



eLA

eLearning Australia

STUDENT HANDBOOK

eLearning Australia
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RTO's NTIS Provider No 32051



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Welcome to eLearning

On behalf of the staff at eLearning Australia, we would like to welcome you.

To help you to understand the way our organisation works and to help you get the most from your studies, we are providing this Student Handbook which we hope will answer many of the questions you have about studying with us.

Please take the time to read this handbook and sign the form at the back of the book acknowledging that you have done so. In accordance with the Privacy Act, eLearning Australia would also appreciate your signing the consent form. If you would like further clarification, please feel free to talk to one of our staff members.

This acknowledgement form will be retained in your student file.

If, after reading this booklet you have any questions, please ask your teacher or another staff member to explain.

All staff members are here to assist you to learn as quickly as possible and we encourage you to talk to us at any time to discuss any problems you may have.

We trust that your time with eLearning Australia is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

The Management Team
eLearning Australia

Students and Responsibilities

eLearning recognises that students have the right to:

- expect eLearning to provide training of a high quality that recognises and appreciates their individual learning styles and needs,
- have access to all eLearning's services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation,
- have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment,
- be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement,
- appeal for a review of the results of an assessment,
- expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it,
- learn from fully qualified, competent and diligent Trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly,
- learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination,
- be treated with dignity and fairness,
- expect that eLearning will be ethical and open in their dealings, their communications and their advertising,
- expect that eLearning will observe their duty of care to them,
- efficient handling of administrative matters and in the processing of fees, concessions, refunds etc,
- privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law.

Students' Responsibilities

Students are responsible for:

- understanding and accepting the enrolment conditions for the courses they undertake.
- providing accurate information about themselves at time of enrolment, and to advise eLearning of any changes to their address or phone numbers within 7 days.
- paying of all fees and charges associated with their course and providing their own course requirements where notified.

- recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- regular and punctual attendance.
- ensuring they attend classes sober and drug free, and smoke only in open areas away from other people.
- the security of their personal possessions while attending a course.
- promptly reporting all incidents of harassment or injury to eLearning administration office.
- respecting eLearning property and observing policy guidelines and instructions for the use of equipment.
- seeking clarification of their rights and responsibilities when in doubt.

The Australian Quality Training Framework (AQTF) Standards

You are about to consider becoming a student in the process that can result in achieving a nationally accredited qualification.

The required standards are defined in the Australian Quality Training Framework (AQTF). DETA QLD audits Registered Training Organisations (RTOs) to ensure compliance against these standards.

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance to the AQTF standards and will be re-audited during its subsequent five-year registration period.

These standards and the auditing process are intended to provide the basis for a nationally- consistent, high quality vocational education and training system.

The Australian Quality Training Framework is a training system and is a key driver of Australia's economic and social growth. It is a national training system that provides the basis for high-quality, industry developed and nationally recognised training.

The Australian Quality Training Framework (AQTF) is a national set of standards, which assures nationally consistent, high-quality training, and assessment services for the clients of Australia's vocational education and training system. AQTF 2007 is the current version of the framework, effective from 1 July 2007.

As a Registered Training Organisation, eLearning adheres to this system and does all within its power to remain compliant. From time to time students will be surveyed and their cooperation will assist this organisation in remaining compliant.

Trainers' Responsibilities:

All Trainers employed by eLearning must ensure that:

- the qualifications they hold are current and relevant to the modules which they teach,
- any information passed on to students is accurate
- any advice given is done so consistent with the National Code and eLearning's own Code of Practice.
- all student attendance is recorded accurately as per the Roll Book provided for each module that is delivered.
- all absences are recorded for each session.
- attendance and absence information is passed on to the registrars in the roll book in a timely manner.
- classes are held as scheduled by eLearning and any changes are to be reported immediately to ensure continued compliance.
- eLearning Management is advised of any addition or increase in the number of students in a class for any reason in case alternate arrangements need to be made for classroom allocation.
- no changes in classroom allocation are made outside those authorised by the course co-ordinator.
- trainers who successfully complete additional qualifications advise eLearning of such and provide certified copies of the qualification and transcript.

Student Records

As a student, you should be aware that our lecturing staff is required to:

- supply in a timely manner accurate records of student's academic performance for each unit of the course which the Trainer delivers and/or assesses.
- supply in a timely manner as per eLearning's procedures accurate attendance records of student(s) for each session they deliver.
- refrain from engaging in or permitting any practices that could result in false attendance records.
- sign and verify attendance records for each and every session which they deliver or supervise.
- if Trainer is aware that a student has been absent for more than five consecutive days, the Trainer is required to notify management.
- assist in ensuring that students are not allowed to repeat any unit more than once.



Attendance

Expectations

Your employer and yourself will come to an agreement on the times you will have to study online, these options include (but aren't limited too):

- One day a week– at work
- One day a week– at home
- Various part days at work
- At work, but before work time
- After work, at home, in own time

Whichever you and your employer decide on, it is important that you email your trainer so that they can enter this into the system. Once the frequency of training has been set, your due dates will be finalised, and you will have to inform your trainer in writing (email) if you aren't going to be online.

Due Dates

Whenever you are enrolled in a competency, you are given a due date, as stated in your training plan. If you are unable to complete the competency by the due date then you will need to fill out a 'Request an Extension' form. The link to this form is available on the front page of the training site.

Accidents

All accidents must be reported at Reception and recorded on the Incident Report Form (see Appendix "B"), which must be signed by the Principal. Any action taken must be recorded. Follow-up will be completed the following day to ensure the student's well-being.

First Aid

In the event of a student requiring First Aid, a trainer or staff member will administer First Aid and the student must complete the Incident Form. Should medication be required, students will be referred to a medical assistant and if necessary will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with the student until it arrives.

Academic Progress

It is expected that a student should demonstrate continuing progress, eventually achieving competency in all units undertaken. (See notes re competency based training and assessment page 12). Students are expected to participate actively in class discussions and activities, attend practicum and fulfil all course requirements. If students are unable to achieve competency at the first assessment in a unit, Trainers will work with students to identify areas of need and support students efforts to achieve competency. Opportunities are provided for students to re-sit assessments.

Dress Code

Dress requirements are neat casual or business attire. Please note that shorts and thongs are not considered suitable attire. For some courses there may be required footwear or dress.

Behaviour – Please also refer to “Netiquette”

Students are expected to reflect the ideals and code of behaviour of eLearning in their dealings with fellow students, members of staff and the general public. All students are expected to adhere to the rules and to co-operate in the effective running of eLearning.

