



LEARNER HANDBOOK

Table of Contents

A WELCOME FROM THE CEO _____	4
IUIH PATRON _____	4
INTRODUCTION _____	5
ABOUT IUIH _____	6
ABOUT EMPOWA TRAINING _____	10
ENROLMENT _____	12
FEES AND CHARGES _____	17
REFUNDS AND WITHDRAWALS _____	20
LEARNER SUPPORT & WELLBEING _____	22
SUPPORT WITH TRAINING AND ASSESSMENT _____	24
COURSE INDUCTION _____	26
WHAT IS VOCATIONAL TRAINING? _____	30
WHAT IS VOCATIONAL ASSESSMENT? _____	32
OBLIGATIONS _____	35
LEARNERS' OBLIGATIONS _____	37
COMPLAINTS AND APPEALS _____	43
COMPLETION OF TRAINING _____	45
FEEDBACK AND SURVEYS _____	46
FUTURE TRAINING OPPORTUNITIES _____	46
FURTHER INFORMATION _____	46
LEARNER ACKNOWLEDGEMENT _____	47

EMPOWA Training (RTO code 46204) is a division
of the Institute for Urban Indigenous Health Ltd.

Our contact details are:
22 Cox Road Windsor Qld 4030
(07) 3828 3600
info@empowatraining.org.au
empowatraining.org.au

acknowledgement

We honour the many Goori Tribal Nations whose territories we work across within South East Queensland.
We honour the legacy and the vision of those who paved the way and those who continue to guide us.
We honour our future generations by maintaining the vision with focused determination.

a welcome from the ceo

Dear Learner,

Welcome and thank you for choosing EMPOWA Training.

EMPOWA Training is the Institute for Urban Indigenous Health's (IUIH) Registered Training Organisation (RTO). We established the RTO in response to community demand for training and learning opportunities for Aboriginal and Torres Strait Islander people who want a pathway into the health and community workforce that is led by Community and based on Our Ways.

Through our accredited training and nationally recognised qualifications, EMPOWA Training will train Mob and grow the healthcare and wellbeing workforce in southeast Queensland. You will be essential to expanding the range and capacity of culturally safe health and community services needed to support the growing Aboriginal and Torres Strait Islander population in southeast Queensland.

We look forward to nurturing your growth and developing your skills and knowledge in health and community services. We hope you enjoy learning with us!

Wayne Ah Boo

Chief Executive Officer

EMPOWA Training

Institute for Urban Indigenous Health

IUIH patron

IUIH's Patron Aunty Pamela Mam was a fearless and trailblazing leader, and dedicated her life to her family, community and improving health and wellbeing outcomes for Aboriginal and Torres Strait Islander people's. Aunty Pam was always decisive leader – a leader of action – and in her ways emboldened us, teaching us to always focus on the people.



Aunty Pamela Mam

“We must have compassion for all Our People, we must be committed to the delivery of quality healthcare, and we have to be dedicated to continually improving upon what we have established.”

IUIH continues to be guided by the experience and wisdom of our Elders, particularly our Patron, Aunty Pamela Mam who was driven by the principles of compassion, commitment, and dedication in what she termed propa healthcare.

Before her passing early in 2020, Aunty Pam instructed IUIH staff that ‘nothing is to stop, everything must continue’. EMPOWA Training holds her teachings in the highest regard and honour her legacy in everything we strive to achieve.

introduction

This Learner handbook explains how EMPOWA Training will connect with you and your support network, our role and how we will support and walk with you on your EMPOWA Training journey as a learner in the Vocational Education and Training (VET) sector.

EMPOWA Training is here to acknowledge and walk with you along your learning journey with us.

Through the making connections framework, strong relationships with learners are developed and maintained, centred in effective collaboration and communication, essential to creating successful outcomes that are meaningful.



GETTING CONNECTED | BEING CONNECTED | STAYING CONNECTED
BUILDING CONNECTIONS

- The UIH Making Connections Guidelines

About IUIH

The Institute for Urban Indigenous Health (IUIH) is a regional not-for-profit Community Controlled Health Service (CCHS) that leads the planning, development and delivery of health and family wellbeing services and employment pathways to the Aboriginal and Torres Strait Islander population of South East Queensland.

Through the IUIH System of Care, IUIH empowers Aboriginal and Torres Strait Islander families to take responsibility for their health and wellbeing through the delivery of a comprehensive range of services in partnership with three of our Member CCHSs:

- o Aboriginal and Torres Strait Islander Community Health Service (ATSICHS) Brisbane Limited
- o Kalwun Development Corporation Limited (Kalwun Health Service)
- o Yulu-Burri-Ba Aboriginal Corporation for Community Health.

As well as providing a coordination, integration and leadership role across the region, IUIH directly delivers health, wellbeing services and social support services to Community through the:

- o Moreton Aboriginal and Torres Strait Islander Community Health Service (Moreton ATSICHS)
- o Pamela Mam Health Centre.

IUIH is not only helping to close the gap in physical and social health, but it is also contributing to improved education and employment outcomes through school readiness initiatives and our 'training for real jobs' employment and career pathways.



Vision

Healthy and strong Aboriginal and Torres Strait Islander children, families, and communities.

Purpose

Leadership in health system reform and provision of a high quality, integrated system of health and social support services.

Values



Respect

We believe that respectful relationships are essential to achieving Our Vision. We understand that respectful relationships are built on the recognition that we all have a contribution to make. Therefore, we commit to treating each other and our partners with dignity, generosity and responsiveness.



Discipline

We have an opportunity to achieve transformative change in the health and wellbeing of our Communities and an obligation to make the most of this opportunity. This will require us to be disciplined, to maintain loyalty to each other and to Our Vision, to maintain and nurture unity, integrity and reliability in fulfilling our commitments to one another.



Relationships

We believe that effective relationships with Community, with our partners and with each other are foundations for achieving Our Vision and fulfilling our commitments. We commit to fostering working relationships underpinned by trust, honesty, understanding, teamwork and mutual support.



Culture

We are here because of those who came before us. We draw upon Aboriginal teachings and Ways for strength, wisdom and guidance. We uphold holistic approaches to healthcare and strive to achieve balance in our mental, spiritual, emotional and physical wellbeing.



Excellence

We are humbled and honoured to have been asked by our Communities to work on their behalf, and in doing so, we have a moral obligation to strive for excellence in outcomes and our practices. We strive to continuously learn through capacity development opportunities, from new and innovative models, and from each other.



Fairness

We work to improve the health and wellbeing of our Communities. Our decision-making reflects their best interests and leads to just and equitable treatment of all Aboriginal and Torres Strait Islander people across southeast Queensland. We are inclusive in our practices, our communications and discussions.

Our Ways

EMPOWA Training aligns with the UIH Cultural Integrity Investment Framework and The Ways statement.

The Cultural Integrity Investment Framework and The Ways Statement are representations of an ancient cultural and philosophical worldview and embed Aboriginal Terms of Reference, our stance, values and knowledge within all aspects of UIH's operations.

The Ways Statement frames our approach, and the Cultural Integrity Investment Framework guides how we realign and rebalance of our systems and processes.

THE WAYS STATEMENT VERSE

The way in which we work must come from a place that is grounded in propa ways.

Honouring the journey of our communities and those who have walked before us,

Elders and Ancestors having laid our path forward.

