- other people may get upset or offended. Learners are expected to be dressed in an appropriate manner and footwear should be always worn.

## 19.5. Multicultural and English language

Envirotech delivers our courses to domestic and international learners. We provide new arrivals with multicultural support while we request that English only is spoken around our campuses. It is important to be patient and respect each other in class and in general.

## 19.6. Eating and Drinking

Food and drink are not allowed in the classrooms. You can make lunch in the kitchen and eat it in the learner common room. It is your responsibility to leave your area clean and tidy.

### 19.7. Punctuality

Please don't be late. Coming late to class disrupts others in your class and distracts your Trainer. There are penalties for lateness and if you are more than 15 minutes late, you will be marked absent for one hour on the class roll. This could affect your attendance.

### 19.8. Keeping a copy of your work

Please retain a copy of all work that you submit to Envirotech. Regrettably we must ask you to re-do any assessments and/or assignment tasks that are lost.

### 19.9. Drugs and Alcohol

Consumption, or being under the influence, of drugs and alcohol or elicit substances during training hours or abusing a Trainer or other work colleagues is unacceptable and will result in you are being asked to leave the premises. Continued abuse of this policy may result in your removal from the training program or course. Learner's behaviour must not disrupt or threaten other learners or company personnel. Abusive behaviour, verbal or physical violence can result in instant withdrawal from a program.

### 19.10. Smoking

Smoking is not permitted inside the Envirotech buildings and campus outdoor areas. Smokers are only allowed to smoke when well away from the main Envirotech buildings. Smokers are required to smoke on dedicated breaks only and to ensure that all butts or other debris is placed in the receptacles provided.

### 19.11. Mobile Phones

Mobile phones must remain on silent during all training sessions. Learners may make and receive calls during structured class times if necessary. However, the phone must be set to silent or meeting modes to avoid disturbance of staff and other learners during class.

### 19.12. Medical Attention

If you have an ongoing medical condition, you must make us aware of the situation at the time of enrolment. If the condition requires continuing medical attention or treatment, this must also be declared at that time and the Chief Executive Officer kept informed of the required treatment, including any medication required to be taken during class time. In the event of a learner requiring treatment, the Trainer is to be advised immediately so that appropriate action can be taken, and any necessary medical treatment obtained.

### 19.13. Envirotech Equipment

Individual learners are responsible for the safety, care, health and hygiene standards and to ensure that equipment is cleaned and returned in accordance with Envirotech policy and Trainer's instructions. No equipment or products may be taken from an Envirotech premises for any reason whatsoever. Any learner found removing Envirotech property from the premises without prior consent is subject to instant dismissal from Envirotech on the grounds of misconduct.

ENVIROTECH  
E D U C A T I O N

#### 19.14. Workplace Health and Safety (WHS)

Envirotech is committed to providing a safe and healthy environment for all learners. We aim to achieve the highest degree Workplace Health and Safety and Security by adhering to government legislation and taking personal interest in the wellbeing of our learners, staff and visitors.

Learners are required to participate in all training activities and carry out any tasks that may be asked for by the Trainer to the best of their ability and these will include in each unit a reference to the relevant WH&S procedures.

All self-paced learning workbooks and/or assessments must be completed, even when learners perceive that they already referred to the WHS components in previous units. Learners are required to wear workplace uniforms as directed for any scheduled practical training sessions.

#### 19.15. Learner Misconduct:

**Misbehaviour is defined as learners who display unacceptable behaviour in accordance with the Student Handbook and Code of Conduct.**

To ensure all learners receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. Examples of unacceptable behaviour include but are not limited to the following:

- Continuous interruptions of the Trainer.
- Smoking in non-smoking areas.
- Being disrespectful to other learners.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places themselves and others at risk.
- Refusing to participate when required, in group activities.
- Continued absence or late arrival at required times

## 19.16. Duty of Care

### Who is responsible for Workplace Health and Safety?

All employees and learners are responsible for their own health and safety in the workplace and training environment.

Learners are responsible for not only their own health and safety but also the health and safety of others within their working environment. Learners should report unsafe working conditions, faulty equipment and accidents in the workplace/training environment immediately to their Trainer, supervisor, manager or administration staff.

To meet this commitment, each person must take all reasonable care to prevent injury to others, damage to the school or plant and equipment, identifying risks and hazards in the workplace and reporting them. Learners should abide by safe working practices and comply with all health and safety regulations.

## 19.17. Emergency Contacts

- Police/Fire/Ambulance: 000
- SES assistance in floods and storms: 132 500
- Police attendance: 131 444 (all states except Victoria)
- Road Assistance QLD: 13 1905
- Road Assistance NSW: 13 1111
- Poisons Information Centre: 13 1126
- Community Health: (07) 55198242

### Gold Coast Hospital

1 Hospital Boulevard, Southport QLD 4215 | 1300 744 284

[www.health.qld.gov.au/goldcoasthealth](http://www.health.qld.gov.au/goldcoasthealth)

### **Robina Hospital**

2, Bayberry Lane, Robina QLD 4226 | (07) 5668 6000

[www.health.qld.gov.au/services/goldcoast/gcoast\\_robina\\_hosp.asp](http://www.health.qld.gov.au/services/goldcoast/gcoast_robina_hosp.asp)

### **Tweed Hospital and Community Health Services**

Corner Florence & Powell Streets, Tweed Heads NSW 2485 | (07) 55067416

[www.nswlhd.health.nsw.gov.au/about/community-health/tweed-heads-community-health](http://www.nswlhd.health.nsw.gov.au/about/community-health/tweed-heads-community-health)

### **Byron District Hospital**

10, Shirley Street, Byron Bay NSW 2481 | (02) 6685 6200

[www.service.nsw.gov.au/nswgovdirectory/byron-district-hospital](http://www.service.nsw.gov.au/nswgovdirectory/byron-district-hospital)

### **Byron Bay Hospital**

54, Wingsdale Rd, Ewingsdale NSW 2481 | (02) 6639 9400

<http://nswlhd.health.nsw.gov.au/about/hospitals/byron-central-hospital/>

#### **19.18. First Aid Kit**

The first aid kit is provided for use by all staff and learners and is maintained by the Red Cross. The first aid kit is in the staff room.