Our organisation strives to achieve the following "basic principles" of interpersonal behaviour:

- to be focused on the situation, issue or behaviour, not on the person.
- to assist in maintaining the self-confidence and self-esteem of others.
- to maintain constructive relationships with all staff and fellow students.
- to take the initiative to assist in making things better.
- to always lead by example.
- to always respect the property of eLearning, staff and fellow students.
- to refrain from using inappropriate language with the understanding that to do so will not be tolerated.
- to always turn off Mobile phones during classes
- to refrain from consuming food or drinks in non-designated areas at eLearning.

Water bottles in classrooms are acceptable.



Every staff member and student should hold every other staff member and fellow student responsible for living up to these principles at all times.

Plagiarism and Cheating

Collusion, plagiarism or cheating in assignments, class assessments or examinations will not be tolerated. Trainer will advise all students of the many different ways to avoid plagiarism. Students who are proven to be involved in such activities will not be permitted to continue their course.

Theft/OnLine Theft (Hacking)

Students whom are found to be entering eLearning's on line system without permission or authorisation will be reported to the appropriate governing bodies and may be prosecuted. Any students whom have found to tampering with grades or any work submitted to eLearning will also be reported and may be prosecuted.

If training on site eLearning Australia is not responsible for the safety of your belongings so we ask that you keep all of your possessions in clear sight.

Smoking

eLearning premises (including classrooms, toilets, and general office areas) are smoke free zones. If students wish to smoke, they should do so outside the buildings in designated smoking areas.

Change of address

Students are required to promptly notify eLearning of changes to their addresses and telephone numbers within seven (7) days of the change.

Part Time Studies

Students may be able to undertake courses on a part-time basis by negotiation with the Principal.

Access and Equity

eLearning is committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.



All students have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All students who meet the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within eLearning scope of registration.

Any issues or questions raised regarding access and equity can be directed to the Principal.

Some examples of support offered include:

- language and Literacy support of students who have difficulty with written or spoken English.
- numeracy support.
- Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of students.

Course Withdrawals

If a student desires to withdraw from a full-time or part-time course prior to completion of the normal expected training period offered by us, notice must be given in writing. As a general rule, no refund will be payable after course has commenced, however, exceptions will be considered on a case-by-case basis.

- See refund policy.
- The student will be issued with a nationally recognised Statement Of Attainment for any units in which the student has been assessed as competent as recognition of partial completion of the course.

Change of enrollment details

It is your responsibility to notify us of any change of name, address or employment, which occurs during the term of your studies with us.

Issuing of qualifications

eLearning will issue all AQF qualifications and statements of attainment within 21 days of the training programs completion. All qualifications and statements of attainment issued by eLearning comply with the standards outlined within the Australian Qualifications Framework (AQF) implementations handbook and in accordance with the requirements of AQTF 2007.

eLearning will only issue AQF qualifications and statements of attainment within its scope of registration that certify the achievements of qualifications or industry/enterprise competency standards from

nationally endorsed training packages or qualifications, competency standards or modules from accredited vocational courses.

Recognition of Prior Learning (RPL)

Recognition of Prior learning is a term that covers Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Skills Recognition. The term “recognition processes” refers to assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the Australian Quality Training Framework, competencies may be attained a number of ways. This includes through any combination of formal or informal training and education, work experience or general life experience. In order to grant recognition of prior learning/current competency the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards of Training Packages or competency outcomes specified in Australian Qualification Framework (AQF) accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Knowledge and skills can be acquired in a variety of ways:

- Through a formal learning process, such as attending school or completing a short course,
- Through work experience, such as being taught on the job how to do something or though
- Life experience or personal experience, such as a hobby or experience at home.

There are no limits on where or how the student acquired the skills.

eLearning has an established RPL process.

The procedure for applying for Recognition are:

1. The potential student is informed of the course contents and of the existence of an RPL process prior to/or at the time of enrolment.
2. If the RPL applicant wishes to make an application for RPL, they are invited to verbally discuss their basis for RPL, the purpose of this is to prevent poorly supported claims from being made and to ensure that the potential RPL applicant is fully aware of the RPL process.
3. If the applicant decides to proceed with the RPL process then, upon payment of the prescribed sum, they will be issued with the RPL kit, containing:
 - a. An RPL application form, outlining the basic information about the application and the units of competency they are making claim for.

- b. A guide for the portfolio of evidence that the student will need to amass to show the support their claim for RPL; three forms of evidence from the list below will be acceptable:
 - i. Letters or statements for experts attesting to the applicants ability
 - ii. samples of work or documentation completed
 - iii. certificates from courses attended,
 - iv. details of participation in activities, this may include resumes, or other types of records
 - v. videos demonstrating skills,
- c. The portfolio of evidence will be assessed by a competent person.
- d. The assessment will be determined and results forwarded in writing to the applicant.
- e. The applicant has an opportunity to appeal if they feel that this is appropriate, in which case the appeal is managed from the Academic Appeal process.
- f. Included with the assessment decision will be feedback informing the student of the reasons for the decision.

RPL Fee: RPL will be charged at the usual cost of the unit of competency.

Credit Transfer Policy

Credit Transfer is available to all students enrolling in eLearning's courses on eLearning's scope of registration.

Credit Transfer is credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or nationally training package qualifications with another Registered Training Provider, in line with eLearning's Recognition of Qualifications Policy.

Recognition of Qualifications issued by other Registered Training Organisations

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by eLearning.

Students enrolling in eLearning courses will be able to use their existing qualifications issued by other RTOs as Credit Transfer, provided that the Credit Transfer complies with the Packaging Rules for the qualification being sought.

An example may be that of a Certificate III qualification. Units of competency within the Certificate III qualification may be able to be used



as Credit Transfer for a Certificate III course offered by eLearning, effectively reducing the duration of the Certificate III course.

Fees and Refunds

Fees are levied on all courses, details of which are contained in the relevant course information sheet.

eLearning management will be responsible for ensuring that fees paid in advance are accounted for in a separate financial control centre, and are clearly identified within the student record management system.

eLearning operates a refund policy, which is fair and equitable and in accordance with policy and procedures as set out in eLearning Operations Policy and Procedures

Fee Exemption

- A student who has not completed year 12, or was, or will be under 17 years of age at the end of February in the year in which the RTO delivered training. (Proof of age required).
- Where a student is an Aboriginal or Torres Strait Islander person.
- A student holds a health care card or pensioner card
- A student may also be exempt from paying tuition fees if it can be shown that payment would cause extreme financial hardship.
- A student is a school based apprentice or trainee.

Tuition fees are to be charged and collected for all modules or units of competency where training is conducted, including any modules completed through the Recognition of Prior Learning (RPL). Provision exists for partial and full exemptions.

Please note that course fees are not competency to GST.

Students eligible for concessions will be required to provide the appropriate identification and will be able to pay 100% of their fees to ensure they receive full concession entitlement.