Where the vision is a future,

A place, where strong and vibrant communities are the constant,

Yielding for none who

Seek to hinder our Way.

Sacred are the babies who renew us,

Treasured are the Elders who guide us,

Always there to remind us,

To walk a path that seeks to,

Embolden our people.

Mandating and

Empowering generations who

Never will know any other story, but

The vision for liberation and freedom for the many generations to come.



THE WAYS IN ACTION MEANS

Work in Ways which acknowledge your own journey and how it influences your Ways.

Oder your Ways of Knowing with a new logic of strength and determination

Respect and value our community's autonomy

Learn to walk with humility

Deedly choices is the enactment of agency

Vibrant and strong families and communities

Intentional action that challenges and balances system

Engage every potential pathway which leads to the positive transformation of lives

Work with integrity

about empowa training

EMPOWA Training is a Registered Training Organisation (RTO) that delivers nationally recognised training in the Vocational Education Training (VET) sector.

EMPOWA provides learners with practical skills and knowledge from a range of entry level qualifications.

EMPOWA Training is an Indigenous-led and community-controlled Registered Training Organisation (RTO) in health and community services. We aim to provide quality training and skills delivered with an Indigenous lens.

EMPOWA Training builds on UIIH's strengths, its collective network with a key focus on supporting and empowering Aboriginal and Torres Strait Islander learners to achieve their goals and ensures:

- o dedicated, compassionate and committed staff working in propa ways at all touch points of the learner's journey
- o culturally responsive programs and resources
- o valuing and supporting the goals, strengths, and capabilities of each learner
- o providing culturally safe connections with local employers
- o job-ready graduates equipped to work within community-controlled health services and beyond.

Our Courses

EMPOWA Training supports greater diversity and scope for education outcomes Aboriginal and Torres Strait Islander peoples

Our courses are targeted for Aboriginal and or Torres Strait Islander peoples who are wanting to gain training and skills in the following qualifications.

CHC33021 Certificate III in Individual Support (Ageing and Disability)

HLT33021 Certificate III in Allied Health Assistance

HLT23221 Certificate II in Health Support Services

HLT30121 Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care

CHC32015 Certificate III in Community Services

FSK20119 Certificate II in Skills for Work and Vocational Pathways

BSB30120 Certificate III in Business

BSB30120 Certificate III in Business (Medical Administration)

BSB10120 Certificate I in Workplace Skills

The structure of our courses varies from qualification to qualification.

EMPOWA's website provides detailed information on courses available.

Our website and our deadly Staff will provide you with information on:

- o the number of units required to gain a qualification, including core and electives
- o a guide as to how long it will take you to complete the program

Where the training is located

The location of training is available on our website. Before applying for the course, you should think about your travel times, to make sure you won't be too tired at training. If you live a long way from training, you may need to find somewhere to stay during training, and you should think about this cost.

Please note that EMPOWA Training does not organise travel or accommodation.

Many of our training locations are in or near local community-controlled medical hubs.

All our training locations have venue safety checks conducted to ensure the space is safe and appropriate.

How we will be training

The course delivery is the type of training you will be doing, for example classroom, online, work based etc. This information is available on our course flyers and our website.

Our trainers and assessors

Our trainers and assessors walk alongside you on your learning journey. They have real-world experience working in health and community services, and with Mob.

They work in propa ways and provide safe learning environments for all learners.

Our trainers and assessors are fully qualified in the area they are delivering (e.g. aged care), as well as training and assessment.

Our trainers and assessors keep up to date with professional development for both their industry qualifications and their training and assessment qualifications.

If you have any worries or concerns, please speak to your trainer and assessor.

Additional support and guidance will be provided on a case-by-case basis, to help you succeed and meet your goals.

Third-party provider details

A Third Party Agreement is where another party would provide services on behalf of EMPOWA Training. If EMPOWA Training enters into an agreement with a third-party organisation to deliver services on our behalf, this will be clearly identified in our marketing and promotional materials, including our website. Additionally, we will provide you with written information about these services before you enrol with EMPOWA Training.



enrolment

We welcome and encourage people with all abilities to access our training programs.

Learners can read about all the courses we have on offer on our website. We also provide course guides and flyers. These provide all the general information you need to know about a specific course so you can make sure the course is right for you.

If you are interested in any of our courses you can:



Call us on (07) 3828 3600



email us at info@empowatraining.org.au



Apply via our web site

We will yarn with you and get to know a little about you and what course you are interested in and support you to enrol.

EMPOWA Training staff can help you to find a course that is right for you and support you to meet your needs and goals.

Apprenticeship and Traineeship including School-based apprenticeships and traineeships (SATs) Enrolment

EMPOWA Training will receive a notification form nominating EMPOWA as the supervising registered training organisation (SRTO). EMPOWA Training will make contact with the apprentice and or trainee (learner), parent if required and the employer and arrange a time to conduct an induction and enrolment session.

Once the induction and enrolment has been completed EMPOWA will develop an individualised Training Plan in consultation with the apprentice and or trainee, employer and if required for school based trainees, the school.

We will help you enrol.

Your enrolment application will either be in person, via a video / phone call or online and usually includes:

- o you
- o your parent, guardian, or kinship carer (if you're under 18)
- o EMPOWA Training staff member
- o your employer (if they're going to be involved in training).

We will yarn with you and get to know a little about you and what course you are interested in and support you to enrol.

When you enrol with EMPOWA Training, the collection, storage, use, and disclosure of any personal information you provide, is protected under the Privacy and Personal Information Protection Act 1998, and the Privacy and Personal Information Protection Regulation 2005. Any health information you provide is protected under the Health Records and Information Privacy Act 2002.

We will only ask you to provide information which is necessary for the purposes of your course enrolment, learning, and study records.

What you need

You will need to complete the Learner Personal Details Form and a Course Enrolment Form and you will need to provide identification. If you don't have some of the documentation, we may be able to support you with accessing some things, like a birth certificate.

When we receive these, we will check that you have given us everything required and if you are eligible We will process your application as quickly as possible and you will receive a confirmation of enrolment email/letter.

You will also need a Unique Student Identifier (USI).

Unique Student Identifier (USI)

You will need a Unique Student Identifier (USI) to enrol in a nationally recognised training program.

The Unique Student Identifier (USI) is a reference number made up of 10 numbers and letters.

It will look something like this: **KL44WX909B**.

It's free, easy to create and stays with you for life. Your USI gives you access to your own online USI account that contains all your training records and results.

FOR EMPOWA Training to issue a statement of attainment, qualification, or award learners must have a USI.

You can get a USI online at usi.gov.au/students/get-a-usi.

If you already have a USI and can't remember it, you can find it online at usi.gov.au/students/get-a-usi.

For VET learners, the USI gives you access to an online record of your nationally recognised training in the form of a VET Transcript. This can be used when:

- o applying for a job
- o seeking a credit transfer
- o demonstrating pre-requisites when undertaking further training.

Once you create your USI, you will need to give it to each training organisation you study with so your training outcomes can be linked, and you will be able to:

- o view and update your details in your USI account
- o give your training organisation permission to view and/or update your USI account
- o give your training organisation access to your transcript
- o control access to your transcript
- o view online and download your training records and results in the form of a transcript.

EMPOWA Training will:

- o ask for your USI number
- o verify (check) your USI is correct using the other information you give us.