#### **19.19. Critical Incident**

Critical incident refers to any traumatic event or threat of such which causes extreme stress, fear or injury.

Envirotech has a documented critical incident policy together with emergency and WH&S procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Learners who identify a critical incident must report the incident immediately to any of Envirotech's staff.

**Critical incidents may include (but are not limited to) events such as:**

- Missing learners;
- Severe verbal or psychological aggression;
- Death/ suicide, serious injury, violence or any threat of these;
- Widespread infection/ contamination or the threat of these;
- Natural disaster;
- Substantial damage to facilities;
- Deprivation of liberty and/ or civil unrest;
- Matters of high risk to personal safety;
- Issues such as domestic violence, sexual assault, drug or alcohol abuse; and
- Publicity with the potential to significantly damage/disrupt the reputation or operations of Envirotech Education.

Note: Non-life threatening events could still qualify as critical incidents.

#### 19.20. Emergency Meeting Point

### **BURLEIGH HEADS CAMPUS**

Please refer to the emergency and evacuation plan located in each classroom and on walls across the campus building.

If there is an emergency, the designated assembly point will be at the entrance of the building, near *Baskin Robbins*.

Fire extinguishers are located along the corridors outside the classrooms.

## **BYRON BAY (BELONGIL BEACH) CAMPUS**

Please refer to the evacuation signs located in each classroom.

If there is an emergency, the designated assembly point will be at the entrance of the building, next to the *Envirotech sign*.

## **CURRUMBIN VALLEY CAMPUS**

Please refer to the evacuation signs located in each classroom.

If there is an emergency, the designated assembly point will be at the main carpark towards the greenhouses.



## 20. Learner Services

Envirotech staff are available during business hours to answer any inquiry and assist with your enrolment. Business hours are 9:00am to 5:00pm Monday to Friday.

Envirotech administration staff has a special interest in ensuring you get through your course as smoothly as possible. The administration staff are well experienced in sorting out any problem you may have concerning the administration of your course. Their years of experience in administration and customer service roles will ensure all your questions are answered, and if they don't know the answer, they will find out for you.

## 21. Internet Accessibility

All Envirotech learners have free access to the Envirotech wireless internet network whilst on campus.

## 22. Photocopying and Printing Facilities

Services are available through the administration office and incur costs of 20 cents per page and 50 cents per colour page.

## 23. Library Access and Learning Resources

Envirotech makes available to each learner, additional study materials that include:

- Digital Media– relevant to course information, visual re-enforcement.
- Audiotapes – learners are encouraged to tape lectures for back-up study tools.
- Review sessions with relevant instructors.
- Sample tests for homework.

Envirotech campuses are located close to public libraries, that are easily accessible for learners.

## 24. Learners' Amenities

Accessibility and availability of learners' basic amenities include a kitchen, coffee and tea station with free coffee and tea to all learners always, clean and accessorised toilet rooms, showers and free drinking water.

It is the responsibility of learners using the learner amenities area to ensure that the area is clean and tidy, all amenities are always clean always and that all utensils are cleaned and returned to the storage area provided by the end of each day.

## 25. Notice Board

A learner notice board is provided in the classroom area. Learner information relating to course calendar, course information and other notices will be posted on the notice board. Learners wishing to post their own notices must first seek approval from Envirotech staff.

## 26. Discounts

You have access to a variety of discounts in several businesses within the campus area as an Envirotech learner. For additional information, you should refer to the Student Registrar.

## 27. Personal Meetings with Learners

Envirotech has an open communications policy and learners are encouraged to approach staff for any matter, regardless of relevance to the course and academic requirements.

## 28. Welfare and Social Services

All learners have access to the guidance of social and welfare services by a qualified social worker including confidential personal guidance to help resolve any personal issues, which may be affecting their studies or achieving progression in course outcomes and requirements. Appointments can be made at the administration office.

### 28.1. Counselling

Counselling services are provided to all learners at no cost.

Counselling services may be also contacted by phone and via the internet, the following contacts may be of service:

[www.health.qld.gov.au](http://www.health.qld.gov.au)

[www.aihw.gov.au](http://www.aihw.gov.au)

[www.lifeline.org.au/goldcoast/lifeline\\_services](http://www.lifeline.org.au/goldcoast/lifeline_services)

### 28.2. Student Cards

As part of the enrolment process, you need to supply a photo as a Passport style, in high resolution and in a white background. And on your first day at Envirotech, issue you your student card. The student card comprises your personal details, therefore it is not transferable to anyone else but you.

The card will allow you concessions for transport and different social activities.

### 28.3. Educational Guidance and Tutoring

Learners that are experiencing difficulties with their studies and course progress are supported by an Envirotech Trainer, who is available on Fridays to all learners at no cost. A tutoring session during assistance day must be booked in advance at the office.

#### 28.4. Learner Records

All learner records are kept in a secure location and are accessible to staff only. Any learner wishing to view their records can do so by logging into their learner portal.

#### 28.5. Legal Services

A free legal service is available at Legal Aid Queensland, 1<sup>st</sup> Floor, 100 Scarborough Street, Southport QLD 4215. Telephone: 1300



Approved	Compliance	16/04/2019	<b>Next Review Date: 01/04/2019</b>
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