Refunds will be issued when:

- Student provides written notice of withdrawal more than 20–15 days once they have commenced training (Refer to Training TOB)
- Review of Credit transfer indicates that student does not have to undertake the course / part course
- A student is unable to attend due to extended hospitalization / illness,



and/or pregnancy/childbirth

Refunds will not be issued when:

- changes occur in student work hours
- a student moves interstate
- a student changes jobs or becomes retrenched
- a student leaves before finishing course / unit of competency.
- a student is expelled from the college for a serious breach of discipline

If a student withdraws from a course and supplies eLearning with written notification from 20–15 days once they have began their online course before, course fees less the non refundable deposit will be paid.

Students have the right to take further action under Australia's consumer protection laws.

As a general rule, no refunds will be payable after the allocated times that are set in the companies Training Terms of Business, however, exceptions will be considered on a case-by-case basis.

Requests for refunds must be made in writing to eLearning, stating all the details of the claim for refund. The request may be posted or handed to reception.

eLearning will make payment of all refunds within 4 weeks of receipt of a written application for refund. Refunds will be made to the person who entered into the contract with eLearning.

Refunds Paid if eLearning defaults:

If eLearning cannot provide a course for whatever reason, full refund will be made.

This agreement does not remove the right to take further action under Australia's consumer protection laws. The participant is able also to pursue other legal remedies that are appropriate.

Brisbane Office of Fair Trading
Email: BrisbaneOFT@dtftwid.qld.gov.au
Level 21, State Law Building
50 Ann Street
Brisbane QLD 4001
Facsimile: (07) 3246 1589

All bank charges incurred by eLearning in issuing the refund will be met by the student.

Students are not permitted transfer course fees to another student.

Harassment and Discrimination

At all times eLearning Australia will provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a student, Trainer, administration or support staff, is entitled to expect the following rights:

- The right to learn, teach or carry out their duties,
- The right to be treated with respect and treated fairly,
- The right to be safe in the workplace emotionally and physically,
- The right to have all reports of harassment and discrimination treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,
- The right to inform eLearning management of any harassment or discrimination. Management has the responsibility to take immediate and appropriate action to address the issue,
- The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal.
- The right to the assurance that whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation,
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue.

Students have the responsibility to:

- allow others to learn,
- keep eLearning 's premises safe by not threatening, bullying or hurting others in any way,
- keep the classroom safe by obeying instructions,
- keep eLearning's premises safe by not bringing illegal substances or weapons onto our premises,
- refrain from stealing, damaging, or destroying the belongings of others.

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or Trainers.

Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in good faith.

Netiquette

Netiquette is a term used to describe polite, online behaviour. Outlined below are ways you can interact with appropriate net etiquette. (Thanks to [Maria Georgiou](#) for the basis of this material).

- Do unto others, as you'd have others do unto you. Be polite and courteous at all times, just because you are not engaged in real world conversation, does not mean you can abandon real world manners and ethics. Remember that you're not communicating with a computer screen, but with a human being in possession of thoughts and feelings just like you. So before you fly off the handle, or send a rude or offensive message, think about the person on the receiving end.
- If you are new to a chat room or forum, the golden rule is to lurk before you leap. As various countries have different norms and cultures, the domains of cyberspace vary in their ideas of acceptable behavior. When entering a new domain, make sure you listen and observe for a while before speaking your mind, find out what people are talking about and what their acceptable practices are. If possible take a look at the list of FAQs before you participate. This way there is less chance of you offending someone.
- Do not TYPE ALL IN CAPITAL LETTERS for emphasis. IT LOOKS LIKE YOU ARE SHOUTING. If you need to emphasize a word, use asterisks, like **this** or lines, like *_this_*.
- Be aware that the biggest problem with the Internet is that the written word is not easy to interpret. When you speak something, people can hear the tone of your voice. If they can see you, they can take visual clues from your face and body to see if you intend humor or if you are trying to soften what sounds like a harsh sentence. All of this is lost in text, and sometimes responses can come across as mean or rude, even when the writer did not intend them this way. This is the reason some people use emoticons (visual clues) in their e-mails, it saves a lot of confusion.
- Be careful not to use rude or bad language online. Many providers will terminate your account.
- Respect the privacy of others. If someone sends you e-mail on one topic, don't add him or her to your mass e-mailings without their permission. NEVER sell or give their e-mail address without permission to anyone else who will use it for promotion or advertising. Remember... you wouldn't want people reading your mail, why should you read theirs? It is poor manners – and thus poor netiquette – to read other people's private material without permission.
- Don't break any laws. Cyberspace may seem like a completely different world, but remember that you're still in the real world, a world with laws and standards of ethics. When you're on the net, follow the same



standard of behavior that you would in real life. Remember, if it is against the law in the real world, it is against the law in cyberspace.

- Be brief where appropriate. Don't make people read stuff they don't want to know about. Never waste bandwidth with unnecessarily long postings and repeated postings. One of the golden rules of replying to an e-mail is to try editing out unimportant information and anything that is repeated. Long e-mails and forum postings also tend not to be read, so all your effort may be wasted.
- Don't flame. Do not send rude or offensive e-mails or postings. It's bad manners and can get seriously out of hand (flame wars). So don't flame others and if you are flamed, do not respond: you will never win. If you are flamed in a forum or chat room, or via online message or email, contact the system's administrator and make your complaint. If you receive nasty e-mails, delete it or ignore the meanness and respond to the sender's actual points, minus the meanness.
- Always identify yourself. Never send e-mail without including your name at the bottom of the e-mail. Similarly, don't post forum messages without identifying yourself, this is seen as rude. (In e-mail, always fill in the competency box, so people can see what the mail concerns).
- Make a good impression. Remember that the written word is the only way you can represent yourself online, so spelling and grammar count. If you are going to be writing a large amount of text for other people to see, make sure you break it up using paragraphs, it will make it easier on the eye for those that will read it.
- Be patient with newcomers. Once you have become an Internet expert, it is easy to forget that you started out as a newbie too. Learning the protocol of cyberspace is much like learning a new language; it takes practice, and includes making mistakes. So if you come across someone else's mistakes on the net, don't put them down, just politely point them in the right direction for guidance (send them a copy of these rules to get them started on their way!).

Email Netiquette

- Check e-mail regularly... so you can respond quickly
- Archive messages after you read them... frees up storage space for more productive use
- Don't be hasty when you send... if you write a message when you're upset, wait before you send it
- Be professional... your e-mail is a reflection of you
- Keep messages polite. A please or thankyou will get you a long way!

- Don't send chain letters... they're as annoying on the internet as they are in real life
- Don't use all capital letters... it seems like you're shouting!