Make sure you tell us your name and gender as recorded on the USI register. If you have recently changed your name or gender, call the USI registry on 1300 857 536 to let them know, as this will help to make sure that your USI verifies correctly when we check it.

Course Entry Requirements

Some of our courses may have entry conditions. These are conditions you must meet to be allowed to enrol in the course.

You will need to complete the **Our Ways of Learning** (OWoL) indicator activity before you enrol. This activity helps EMPOWA Training understand and get to know your language, literacy, numeracy and digital literacy capabilities and make sure we provide you with all the guidance and support you need to successfully progress and complete the course you are interested in. Training courses may have other entry conditions, for example you have to have completed another course first. This is because the training has been designed to build on things that you would learn in that other course. If you don't already know those things, you would be better off going into the other course first, so that you can learn that base knowledge.

Sometimes, there may be an entry condition about having access to a workplace. This is because you may need to do some workplace training or assessment.

Before applying for the course, you should read the 'entry conditions' on our course guides and flyers and work out whether you meet those requirements.

If you have any questions, we can yarn about this with you.

Credit transfers

If you have done previous courses, you should tell us on your Learner Personal Details Form and give us a copy of your certificates or your VET Transcript from USI.gov.au.

You can find information at <https://www.usi.gov.au/transcripts/info-forstudents> and download a VET transcript that can be shared.

You may be able to get a credit transfer for any units you have already done.

If allowed by the training package rules, we will provide a credit transfer if:

- o your previous unit is listed as 'equivalent' on the national register (training.gov.au)
- o and you provide formal evidence such as a Certificate or Statement of Attainment issued by another RTO

Before giving you the credit transfer, we must check that your certificate is genuine by contacting the Registered Training Organisation you were awarded, or contacting Australian Skills Quality Authority.

Please note that EMPOWA Training is not obliged to issue a qualification or statement of attainment achieved wholly through recognition of units of competency (credit transfers) completed at one or more registered training organisations.

Please also note that sometimes you can't get a credit transfer if there is a licensing or a regulatory requirement that prevents it.

Recognition of prior learning (RPL)

You may be eligible to apply for recognition of Prior learning (RPL) for one or more units of competency in a course.

RPL is a way of getting a unit or qualification based on work you have already done. Assessment of RPL takes into account your experiences such as:

- o previous education and training (formal and informal)
- o paid work experience – minimum of two years’ experience
- o life and voluntary experience.

If you want to apply for RPL, you must tell us on your Learner Personal Details Form and/or prior to enrolment.

Please yarn with us and let us know before you enrol.

We will then have a yarn with you and provide you with our RPL Application Kit to complete.

EMPOWA Training will discuss the relevant RPL unit/s of competency with you and your Trainer and Assessor will determine your eligibility for RPL.

Please note that EMPOWA Training will not issue full qualifications completed by RPL only. In general, RPL will only be granted to a maximum of 75% of a full qualification, unless otherwise determined.



Workplace training and work placement requirements

As part of your course, you may have to do workplace training under supervisors who are experienced in the industry. Some of the units that you will do require the skills to be demonstrated in the actual workplace and hours are allocated. This is referred to as work placement and is an assessable part of a learner's course. Specified hours are required to be completed in the workplace before issuing a qualification or statement of attainment. We will tell you about any 'workplace placement requirements' on our course guides, flyers and during induction.

We will support you to find placement within safe work environments and provide support to complete all the required paperwork. The length of work placement will be dependent on the training package requirements

Your work placement will give you the opportunity to put the theory and skills learnt into practice in a real workplace. We will give you a work placement pack with activities for you to do and things for you to yarn about with your workplace supervisors. You keep a log of your hours and mentoring by writing details in your work placement pack.

There are also some specific workplace requirements for some qualifications in health and community services and it will be necessary for the learner to have, for example, a Working with Children (Blue Card), an Australian Federal Police Check, or a NDIS Worker Screening Check prior to starting placement. We can help you with the application process.

We will tell you about any 'workplace placement requirements' on our course guides, flyers and during induction. The length of work placement will be dependent on the training package requirements

We will support you to find placement within safe work environments and provide support to complete all the required paperwork.

Statutory cooling-off period

If you enrol and you change your mind that's ok, give us a call.

Under Australian Consumer Law, you are allowed a statutory cooling-off period if you enrol after:

- o we call you (telemarketing)
- o we call at your front door (door-to-door sales)
- o we approach you in a public place.

For more information about cooling-off periods, see the Australian Competition and Consumer Commission (ACCC) website acc.gov.au.

EMPOWA Training does not use telemarketers, or door-to-door salespeople to enrol learners, however we will provide a cooling-off period for all enrolments.

You may withdraw from your course within 10 working days of enrolment with no penalty.

After 10 working days, you may not be eligible for a refund.

Please give us a call if you have any concerns or questions.

Fees and charges

All our course fees and charges are disclosed on:

- our course guides and flyers
- Course Enrolment Forms
- our Schedule of Fees and Charges.

If required this information is provided to you before you enrol and is published on our website.

The fee you may have to pay depends on the course you choose to study, your individual circumstances taking into consideration credit transfers and recognition of prior learning, and the validation of evidence you provide to support the fee quoted.

EMPOWA Training will always yarn with you around fees and provide each learner with an accurate indication of their fees

Enrolment fee and payment plans

If required upon enrolment you will be invoiced for your initial fee instalment which must be paid prior to course commencement, as discussed at your interview.

If required courses require a payment or minimum deposit on enrolment.

EMPOWA Training fees consist of three separate types of fees:

1. Tuition/course fees

Tuition/course fees are outlined on the course enrolment form and are for learners' participation in education and training and include materials.

2. Service fees

Service fees are for prescribed administrative services (including documents and records fees, special assessment fees, administration fees).

Refer to EMPOWA Training's Schedule of fees and charges for more information.

3. Additional fees

Additional fees are for additional activities, goods, and services related to your education and training (these may include clothing, vaccinations, excursions and field trips, and other goods, materials, and services).

Refer to EMPOWA Training's Schedule of fees and charges for more information.

We will tell you about any fees and charges that are required prior to your enrolment.

If you are required to pay tuition fees when you enrol you may be able to have other arrangements in place to support payment (e.g. a payment plan).

Payment plans

EMPOWA Training doesn't require you to pay the full lump sum fee when you enrol. Instead, you have the option to gradually pay your course fee through a payment plan. We will never require you to pay instalment amounts that exceed more than \$1,500 at any given time.

Application for a payment plan must be requested and completed prior to enrolment, or prior to the start of study date for the relevant qualification or unit/s of competency.

EMPOWA Training's deadly staff will support you with your payment plan at any time, contact us on 07 3828 3600 or email: info@empowatraining.org.au.

You can apply for a payment plan if you:

- o are 18 years or older (or if you are under 18 have a guarantor over the age of 18 years)
- o are applying for a payment plan for the fees over the prescribed capped amount for the qualification
- o are applying/enrolling in a course with a fee of \$500.00 or greater
- o have no outstanding debt with EMPOWA Training
- o have the financial capacity to meet the payment plan instalments.

Learners will be provided with an itemised Statement of Fees prior to enrolment, which will include:

- a. code, title, and currency of the program
- b. the total cost to them for their program, taking into account any applicable entitlement to payment plan or fee concession
- c. any other applicable fees, such as material fees.