4.5 Forum Netiquette

- Before asking or responding in a newsgroup, take the time to feel the group out
- Stick to the topic of the discussion group. If you have a new topic, make a new thread.
- When quoting someone, use only the portion of the quote that is absolutely necessary
- Be brief and concise
- Don't send personal messages to an entire newsgroup, use e-mail
- Use correct grammar and spelling

Definitions

'Bullying' – is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' – refers to information kept in trust and divulged only to those who need to know.

'Discrimination' – is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' – is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' – refers to all employees either full-time, part-time or contract of RecruitTrain.

'Racial Harassment' – occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' – is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' – includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

'Cyber Bullying' – "involves the use of information and communication technologies to support deliberate, repeated, and hostile behavior by an individual or group, that is intended to harm others. –Bill Belsey"

'Netiquette' – (a [portmanteau](#) formed from "[network etiquette](#)") is a set of social conventions that facilitate interaction over networks, ranging from [Usenet](#) and [mailing lists](#) to [blogs](#) and [forums](#). These rules were described in [IETF RFC 1855](#).^[1] However, like many [Internet phenomena](#), the concept and its application remain in a state of flux, and vary from community to community. The points most strongly emphasized about USENET netiquette often include using simple [electronic signatures](#), and avoiding multiposting, [cross-posting](#), [off-topic](#) posting, hijacking a discussion thread, and other techniques used to minimize the effort required to read a post or a thread. Netiquette guidelines posted by [IBM](#) for employees utilizing [Second Life](#) in an official capacity, however, focus on basic professionalism, maintaining a tenable work environment, and protecting IBM's [intellectual property](#).^[2] Similarly, some Usenet guidelines call for use of unabbreviated English^{[3][4]} while users of [online chat](#) protocols like [IRC](#) and [instant messaging](#) protocols like [SMS](#) often encourage just the opposite, bolstering use of [SMS language](#).

'eLearning' – E-Learning is defined as all forms of electronic supported learning and teaching, which are procedural in character and aim to effect the construction of knowledge with reference to individual experience, practice and knowledge of the learner. Information and communication

systems, whether networked or not, serve as specific media to implement the learning process.

E-learning is essentially the computer and network enabled transfer of skills and knowledge. E-learning refers to using electronic applications and processes to learn. E-learning applications and processes include Web-based learning, computer-based learning, virtual classrooms and digital collaboration. Content is delivered via the Internet, intranet/extranet, audio or video tape, satellite TV, and CD-ROM. It can be self paced or instructor led and includes media in the form of text, image, animation, streaming video and audio.

Acronyms like CBT (Computer-Based Training), IBT (Internet-Based Training) or WBT (Web-Based Training) have been used as synonyms to E-Learning. Today one can still find these terms being used, along with variations of e-learning such as elearning, Elearning, and eLearning.

'Forum' – An Internet forum, or message board, is an online discussion site. It originated as the modern equivalent of a traditional [bulletin board](#), and a technological evolution of the dialup [bulletin board system](#). From a technological standpoint, forums or boards are [web applications](#) managing [user-generated content](#).

People participating in an Internet forum may cultivate social bonds and interest groups for a topic made from the discussions.

'Flash' – A solid-state drive (SSD) is a [data storage device](#) that uses [solid-state memory](#) to store persistent data. An SSD [emulates](#) a [hard disk drive](#) interface, thus easily replacing it in most applications. An SSD using [SRAM](#) or [DRAM](#) (instead of [flash memory](#)) is often called a RAM-drive, not to be confused with a [RAM disk](#). Recently, NAND based flash memory has become the standard for most SSD's.

The original usage of the term "solid-state" (from [solid-state physics](#)) refers to the use of semiconductor devices rather than [electron tubes](#) but, in the present context, has been adopted to distinguish solid-state electronics from [electromechanical](#) devices. With no moving parts, solid-state drives are less fragile than hard disks and are also silent (unless a cooling fan is used); as there are no mechanical delays, they usually enjoy low [access time](#) and [latency](#).

Occupational Health and Safety Policy

The Workplace Health and Safety Act 1995 QLD requires that the employers duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene,
- properly maintained facilities and equipment, including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required,
- a clean and suitably designed work place with the safe storage of goods such as cleaning chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure student safety at all times,
- Ensure procedures for operator safety are followed at all times,
- All unsafe situations recognised and reported,
- Implement regular fire drills and provide first aid courses to all staff and participant,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

Competency Based-Training and Assessment

Competency Based Training is always concerned with what the student will be able to do at the end of training. There is not so much concern with what the inputs are or how the student got there. So long as the student achieves the listed competencies, it does not matter who taught him or her, how or when the training takes place, what resources are used or of what the content material of the curriculum consists.

All assessments conducted by eLearning will observe the following directives as required by the Competency Standards for Assessment from the National Training Package for Training and Assessment (TAA04)

- **Competency Based Assessment** – Assessment must take place within a competency based assessment system within established

procedures as defined in the Guidelines for Conducting Assessment from the National Training Package for Training and Assessment TAA04),

- **Validity** – Assessment methods will be valid, that is, they will assess what they claim to assess,
- **Reliability** – Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
- **Fairness** – Assessment procedures will be fair, so as not to disadvantage any learners. Assessment procedures will:
 - be equitable, culturally and linguistically appropriate,
 - involve procedures in which criteria for judging performance are made clear to all participants,
 - employ a participatory approach,
 - provide for students to undertake assessments at appropriate times and where required in appropriate locations.
- **Flexibility** – Assessment procedures must be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,
- **Recognition of Prior Learning** – Individuals seeking RPL will be able to access an RPL process as described in our Recognition of Prior Learning Information Kit,

Assessment Criteria

Assessments should provide opportunity for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include but will not be limited to information regarding assessment methods and alternative assessment methods if required to accommodate special needs or circumstances.

Information sessions will be included with the introduction of each subject to advise students of the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

What is Competency Based Assessment?

Competency based assessment is checking that the job can be done properly– not just once, but every time. It can then be confidently said that a person is competent.

How will assessment take place?

Employers/Trainers will assess continually by:

- Watching the apprentice/trainee on the job
- Discussions with student's supervisors
- Asking the apprentice/trainee questions regarding their job
- Client feedback on quality of the completed job.
- Supervised online exams
- Workplace assignments

ALL assessment must be the student's own work. Students found using or submitting work which is not their own will be referred to the student misconduct procedure.

Online Exams

At the end of each competency there is a final exam. You will need to view the course outline and the start of each competency for the assessment items in your particular competency. Online exams are for a set number of elements, but are then marked by your trainer to find a result for each element. Online exams MUST be completed by the student only. Exams must be supervised by a qualified person, and MUST be the student's own work– adhering to the rules of examination.

Online Exams Procedure

1. Spend some time studying your material (workbooks, textbook, lessons). Make sure you are CONFIDENT with the material.
2. Book your exam time. You must be supervised as you complete your exam either by your employer, and eLA staff member, or via web cam. Email your trainer (support@elearningaustralia.net.au) book a time, and to activate the exam. In the email make sure you include your full name, the competency you are doing, and which final exam you intend to complete.
3. Complete the exam. Please take note of the time limit, and rules of examination for each exam.
4. Complete the Feedback Form. This must be done on the same day as the exam is completed.
5. Email your trainer to let them know that both the exam and the feedback have been completed.
6. You will receive a response from your trainer with 2 working days with your results, and either your next competency, a message to continue with your current competency, or a resit.

7. If you have to do a resit, you will need to book in a supervised time, and the person supervising you will be given the passwords for the individual modules you need to resit. You need to study your material again, and then complete the resit. Then you need to email your trainer so that they can finalise your exam, and let you know what's next.

Examination Rules

All students must adhere to the rules of examination listed below. If any of these rules are broken, then the matter will need to be deemed a student misconduct issue.

1. No open books (scrap paper is allowed for working out)
2. No other windows/programs open on the computer
3. Employer/Person Supervising must not answer any questions
4. Employer/Person Supervising must not ask student any questions
5. Calculators ARE allowed
6. Note paper IS allowed
7. Student must not use their phone during the exam

Assignments

In some competency you will have assignments you need to complete. All assignments must be completed before a competency can be finalised. Assignments should be completed in Google Docs, and shared with your trainer.

Competency Grading

Grading for each competency is based on an average of all your assessment for that competency– exams, and assignments. Here's an example:

Competency X

Exam 1: 80%

Exam 2: 78 %

Assignment 1: PASS
3: PASS

Assignment 2 PASS

Assignment 3: PASS

Total Grade for Competency X = $(80 + 78)/2$

Total Grade for Competency X = $158/2$

Total Grade for Competency X = 79%

Assessment Verification

All assessments will be verified by eLearning Australia staff during the periodic visits by eLA trainers. Each workplace will be visited by a trainer every 3–6 months to check on the apprentice's progress, and verify their knowledge, skills and experience in the competencies they have been undertaking. Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

Re-assessment is available on appeal, see further details in the appeal process section.

Assessment Methods

Three methods of assessment will be conducted for each competency. Some of the methods are:

Observation: where the student will be observed performing a series of tasks a number of times to determine their competency.

Verbal question and answers: when the student will be questioned to determine the depth of their understanding of the process to ensure that they are competent.

Written assessment: In this instance the student will be given the opportunity to demonstrate their competency through written reports etc.

Other methods include case studies, projects, essays etc.

All assessment tasks must consider any language and literacy issues or cultural issues related to the task.

Once competency is achieved in **all** the performance criteria for a unit candidate will be marked **C** for **Competent**; if not they will be marked **NYC** for **Not Yet Competent**. Students concerned about their results should refer to RecruitTrain's Appeal Procedure and Resit Policy.

Assessment Criteria

Students should be aware of the assessment criteria used by the trainers at eLearning. Assessment requiring essay or report writing will be based on the following criteria:

1. Answering the Question

Students must address what the question is asking. Look for key words that indicate how the question is to be approached and the information that is to be included. Sequence the answer to appropriately develop logical arguments.

2. Referencing

Any quotation or content that has been obtained from published sources must be referenced. This must be done at the end of a quotation and extended in the bibliography.

3. Accuracy of Spelling, Grammar and Punctuation

Accurate spelling, grammar and punctuation will ensure the trainer can correctly interpret what is written. Students should use the tools available (dictionary, thesaurus, spell-check on computers etc.) and must proof-read before handing in.

All assignments must be the individual's own work. Trainers are responsible for ensuring that any "suspect" assessments are thoroughly scrutinised. Any irregularities will be reported to the Principal and dealt with accordingly. Students should keep a copy of their assessments.

Format for Assessments – face to face delivery

- Cover sheet
- Use one side of page only
- Assignments to be word-processed*
- Double spacing to be used
- Use correct format, i.e. essay or report format, appropriate headings
- Bibliography

*NB: exception allowed where students are unable to access appropriate equipment. Hand written assignments must be neat and legible.

Due Date Information

The trainer will advise students of the final date for the receipt of an assessment when the assessment is handed out. Assessments will only be accepted after this date in case of illness (doctor's certificate must be provided) or other exceptional circumstances (at the discretion of the trainer).

Academic Misconduct

eLearning's Principal will deal with any dishonest assessments/examinations. Dishonest assessments/examinations include:

- Deliberate copying or attempting to copy the work of other students
- Using or attempting to use information prohibited from use in that sort of assessment.
- Submitting the work of another student as their own.
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
- Consulting with peers throughout formal assessments. Two verbal warnings will be given before cancelling the assessment and the student will be marked NYC.

Students involved in any of the above will be set a new examination/ assessment and will be counselled by the Principal. A fee of \$20 will be charged to the student and must be paid prior to the re-sit. Further occurrence of academic misconduct will be recorded on the student's file and suspension/ dismissal will be at the discretion of the Principal.

Issuing of Qualifications

Students must be assessed competent in all units of competency before being issued a qualification (Certificate/ Diploma/Advanced Diploma) for the course in which they are enrolled. Students will only be issued a qualification upon completion of their course. eLearning will issue each student an interim academic transcript by the end of each semester, and another one by the end of the course.

Assessment Re-sit Procedure

Stage 1: Student undertakes in-class assessment

- Students will be notified within 14 days of undertaking an assessment of their performance.
- If a student does not attend the in-class assessment, they should notify their trainer as to why they did not attend and if due to illness a medical certificate must be produced. If the assessment is a practical, or no evidence is provided a \$50 administrative fee will be charged for re-sitting the assessment.

Stage 2: Student deemed Not Yet Competent in FIRST assessment

- Students who are deemed to be Not Yet Competent are to be provided with information identifying the areas in which they failed to achieve competency.
- Students will then have the opportunity to repeat the assessment task within 7 days of notification.

Stage 3: Student deemed Not Yet Competent in FIRST re-sit

- If the student is again deemed Not Yet Competent they will be provided with information identifying the areas in which they failed to achieve competency.
- The student must then participate in a new assessment task within 7 days of notification; a fee of \$50 will be required to be paid prior to the assessment.

Stage 4: Student deemed Not Yet Competent in SECOND re-sit

- If the student is still unable to demonstrate competency, then the student will be required to repeat the unit of competency.
- eLearning will determine the time at which the unit will be available.
- The student will be liable to pay a fee to be determined by eLearning to cover the cost of extra tuition.