All students must be formally enrolled in the course prior to commencing training.

A learner is deemed to be enrolled when fees for the enrolment are paid:

- a. via EFTPOS at any location
- b. credit card (Visa or MasterCard only)
- c. direct debit
- d. being paid by a third party e.g. such as an employer or job network agency.

Records of all fees received from learners, including copies of any invoices or statements provided to learners, will be retained on the learners file in EMPOWA Training's student management system.

NO fee payment, NO commencement of training, nor access to training materials and services.

All learners and co-signing parents/guardians and guarantors will receive a copy of the completed Payment Plan by Instalment application form.

EMPOWA Training will cancel payment plans if there are two consecutive unpaid or failed instalments. You will then be required to make immediate payment. If the total amount exceeds \$1500 then you will be invoiced in instalments up to \$1500 until the final amount owing is paid. If you or your guarantor cancel a payment plan, the full amount of outstanding debt is still owed and will be required to be paid.

If you have difficulty meeting the payment plan instalments, please call our deadly staff on 07 3828 3600 or email info@empowatraining.org.au.

Certificates and Statements of Attainment will NOT be issued to any individual unless the learner tuition fees, current and outstanding, have been paid in full.

Recognition of prior learning (RPL) application fees

The following steps apply for RPL applications:

1. If you have previous relevant work and / or experience and can demonstrate you already have the equivalent knowledge, skills and experience for a unit, or units, of competency without needing to attend training. We can provide you with the RPL Application Kit where you will need to provide this evidence.
2. A qualified trainer and assessor will review your application and discuss suitability and any costs within three weeks of lodging your application before progressing with training. You will be invoiced an application fee for the trainer and assessor to conduct the evidence review and competency mapping.
3. RPL must take place at the start of your training after enrolling. You will be able to use the information provided in the RPL Application Kit and the RPL assessment plan to complete your RPL. EMPOWA Training will support you and assess the relevant RPL unit/s of competency with you.
4. If the RPL is successful, the learner will not be required to attend training for the unit/s covered by the RPL. The learner will be entitled to a fee reduction; the amount may vary based on the fee structure of the course and how many units of competency you received RPL for.
5. Your trainer and assessor will discuss with you any units you applied for which are not eligible for RPL and the costs associated with the remaining units required to be completed by assessment.

Reassessment

If your training has been completed and you have attempted all your assessment tasks including any additional resubmits and you have not achieved a final competent result your trainer and assessor will discuss your options with you. You may need to re-enrol in the unit, and there may be costs involved.

Changes to fees

All EMPOWA Training fees are published on our course flyers, enrolment form and the EMPOWA Training Schedule of Fees and charges. The fees are correct at the time of publication and will be published on our website.

refunds and withdrawals

Where it is not possible to continue your studies, you may be entitled to a refund of tuition fees.

To request a refund, contact the EMPOWA Training team and we can assist with the refund application.

It is essential to notify EMPOWA Training for forms relating to withdrawal, cancellation, refund application or deferring enrolment.

You can notify us by:

1. completing the EMPOWA Training Application for Refund Form
2. email info@empowatraining.org.au requesting refund of fees and the reason for refund of course fees.

Refunds may be granted at the discretion of EMPOWA Training in accordance with the information below and you will be notified within 14 working days of the outcome of your request.

Approved refunds will be processed within one month of you being advised of the outcome of the refund application.

Refunds

A refund may be provided in the following circumstances:

1. If you withdraw from a qualification, unit/s of competency or course prior to the start of study date, you may be entitled to a full refund of tuition fee costs paid, less an administration fee.
2. If you withdraw from a qualification after course commencement date, you may be entitled to a refund for costs paid for the units of competency not commenced, less an administration fee.
3. If EMPOWA Training cancels a qualification, unit/s of competency or course and a suitable alternative cannot be found for you, you may be entitled to a full tuition fee refund and no administration fee will be applied.

PLEASE NOTE: It is at the discretion of the RTO Manager when a variation to the refund policy is required.

Withdrawals

Where a learner withdraws from a program

If you withdraw or discontinue from a course (qualification) prior to completion, you must notify your trainer and assessor and EMPOWA Training staff member in writing (i.e., email or letter).

The date of withdrawal is determined from:

- a. the date of formal withdrawal request; or
- b. where there is no formal withdrawal request, the date of the last engagement with a trainer and assessor; or
- c. where EMPOWA Training has withdrawn you from the training program.

If you change your mind about the course and subsequently wish to withdraw, or there are any other reasons you need to cancel your course enrolment, simply inform EMPOWA Training in writing. Refund as per our policy.

Where EMPOWA Training withdraws a learner from a program

If we don't hear from you we may have to withdraw you from the program so please let us know if you have things that come up that may impact you and your learning.

EMPOWA Training can withdraw you based on the following conditions:

- a. when you have not participated in six consecutive class learning sessions without any notification to your trainer and assessor or EMPOWA Training office staff; and/or
- b. if you have less than 80% attendance rate throughout the duration of the qualification, and/or
- c. if you fail to respond to the form letters of progression as outlined below.

This process is to notify you of failure to progress in the learning program:

1. initial letter outlining progression results and due date to respond by; if no response
2. second letter is generated, following up from initial letter and due date for response or final letter is then submitted to the learner outlining withdrawal of the course; if no response
3. third and final letter is submitted to you outlining reasons EMPOWA Training has had to initiate the withdrawal process.

Once you have been withdrawn from a program, a withdrawal confirmation email will be sent to you to advise you that you have now been officially withdrawn from the course and an electronic (digital) Statement of Attainment (SOA) will be issued. The Statement of Attainment will be issued within 28 days of the withdrawal date.

Re-enrolling after withdrawal

The following conditions apply if the learner wishes to re-enrol:

- o you will need to complete a new Enrolment Form and proof of ID documents at the time of re-enrolment
- o fees will be charged again as you re-enrol
- o the choice of class availability may be limited at the time you wish to re-enrol.

Where EMPOWA Training cancels or suspends the class or program

In the unfortunate event that EMPOWA Training cancels or suspends a class, all learners will be notified by phone or SMS prior to class commencement. Please note, classes will not commence unless class numbers are deemed viable. A commencement date may be subject to change.

In the unfortunate event that EMPOWA Training cancels or suspends a program, you will have the option to:

- o transfer to another program
- o receive a refund of all tuition fees paid.

learner support & wellbeing

EMPOWA Training aims to provide an environment that is safe and where all learners feel respected and valued. We want to provide a community environment that empowers you to grow and embrace lifelong learning. We want to ensure that all learners have access to enrol, achieve success in learning, and improved job opportunities. EMPOWA Training wants to ensure all our learners have the support they need to assist them with issues that may affect their ability to complete their studies. We recognise the inter-connectedness of health, education, and employment outcomes.

Support can include:

- o course selection and career pathways
- o educational issues and support
- o study skills
- o getting ready for work skills and job readiness
- o mental health and wellbeing
- o personal issues affecting your studies
- o assistance with accessing specialist services including for issues relating to domestic violence, drug and alcohol use, accommodation, and other support agencies.

In addition, all EMPOWA Training learners have access to the Institute for Urban Indigenous Health's EAP (Employee Assistance Program) through Access EAP. There is a dedicated number for Aboriginal and Torres Strait Islander people – 1800 861 085.