Complaints

eLearning will deal with any complaint in an effective and timely manner. eLearning has processes in place for all students to lodge complaints in relation to any matter.

In the event of a complaint the student should first approach the person with whom they have the complaint in an attempt to informally resolve the problem.

If the student feels that this is not possible, or they were unsuccessful in their own attempt at resolution, the student should seek the support of their Trainer or another staff member who will assist in providing a Complaint form.

All formal complaints must be recorded in writing. The Trainer will pass on your complaints form to the Principal who will record the complaint in the complaint register and initiate an investigation.

All complaints are reviewed at Management Review Meetings and where appropriate fed back into the continuous improvement process. Results of all complaints are communicated in writing to the student and a copy of this communication is also kept on file, both on the complaints register and in the student's individual file.

Students should also be aware that:

1. They may nominate a support person to accompany them at any stage of the dispute resolution process.
2. If it is not possible to resolve the dispute internally, via the process above, then eLearning will arrange for independent mediation to resolve the dispute. Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six Dispute Resolution Centres throughout Queensland. The Brisbane Centre is located on 13th Flr, Central Courts Building, 170 North Quay, QLD 4000. Contact details are: Tel: +61 7 3239 6269; Fax: +61 7 3239 6284. Students outside Brisbane may use the Toll Free No: 1800 017 288. At present there is no fee for use of this service, but this may change.

Nothing in the eLearning's complaints and Appeals Policy negates the right of any overseas student to take action under Australia's consumer protection laws in the case of financial disputes.

3. Nothing in eLearning's Dispute Resolution Policy negates the right of any overseas student to pursue other legal remedies.

Discipline

eLearning will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well being of all students and staff. Trainers should make themselves aware of the procedures, should they become necessary to implement.

Examples of when disciplinary action may be required to be taken include when a student:

- brings onto, or consumes on the premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner),
- brings onto or consumes on the premises any alcohol,
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol,
- damages or removes any property or resource belonging to eLearning or any training venue hired by eLearning,
- assaults (physically or verbally) any person or persons on the premises or any training venue hired by eLearning,
- fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on the premises,
- exhibits any form of conduct whilst on the premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present,
- enters any part of eLearning's premises or any other place to which students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises.

When disciplinary action is taken, the Principal will notify the student of the reason for the action.

- A verbal warning will be given to the student and documented on the individual file
- Where the behaviour continues after the verbal warning, the Principal will counsel the student and a written warning will be provided to the student. A copy of this warning will be noted and kept on the individual file,
- In the event that the behaviour continues beyond the written warning, the student will be removed from the training program. Notification of removal will be made in writing and a noted copy will be placed on the student's individual file.

If a student wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow eLearning's complaints procedure.

eLearning expects that staff will maintain a professional and ethical working relationship with all other staff, management and students. Any breach of our disciplinary standards will be discussed with the Trainer and the Principal and the appropriate action will be taken.

Appeals Process

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Qualification Framework and in accordance with the Australian Quality Training Framework.

A fair and impartial appeals process is available to all students. If a student wishes to appeal his/her assessment result, he/she must first discuss the issue with the Trainer. If the student wishes to proceed with the appeal then the student should complete an appeals application.

All appeals are recorded in writing, and the results of the appeal process will also be communicated to the student in writing including reasons for the decision made.

The appeals process will allow for the student to formally present their case, and will also allow for the appeal to be heard by an independent person or panel if requested. A copy of this communication will also be kept on file, both on the complaints register and in the student's individual file.

Grounds for Appeal

An application for appeal will be considered where a student claims disadvantage because:

- the Trainer did not provide a subject outline,
- the Trainer varied without consultation or in an unreasonable way the assessment requirements as specified in the subject outline,
- assessment requirements specified by the Trainer were unreasonably or prejudicially applied to him or her
- it is believed that a clerical error has occurred in the documenting of the assessment outcome,
- there appears to be a discrepancy between the practical observation and the formal assessment.

If the appeal for re-assessment is upheld eLearning will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned, and if required the appeal will be heard by an independent person or panel.

All appeals are recorded and reviewed at Management Review Meetings.

Language, Literacy and Numeracy (LLN)

eLearning aims at all times to provide a positive and rewarding learning experience for all of its students. The enrolment form requests provision of information regarding each student's LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Administration Staff will contact the student to discuss their requirements.

Students must ensure that they have discussed with the Principal any concerns they may have about their capacity to eLearning because of any Language, Literacy or Numeracy difficulties. eLearning will offer to any student at enrolment a reading and comprehension exercise to ascertain suitability for enrolment into a course.

Where language, literacy and numeracy competency is essential for students, eLearning will make every effort to ensure that each participant is adequately supported to enable them to complete their training. Some examples of the type of support that eLearning can offer include:

Literacy

- Providing students only essential writing tasks,
- Provide handouts in an audio format via either cassette tape or on CD,
- Consider the use of group exercises so that the responsibility for writing rests with more than one person,
- Provide examples and models of completed tasks,
- Ensure that documents and forms are written and formatted in plain English,
- Use clear headings, highlight certain key words or phrases and provide explanations of all technical terms used,
- Assessments can be conducted using the interview technique where required.

Language

- Present information in small chunks,
- Speak clearly, concisely and not too quickly,
- Give clear instructions in a logical sequence,
- Give lots of practical examples,
- Encourage students to ask questions,
- Ask all questions to ensure students understand.

Numeracy

Ask students to identify in words, what the exact problem is and how they might solve it,
Show students how to do the calculations through step by step instructions and through examples of completed calculations,
Help students to work out what maths/calculations/measurements are required to complete the task,
Encourage the use of calculators (if applicable) and demonstrate how to use them.

Language, Literacy and Numeracy Support

Through the enrollment process you will be required to complete a LLN (Language, Literacy and Numeracy) exam. eLearning Australia will do its best to support students with Language literacy and numeracy issues .If you feel for any reason that you have difficulties in this area there are organisations that are available to offer you further support in this field. Please use the provided links listed below.

Department of Education, employment and Workplace

Relations:http://www.dest.gov.au/sectors/training_skills/policy_issues_reviews/key_issues/nts/dap/literacy.htm

Centrelink Australia: http://www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm

Tafe Queensland: http://www.tafe.qld.gov.au/courses/literacy_numeracy/index.html

Contacts

Information on wages, employer incentives, and training packages are available from the Department. Contact them on 1300 369 935.

Australian Apprenticeship Centers provide incentives and register training contracts with DETA, as well as give advice. These organisations are usually the first point of contact for student and employer queries. Contact: 1300 639 629

Apprenticeship info, including free advice, referrals, and support to all Queenslanders about apprenticeships, traineeships and training options is available from: <http://www.apprenticeshipinfo.qld.gov.au> or 1800 210 210.