Other Support Resources

- o **MOB LINK 1800 254 354**
- o **13Yarn 139276**
If you, or someone you know, are feeling worried or no good, we encourage you to connect with 13YARN on 13 92 76 (24 hours/7 days) and talk with an Aboriginal or Torres Strait Islander Crisis Supporter
- o **Life Line 13 11 44**
Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention
- o **Beyond Blue**
To speak to someone about anxiety or depression for yourself, a friend or family member:
Call the Beyond Blue support service on 1300 22 4636
Chat online to a counsellor
- o **Reach Out.com**
Better mental health and wellbeing for all young people. If it's not a crisis, or you want to connect with someone Anonymous and confidential, ReachOut is a safe place where young people can openly express themselves
- o **EMERGENCY**
 - o Is someone seriously injured or in need of urgent medical help?
 - o Is your life or property being threatened?
 - o Have you just witnessed a serious accident or crime?If you answered YES call Triple Zero (000). Triple Zero calls are free.

Disability services

We understand that every learner has individual needs that may affect their ability to study, and we are committed to supporting learners who have a disability. This includes learners who:

- are blind or vision impaired
- are deaf or hard of hearing
- have a chronic medical condition (e.g. lupus, epilepsy, Crohn's disease, diabetes, cancer)
- have a physical disability or difficulties with mobility or fine motor skills
- have an intellectual disability
- have a complex mental health condition
- have autism
- have an acquired brain injury
- have difficulties with learning including ADHD or dyslexia.

Even if you feel that you don't need assistance, we recommend that you yarn with us about what support is available to you. It's always best to let us know before you enrol so we can make sure you get the right support from the beginning of your course. You can reach out to your trainer and assessor at any time during your course.

IUIH mentors

EMPOWA Training learners have access to IUIH Aboriginal and Torres Strait Islander mentors. IUIH mentors provide culturally safe wellbeing support services.

Reasonable adjustment

Reasonable adjustment refers to measures or actions taken to provide you with the same educational opportunities as everyone else. It may involve using alternative methods and practices that demonstrate flexibility, without diminishing the integrity of the unit of competency. EMPOWA Training will develop flexible approaches to assessment to meet the specific needs of learners, as well as the specific needs of their learning environments and the organisations involved.

Reasonable adjustments will be made in collaboration with you and detailed in the Learning, Assessment and Support Plan.

Some examples of reasonable adjustments that EMPOWA Training might make include providing:

- accessible classrooms
- note-taking support
- course material in alternate formats such as electronic, large print, braille
- use of laptop for assessments
- extra time or extensions for assessments
- alternate assessment tasks
- ergonomic chair/desk
- use of assistive technology, an Auslan interpreter, or other adjustments.

Support with training and assessment

Our Ways of learning (OWoL)

Prior to enrolment you would have completed an Our Ways of Learning Indicator Activity. This activity provides information to your trainer and assessor about your Language, Literacy, Numeracy and Digital Skills required to ensure success in completing your interested course and in the workplace.

If you need further support to meet your goals we will work with you and put this in your Learning, Assessment and Support Plan (LASP) before you begin your course.

OWoL Learning, Assessment and Support Plan (LASP)

To make sure you are set up for training, we will work with you to identify what you will need.

We will take steps to:

- o work out with you, what you would need to complete
- o develop ways to support you
- o provide access to the required support you will need.

If required, we work with you and develop your own individual Our Ways of Learning (OWoL) Assessment and Support Plan. This plan is led by you, you tell us your goals and what is important to you. We work together to develop a plan based on your needs to achieve your goals. We understand these may change from time to time and we want to ensure you are progressing in your course, so we schedule regular review check-ins to see how it is all going.

An example of the support that we can give is having a scribe to write down your answers for a written assessment. In this case, the scribe will read the question to you and write your answers exactly as you say them. The scribe cannot give you the information you need for your answer.

Note that where a unit asks that you be able to read and understand a document (for example, reading a client care plan), then you will need to be able to do this yourself to pass the assessment. Where a unit asks that you be able to write a document (for example, doing a workplace form or progress note), then to pass the assessment, you will need to be able to write this yourself.

Providing ongoing support for your individual needs contributes to ensuring learners have the best possible opportunities not only in training and assessment, but also creating opportunities and be agents of change in their own families.

Check-ins

At EMPOWA Training, we check-in with you as you progress with your learning. Your trainer and assessor will check-in and see how you are going, what's working and/or what's not working.

If you are on work placement, your workplace supervisor will check-in with you.

Check-ins are a time to yarn through your Learning, Assessment and Support Plan if required. It is a time to yarn and discuss needs or goals, have they been met, or do they need to change?

Check-ins are a good time to discuss how you are going with your training and assessment. Further supports can be put in place if needed.

Cost of providing extra support

We do not charge fees for support provided from EMPOWA Training, for example, if you need a scribe. We will endeavour to provide as much support as possible at no extra cost and/or find other ways to cover these costs. However, there may be times you need access to other support, such as access to assistive technology, then there may be additional costs charged. We will support you in any way we can to minimise these costs. We will yarn and work with you through your Learning Assessment and Support Plan, and to confirm that you are happy with the cost before we organise that support.



course induction

Induction happens on the first day of your course. During the induction, you will become familiar with the expectations of learning and assessment, work placement (if required) and how to complete the skills component and the log of hours. You will also learn how you will be supported in a safe learning environment and workplace.

Induction covers:

- o introducing you to our staff and other learners
- o safety at the training rooms
- o training and assessment
- o course structure
- o training plan
- o dates of training
- o assessment (include dates of assessment)
- o using the student management system
- o complaints and appeals
- o plagiarism
- o RPL and credit transfer
- o information technology and communication (ICT)
- o obligations and behaviour
- o learner support.

You will be provided with all details of the workshops, including what to bring and a timetable with the dates and times for the face-to-face workshops. We will also send you an email with this information. You should plan to arrive early so that you have time to get set up ready to go by the start time.

If you are going to be away or late, you should tell us by phone (07) 3828 3600 or by email info@empowatraining.org.au.

Apprentices, Trainees and School Based Trainees

The Queensland Department of Trade Employment and Training (DTET) website has lots of information and fact sheets on topics relating to the apprenticeships and traineeships in Queensland.

Go to <https://www.qld.gov.au/education/apprenticeships/for-apprentices> for the most up to date information .

Information and Fact Sheets include

- o The types of traineeships including who can study and how a traineeship can be undertaken- full time, part time or school based)
- o Adequate training arrangements
- o Apprentice and Trainees rights and responsibilities
- o Assistance and support
- o Information about any changes to your traineeship (eg extensions, permanent and temporary transfers ,)

Information and fact sheets can be found here

<https://desbt.qld.gov.au/training/apprentices/resources>

At EMPOWA Training we support trainees on their learning journey, and we have specific responsibilities.

EMPOWA Training will prepare our apprentice or trainee and their employer for training with a training plan, training record and workplace assessment, learning and disability support.

Training Contract

The apprentice / trainee and the employer will have already completed the Training Contract with the Apprenticeship Network Provider. This formalises the traineeship.

Training Plan

At Induction EMPOWA Training will discuss and negotiate your training plan. This outlines the training and the planned assessment arrangements.

It documents the how, when and who will deliver the training and assessment and we all must agree to and sign the training plan.

Each apprentice / trainee in the workplace must have their own signed training plan.

For school based trainees EMPOWA Training is responsible for developing the learners school, work and training timetable with the school (Principal or delegate) , the apprentice / trainee and their parent or guardian to ensure everyone is aware of the arrangements and any impacts of the employment and training arrangements of the traineeship on the learners school time table.

EMPOWA will review your Training plans as needed and / or every three months.

Further information regarding Training plans can be found here.

Training Record

The Apprentice / Trainee will need to maintain a training record and log of hours. The training record documents your training progress and competence in relation to workplace skills.

It shows you all of the training activities you have completed on the job.

The training record must be signed off by the apprenticeship or trainee, the employer and EMPOWA Training to indicate that you have demonstrated each skill required for your apprenticeship or traineeship.

The training record should be reviewed and updated at least every three months. If the training record book is not up to date it may affect your process throughout your apprenticeship or traineeship journey.

Progress

EMPOWA Training is responsible for supporting the apprentice and or trainee on their learning journey.

If you are having any challenges let us know and we will provide support to get you back on track.

If there are any concerns we will speak to you, the employer and parent /guardian (if applicable). We will try and work them out together. If we cannot work them out we may need to seek advice or further action through the Department of Trade, Employment and Training (DTET).

Completing the apprenticeship/traineeship

Apprentices/trainees, once completed, will receive two certificates.

EMPOWA will issue a certificate for successfully completing the qualification, and the Department will issue a completion certificate for the apprenticeship/traineeship if satisfied that the apprentice/trainee has completed the apprenticeship/traineeship.

The formal completion process begins once the apprentice or trainee:

- o has successfully achieved all units of competency in their training plan
- o is competent in the workplace to industry standards, and
- o has worked the required hours (only applies to school-based apprentices and trainees).

During the completion process EMPOWA is responsible for:

1. issuing the qualification
2. signing and forwarding on the completion agreement form
3. notifying Apprenticeships Info, if we are having trouble getting the completion agreement signed (even though training has been completed).

The apprentice/trainee, the employer and EMPOWA Training will all need to fill out a completion agreement.

EMPOWA needs to submit this to the department.

For further information go to <https://www.qld.gov.au/education/apprenticeships/about/complete>

Travel and Accommodation

If you have to travel at least 100km return to attend training you may be eligible for a travel subsidy.

EMPOWA can provide information to verify your actual attendance dates on your form before you submit it.

For further information go to

<https://www.qld.gov.au/education/apprenticeships/for-apprentices/support/travel>

Supporting safe and inclusive apprenticeships and traineeships

Everyone should feel safe and respected at work.

The Apprenticeships Info service provides information and advice for apprentices, trainees and employers, including guidance on addressing personal and workplace issues.

You can find out more on the Apprenticeships Information Hotline on 1800210210

Phone

1800 210 210 (general enquiries)

Open 8.30am to 4.45pm (Queensland time) Monday to Friday.

Email

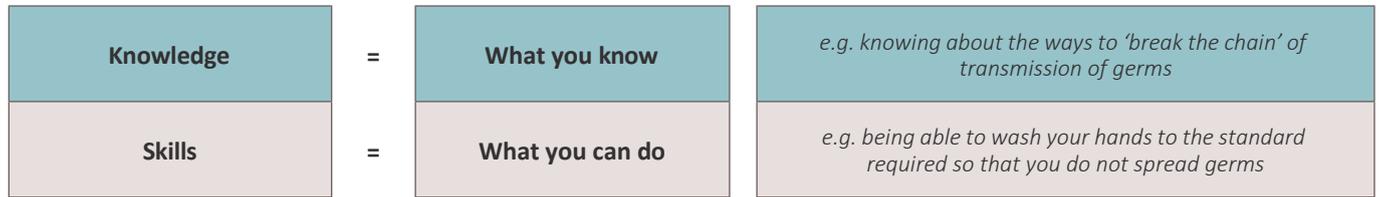
apprenticeshipsinfo@qld.gov.au

You can also download the Apprenticeships Info app, a free mobile app providing instant answers to your questions, a digital card and important contacts and services.

What is vocational training?

Vocational training teaches you how to do real workplace jobs to the level set out in nationally accredited training packages and to the quality and standards expected by industry.

Vocational training is designed to teach you knowledge and skills.



This practical focus is what sets vocational training apart, and at EMPOWA Training we teach these things the way industry has told us they want them taught.

Work placement

Sometimes training or assessment will happen in a workplace. We will tell you about any 'workplace arrangements' on our course guides, flyers and during induction.

Work placement is where the learner is placed in a workplace to receive practical training and experience that is required under, and is an assessable part of, a learner's course, and required before issuing a qualification or statement of attainment.

We support our learners to find placement within safe work environments and support you to complete all the required paperwork. The length of work placement will be dependent on the training package requirements. Learners should note that the training conducted by EMPOWA Training is within the Vocational Education and Training Sector and therefore concentrates on real world practical skills.

There are some specific workplace requirements for some qualifications in health and community services and it will be necessary for the learner to have, for example, a Working with Children (Blue Card), an Australian Federal Police Check, or a NDIS Worker Screening Check prior to starting placement. We can help you with the application process.

Learning knowledge

We teach knowledge in different ways, such as:

- o yarning, face-to-face training
- o learner guides
- o videos.

Learning and practising skills

During your course, you will get a chance to learn and practice skills through yarning, face-to-face training and workplace training.

Workshops

We run workshops as part of our training. You will be provided with a timetable with the dates for the face-to-face workshops. Workshops will be run in a training room, or they might be run by a video call e.g., Microsoft Teams. During your workshop, you will do training live with your trainer. This might include:

- o PowerPoint slides
- o videos
- o trainer demonstrations of skills
- o practising skills, yourself
- o role playing
- o group activities and discussions.

During your training, you can ask questions and your trainer might ask you questions, too.

Guest speakers may speak to the group during the workshop. These guest speakers bring interesting stories and share their experiences about working in the industry.

Learner guide, textbooks and videos

You may be given a learner guide, textbook or videos to read or watch before the workshop, and the activities in the workshops will build on that information. You should start reading or watching as soon as you get them, so that you get the most out of the workshop.

Sometimes you will be given a learner guide to take home from the workshop. You may need to look at it when you are working on your assessments. If you take home your learner guide, you must remember to bring it to every workshop so that you can refer to it.

Workplace training

As part of your course, you may have to do workplace training under supervisors who are experienced in the industry. Some of the units that you will do require the skills to be demonstrated in the actual workplace. This is referred to as work placement. Your work placement will give you the opportunity to put the theory and skills learnt into practice in a real workplace.

If there is workplace training, we will give you a work placement pack with activities for you to do and things for you to yarn about with your workplace supervisors.