Support

eLearning Australia is committed to supporting you in your online journey. We are available to offer you support, advice on your studies, and technical help with your training. Support services we supply include:

- Induction
- Enrollment Advice
- Weekly Reports
- Phone support
- Email support
- Technical computer support
- Technical competency based support
- Tutorials/Further study options
- Support Ticketing System
- Password assistance

If you have an issue then you should submit a support ticket (see 2.4). If it is not responded to within 3 working days, then contact your trainer via email.

Support Times

You can contact our support team Monday – Friday, 8am to 4pm via phone, or anytime via email or the ticketing system (emails & support tickets will only answered during working hours). If you have an urgent issue you can contact support via text message.

Support Staff

Support staff at eLA are called 'Trainers'. Your trainer is responsible for your reporting, and fixing your issues. It is your responsibility to stay in frequent communication with your trainer and let them know of any issues.

support@elearningaustralia.net.au

5450 2797

0410 400 366

Ticketing Support

If you have questions/problems/praise/ideas then you can send it via Get Satisfaction. http://getsatisfaction.com/elearning_australia/

Students and employers should submit their problem here before emailing staff. All users are encouraged to vote on new ideas, and let us know via this system if they have a similar problem to someone else.

Students and employers should check here: http://getsatisfaction.com/elearning_australia/ if they have a question, before asking staff, as it may already be answered.

Support Processes

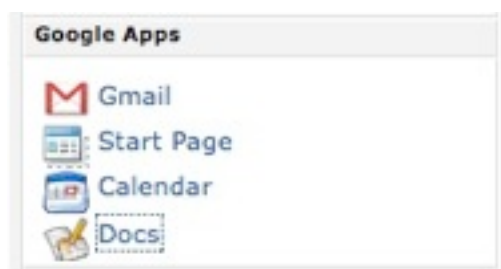
If you have an issues with your training and need to ask a technical question about the information please follow these steps:

1. Email or place a ticket for support detailing your issues/question
2. Skip over the section you are struggling with and continue with the next module. If you're at the end of the subject then review what you've already learnt.
3. You should receive a reply by the next day. If you still haven't heard by the end of the next working day then contact support via phone.

GOOGLE APPS FOR EDUCATION

Gmail

You have been issued with an eLearning Australia email address



(username@elearningaustralia.net.au), which you can access from mail.google.com/a/elearningaustralia.net.au OR by selecting 'gmail' on the training site.

[Mail](#) [Calendar](#) [Documents](#) [Contacts](#)

Chat

When you are logged into your new eLearning Australia email, you will be able to access the chat feature on the left hand side. Here you can add other eLearning Australia users, and chat to them when they're online.

If you add support@elearningaustralia.net.au to your list, you will be able to chat to our support team whenever you need help!

Documents

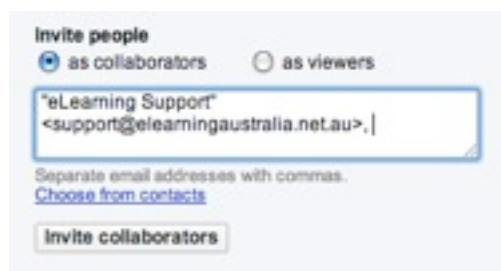
In the top left hand corner of the screen when you're logged into your gmail is the following options:



Selecting 'Documents,' will take you to a list of all the documents you have either written, or have access to. Your trainer will have shared with you a number of documents to get you started. Here you can upload your workbooks, and create new documents for assignments. Use of google docs is limited to training.

Sharing Documents

1. Open your document (make sure the name of your document is the competency you're doing, and the assignment number. You would be helpful also). Click 'share' in the top right hand corner, and choose 'Share with Others'.

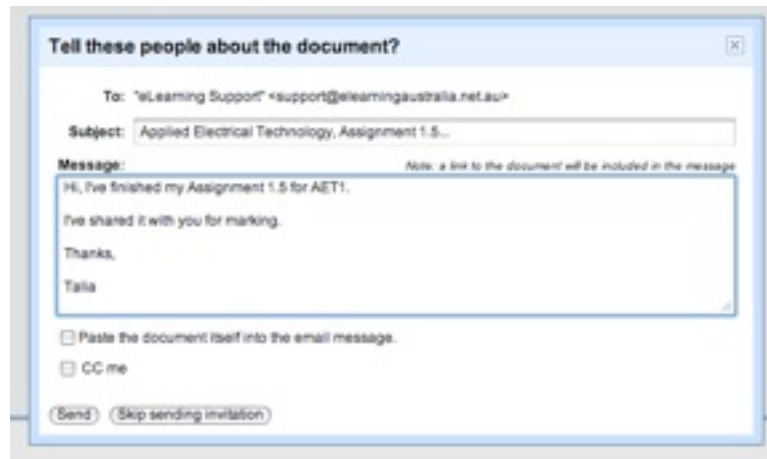


2. Enter in your trainer's email:

support@elearningaustralia.net.au and click, "invite collaborators". Make sure you choose 'as collaborators' and not 'as viewers', so that your trainer can put your marks in, so you know what the correct answer is.

3. Add a message to your trainer (this will come to them in an email).
 s u r e
 s a y

M a k e
 y o u
 w h a t



competency it is for, what assignment number it is, and that it's ready for marking.

4. Select 'send'.

Calender

Part of the suite of Google Apps is an online calender. Please use the calender to track your due dates for assessment. There are no excuses for late exams.

Terms of Use

Please read through the terms of use which you accept when you first log into your email. If these are breached then your account with eLearning Australia and Google will be suspended.

Student Training Records

eLearning has in place a policy and procedure for the collection, storage and protection all the training records of individual students to meet training and assessment activity requirements.

Definitions:

Training Records cover all types of documentation and information relating to training and assessment activities including but not limited to:

- student enrolment data,
- commencement and completion dates for individuals of all competency units,
- individual student assessment information for each unit of competency,
- information on awards issued (award, date, certificate number),

- individual student participation data (assignments/assessments where practicable, attendance),
- documentation / records of complaints, appeals,
- recognition (RPL/RCC) process documents (application and results).
- We are committed to maintaining and safeguarding the confidentiality and privacy of all of eLearning's individual student's information. eLearning will document and implement procedures to assure the integrity, accuracy and currency of all student records.

Hard copy student records are stored in secure premises requiring key access. Electronic records are backed up weekly to a back up system and are protected from unauthorised access by password controls.

Further protection of the electronic data and its computer systems is provided by the antivirus software systems which automatically update their virus definition files on a needs basis.

Further computer system protection is provided by the firewall software which monitors and protects eLearning's computer systems from unauthorised access from the internet.

Student results will be archived for a period of not less than 30 years. Training records other than student results will be collected and stored for a period of seven years unless otherwise required.