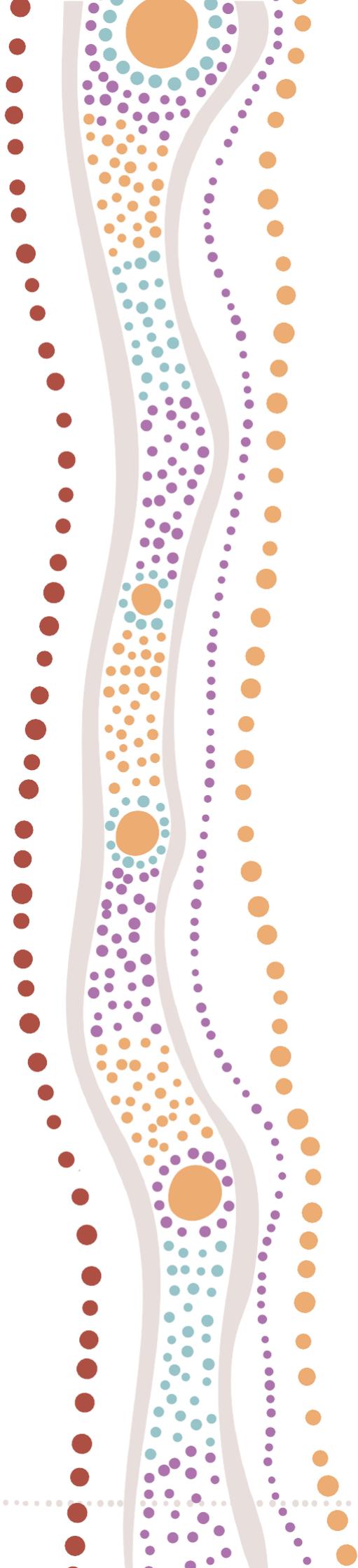
You can keep a log of your mentoring by writing details in your work placement pack.

Transitioning courses

It is important for learners to graduate with a qualification that meets the current skill needs of an industry, so sometimes training packages are updated to align with current industry standards.

These updates can impact qualifications, units of competency and assessment requirements.

If this happens to a qualification you are enrolled in, we will contact you to discuss your individual transition requirements and inform you in writing via email.



What is vocational assessment?

Vocational assessment checks that you know how to do real workplace jobs to the level set out in nationally accredited training packages and to the quality and standards expected by industry.

Vocational assessment checks that you hold both knowledge and skills.

Types of assessment

During your course, you may be assessed in the following ways:

- o knowledge tasks
- o practical tasks
- o workplace tasks

These assessment types are explained below.

Knowledge Tasks

For most knowledge tasks, you will have questions where you write your answers down. Sometimes an assessor may also use ‘verbal’ questions, which means they will ask you questions and then write down what you told them.

Usually these assessments are ‘open book’ which means you are allowed to look at your learner guide when you are doing them. You will be told the date they have to be done by, and you must get them handed in by that date. If you need extra time, you should talk to your assessor.

Usually, you are allowed two attempts (go’s) at your knowledge tasks, so if you do not get a question right the first time, you can have another go. You will usually only need to re-do the questions you got wrong. Your assessor will give you feedback after each go.



Handy tip: *If you are not sure of the answer in a knowledge task, look in your learner guide or the videos we have given you.*

Practical Tasks

A ‘practical task’ means the assessor will watch you doing things. For example, they might watch you wash your hands, to make sure you know how to do it properly. The assessor may ask you some questions to make sure that you understand why jobs need to be done a certain way.

Usually, you are allowed two attempts (go’s) at your demonstration, so if you do not get it right the first time, you can have another go. Your assessor will give you feedback after each go.



Handy tip: *Read the instructions carefully. If you are not sure exactly what you have to do, or you have questions, ask your assessor before the assessment starts.*

Workplace Tasks

These assessments are designed to assess practical skills and will be completed in the workplace. We will get your supervisor to verify (confirm) that the work is your own and that you followed the workplace procedures.

You will need to complete these tasks in the workplace. Your Trainer and Assessor will visit you in your workplace and observe you completing these tasks.

Usually, you are allowed two attempts (go's) at your workplace project, so if you do not pass the first time, you can have another go. Your assessor will give you feedback after each go.



Handy tip: Read the instructions and show the assessment to your workplace supervisor so they can schedule you time to work on it.

You must follow the policies and procedures of your workplace. Look in the workplace manuals or ask your workplace supervisor for more instructions about how those tasks are done in your workplace.

Be sure you carefully read the instructions on the assessment and hand in everything listed.

Referencing

When you are using someone else's ideas, you must 'reference' that. This is where you show where an idea comes from.

You can use the Harvard Referencing system. Microsoft Word™ has an in-built referencing tool which we recommend you use. For more information about Microsoft Word™ referencing and Harvard Referencing, see these links:

Resource	Link
Microsoft Office Support This contains easy-to-follow instructions on how to use Microsoft Word™ to cite your sources and automatically generate a list of references	https://support.office.com/en-us/article/add-citations-in-a-word-document-ab9322bb-a8d3-47f4-80c8-63c06779f127
QUT Citewrite This contains information about the Harvard Referencing system	https://www.citewrite.qut.edu.au/cite/qutcite.jsp#harvard

Copyright

There are strict copyright laws which apply in Australia. Under our educational copyright licences, we can give you copies of materials to use during training. You should read the copyright notices on the material we give you, and you must not send the materials to other people or post it on the internet etc. You must not use the material for any other purpose than for training and assessment.

Handing in your assessments

Generally, assessments are to be handed in to your trainer and assessor or by email to info@empowatraining.org.au.

Your assessment will have a due date and you must hand it in by the due date. If you need more time, talk to your assessor about an extension.

Assessment results

All learners will be required to complete all assessment tasks. You will receive feedback on your assessment from the trainer and assessor. If further action is required, you will have opportunity to be re-assessed.

If after your first attempt you receive feedback that you need to be re-assessed do not stress! You are allowed three attempts (go's) at your assessment and in most cases, you will only need to be re-assessed in just a couple of parts of the assessment.

Before you have another go, your assessor will give you feedback about your previous attempt. If you have any questions, ask your assessor before you have another go at assessment.

Missed assessment

If you have not handed in an assessment by the due date, and you have not contacted us, then we will make all efforts to try to contact you and support you to get back on track with your studies. If we are unable to get in contact with you then we will commence the disengagement process.

If you are withdrawn from the program, you may not be eligible for a refund. For more information, refer to our policy on fees.

Extensions

You must hand in your assessments by the due date.

If you want to request more time to hand in an assessment, you must send an email to info@empowatraining.org.au telling us the reason you need to extend. We will tell you in writing whether your request is approved and if so, the new due date.

You can apply for a maximum of two extensions for a maximum period of four weeks each. If you need a longer extension then prior to approving the extension, EMPOWA Training will consider the situation and review any additional support you require.

Where an approved extension period lapses and you have not met the due date, or contacted us to discuss your assessment, or responded to our attempts to discuss the due date with you, then you will be withdrawn from the unit.

If you are having any challenges that are impacting your learning and assessment, please speak to your trainer and assessor who can support you.

If you feel you cannot talk to your trainer and assessor, you may prefer to speak with another class colleague to assist you to speak on your behalf, or you can reach out to our RTO Manager or one of our deadly staff. We are here to support you and provide any help we can to ensure you continue to work towards your goals and learning journey.

obligations

EMPOWA Training's obligations

Our community

EMPOWA Training is obligated to provide a safe work and learning environment free from discrimination and harassment, and we take all reasonable precautions to do so. To fulfil our obligations, we:

- o work in ways which are ethically, culturally and respectfully propa; fostering integrity in our conduct and actions by matching our ways with the values of IUIH and The Ways Statement
- o have active executive management support
- o ensure that appropriate action is taken to address and resolve complaints
- o have established an effective complaint handling procedure.