Student Training Records Procedure

Each individual student will have a personal file for storage of training records.

Student training documentation will be stored in a secure manner (individual files in locked cabinets; electronic files with access by password only).

All Trainers/assessors involved in the training program will be informed of their responsibilities under this policy. Requests for access to information must be in writing and the decision to release the information will remain the decision of the eLearning.

Access to Student Training Records

Access to individual student training records must meet Commonwealth and State Privacy legislation and will be limited to:

- individuals wishing to access their own personal records,
- individuals authorising releases of specific information to third parties in writing,
- eLearning staff who require this information as part of their job role,

- officers from the DETA QLD or their representatives for activities required under the Standards for Registered Training organisations and User Choice,
- legal requirements (e.g. subpoena/search warrants/social service benefits/evidence act).

Student Support, Welfare and Guidance

eLearning wishes to ensure that all students are supported in their studies to the fullest extent possible, thus any student who is experiencing any difficulties with their studies should see their Trainer, or another member of the RTO staff.

The staff member will ensure that the full resources of eLearning are made available to ensure that the student achieves the required level of competency in all accredited courses.

Furthermore students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see the Student Support Officer for free advice relating to study on:

- managing time
- setting and achieving goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

Privacy

eLearning operates in compliance with current privacy legislation (2001). All training staff has current knowledge of privacy policies as they relate to an RTO. We will ensure that all required procedures are followed to ensure your rights to privacy.

Any information gathered will only be utilized for the purposes of delivery of training and assessment services and the documentation compliance requirements according to the AQTF 2007.

Training Staff

eLearning will abide by the AQTF 2007 regarding Trainer and assessor qualifications in relation to all training and assessment activities. We will ensure that all of our Trainers and assessors will have as a minimum, the following combination of:

A Certificate IV in Training and Assessment (TAA40104) and
A minimum of five (5) years' recent industry experience in your vocational area



Familiarity with the principles and practices of Competency-Based Training, the Australian Quality Training Framework and Recognition of Prior learning and

Familiarity with Equal Employment Opportunity and Occupational Health and Safety principles.

Current "Bluecard", working with Children Check.

Consent Form
Images, Recordings, 3rd Party Information

I, (name please print)hereby give consent for the following action/s:

SECTION A - Release of information to a 3rd party about [me / my under 18 year old child]

_____ (RTO Name) may release information

as described below:

- No details may be given out to anyone at any time
- Any details may be given out to any person at any time
- A named 3rd party may receive specified information:

Type of information that can be released (e.g. results, progress, contact

SECTION C - Signatures

Signed: _____ Date: _____

SECTION B - Use of [my / my under 18 year old child's] image, whether a photograph, voice recording or video recording, in publicity releases

_____ (RTO Name) may use images

as described below:

- No image / recording may be used in publicity releases at any time
- An image / recording may be used in publicity releases only where I am in a crowd shot and not featured or easily recognisable
- Any image / recording may be used in publicity releases at any time
- A particular image / recording may be used in publicity releases as described below:

Type of image: _____ Date image was recorded: _____





APPENDIX "A" – APPEAL PROCESS FORM

APPEAL PROCESS FORM

Student Name

Student Number

Trainers Name

Course

Unit.....Date of Assessment.....

Reason for Appeal

.....
.....
.....
.....

Student's SignatureDate

Decision

Follow Up Action

.....
.....
.....
.....

title's SignatureDate





APPENDIX “B” – INCIDENT REPORT FORM

INCIDENT REPORT FORM

Student Name

Student Number

CourseClass.....

Date of IncidentTime of Incident.....

Details of Incident

.....

.....

.....

.....

Student's Signature Date

Details of Action Taken

.....

.....

.....

.....

.....

Follow up Action Taken

.....

.....

.....

Title's Signature Date





APPENDIX “C” – COMPLAINT FORM



Complaints and Appeals Form

Section One
(to be completed by participant)

Participant’s name

Address

Phone

.....

Nature of complaint

.....

.....Signature of Participant

Section Two
(To be completed by RTO representative if outcome is reached)

.....

.....

.....Signature of RTO Representative

.....Position

Section Three
(to be completed by representative of arbitrating body if complaint is taken to this level)

.....



.....

.....

..... Signature of Arbitrating Body Representative

.....Position



APPENDIX "D" – CHANGE OF ADDRESS NOTIFICATION FORM

Change of Address Notification Form

Family Name

First Name.....

Student Number:.....

Course Enrolled

New Address:

Suburb.....

Post Code

Home Phone Number

Work

Mobile

Email Address



eLearning Australia is required, by the State Government to collect student fees for courses with an outcome of Australian Qualification.

Student contribution fees are calculated at the following rate:

- \$1.40 per nominal hour for each module or unit of competency

Below is the table of student contribution fees per course

Course	Nominal Hours	Cost of student contribution fees in total
Certificate II in Electrotechnology (Career Start)	420 Nominal Hours	\$588
Certificate III in Electrotechnology – Electricity	1040 Nominal Hours	\$1456
Certificate II in Telecommunications	240 Nominal Hours	\$336
Certificate II in Voice and Data	388 Nominal Hours	\$532
Certificate IV in Front Line Management	460 Nominal Hours	\$644

Fee Exemptions

A student may be exempt from paying full or partial fees, if it can be shown that they fall into one or more of the following exemption categories:

- A student has not completed year 12 and was or will be under 17 years of age at the end of February, in the year in which the RTO delivered training is undertaken. (Proof of age is required. Students are asked to provide a current license or another form of Photo Identification)
- Where the student is an Aboriginal or Torres Straight Islander Person.
- A student holds a Health Care Card or pensioner card or issues our training organisation with an official for under the Commonwealth law confirming that the student, his or her partner or the person of whom the student is a dependent, is entitled to concessions under a health care card or pensioner concession card.



- A student may also be exempt from paying tuition fees if it can be shown that payment would cause extreme financial hardship.
- A student is a School Based Apprentice or Trainee.

Student contribution fees are collected for all modules or units of competency where training is conducted, including any units completed through the Recognition of Prior Learning Process (RPL). Provisions exist for partial and full exemptions.

Payments

Contribution Fees are paid per unit of competency. Students are required to pay them prior to enrolling in to a unit. eLearning Australia will invoice you for this. As per above students are eligible for discounts – please refer to Fee Exemptions above.



Acknowledgement Declaration

I acknowledge that I have read and fully understand the contents of this student Handbook, which outlines the conditions my rights and responsibilities as a participant of eLearning– and that I have also received induction into my training program at the College as outlined on page four of this handbook.

.....
Name

.....
Signature

.....
Date

.....
Name of Witness

.....
Signature of Witness

.....
Date