In addition, we must:

- o provide quality training and assessment that complies with the requirements of the endorsed training package and the regulatory framework
- o provide an environment that is safe and free from discrimination, harassment, and bullying
- o market our training in an ethical manner, ensuring information is accurate and complies with the regulatory framework
- o advise you of any material changes that occur within our organisation, or that affect our ability to provide training and assessment during your enrolment
- o inform you of any changes to legislative/regulatory requirements that affect the services delivered
- o cooperate with ASQA, the Training Ombudsman and/or any other relevant authority for the purposes of regulatory audits or investigations
- o hold public liability insurance to cover our scope of operations
- o adhere to the provisions of the regulatory framework
- o issue Australian Qualifications Framework (AQF) certificate documentation as provided for in the Regulatory Framework.

Legislation

EMPOWA Training operates as an RTO under the *National Vocational Education and Training Regulator Act 2015*.

The Australian Skills Quality Authority (ASQA) is the national regulator, and the Australian Industry Skills Council (AISC) determines policy and guidelines/directions for RTOs.

EMPOWA Training is committed to providing all our clients with quality education and training. Directly governing our operations is the following legislation:

- *National Vocational Education and Training Regulator Act 2011 (Cth)*
- Australian Quality Training Framework—AQTF 2021
- 2025 Standards for Registered Training Organisations (RTOs) (Cth)
- *Fair Work Act 2009*
- *Anti-Discrimination Act 1991 (Qld)*
- *High Education (General Provisions) Act 2008*
- *Human Rights Act 2019 (Qld)*
Equal Employment Opportunity including amendments to the Equal Opportunity for Women in the Workplace Amendment Act 2012 (Commonwealth Authorities) Act 1987 – amended 2012.
- *Racial Discrimination Act (1975)*
- *Sex Discrimination Act (1984)*
- *Disability Discrimination and Other Human Rights Legislative Amendment Act (2009)*
- *Work Health and Safety Act 2011*
- *Privacy Act 1988*
- *Information Privacy Act 2009 (Qld)*
- *Child protection (Care and protection) Act 1999 (Qld)* & Child Protection Regulation 2011
- *Child Safe Organisations Act 2024*
- *Copyright Act 1968*
- Australian Qualifications Framework
- *Financial Viability Risk Assessment Requirements 2011 (Cth)*

Commonwealth and State legislation applies to the conduct of EMPOWA Training as a Registered Training Organisation, and to the scope of that registration. These are integrated into our policies and procedures where required.

EMPOWA Training will inform you of the key changes to the relevant legislation insofar as it affects your participation in training. As a learner at EMPOWA Training, you need to ensure that you are aware of your legislative rights and responsibilities.

All state and territory legislation can be found and downloaded at <https://www.austlii.edu.au/>.

You will be informed and learn about legislation through course induction and if relevant in your course training.

It is important for you to abide by Australian workplace legislation such as the anti-discrimination, equal opportunities and workplace health and safety legislation, as well as the Copyright Act.

For more information you can visit the following websites:

- o Qld WorkSafe: <https://www.worksafe.qld.gov.au/>
- o Anti-Discrimination Commission: <https://www.qhrc.qld.gov.au/your-rights/discrimination-law>
- o Human Rights and Equal Opportunity Commission: www.hreoc.gov.au
- o Copyright Act (Cth) 1968: <https://www.legislation.gov.au/Details/C2016C00741>

Learners' obligations

There are behaviour expectations and responsibilities of all EMPOWA Training learners to encourage a safe and mutually respectful learning environment. These are all set out in this handbook and may also be provided to you by email and/or in your workshops.

Learners' rights

All learners, throughout their training and involvement with EMPOWA Training, can expect to have the right to:

- be treated with respect by others, to be treated fairly and without discrimination, regardless of religious, cultural, racial, and sexual differences, age, disability, or socio-economic status
- be free from all forms of intimidation
- study in a safe, clean, orderly, and cooperative environment
- have personal (including computer files and learner work) and EMPOWA Training property protected from damage or other misuse
- have any disputes settled in a fair and rational manner through the Learner Complaints and Appeals Procedure
- work and learn in a supportive environment without interference from others.
- express and share ideas and to ask questions
- always be treated with politeness and courtesy
- have your records and personal information stored and maintained in a confidential, secure and professional manner
- receive information about assessment procedures and progress in the course in a timely and professional manner.

Learners' responsibilities

All learners, throughout their training and involvement with EMPOWA Training, are expected to:

- treat all people with fairness and respect, their behaviour should not in any way cause offence, embarrassment or harm to others
- not harass, victimise, discriminate against or disrupt others
- treat all others, and their property, with respect
- respect the opinions and backgrounds of others
- follow all safety policies and procedures as directed by EMPOWA Training staff
- report any perceived safety risks as they become known
- not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others
- keep records private and secure according to EMPOWA Training's privacy procedures
- approach their training with due personal commitment and integrity
- complete all assessment tasks, learning activities and assignments honestly and without plagiarism
- make regular contact with their EMPOWA Training trainer and assessor
- notify EMPOWA Training if they are unable to attend a training session for any reason as soon as possible
- refrain from smoking and alcohol consumption at any EMPOWA Training premises and any training venues.

Behaviour

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

Consumption or being under the influence of alcohol or illicit substances during training hours is unacceptable and will result in training being terminated or you being asked to leave the premises. Continued abuse of this nature may result in your removal from the training program.

Your behaviour must not disrupt or threaten others. Abusive behaviour or physical violence can result in instant withdrawal from the program. You should behave in a way that reflects respect, understanding and proper ways.

Dress and hygiene

Neat, comfortable clothing is generally considered appropriate. There may be some requirements specific to the course you are enrolled in; this information will be in the course guide. You will be working in proximity with others. Care with your personal hygiene (clothing, hair, deodorant etc.) is required.

Disciplinary procedures

Where your behaviour is affecting the learning process of others, you will be asked to leave and may be issued with a written warning. Re-entry to the training program will need to be negotiated with the trainer and assessor.

Any misconduct will result in a meeting with your trainer and assessor followed by a written warning.

Any further incidents may result in removal from the training course. Serious misconduct will result in immediate termination from your training course.

Misconduct

Misconduct includes but is not limited to:

- o theft
- o fraud
- o violence/assault
- o discrimination, harassment, intimidation, or victimisation of any person on EMPOWA Training premises or training venues
- o serious negligence including occupational health and safety non-compliance
- o serious breach of confidentiality
- o being affected by alcohol or drugs (both illegal and prescription) if your faculties are so impaired that you are unfit to participate in activities.

Cheating and plagiarism

EMPOWA Training is committed to upholding standards of learner integrity and honesty regarding the assessment of their work and places value in the declarations of authenticity made by its learners. Plagiarism and cheating in any form are unacceptable and will be treated seriously by EMPOWA Training.

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

Plagiarism (to act dishonestly or unfairly to gain an advantage) will be referred to as cheating in this procedure.

Some examples of cheating include:

- o not acknowledging reference materials used (ask your trainer and assessor for more information about appropriate referencing, and there are tips earlier in this Handbook)
- o collaborating on assignments with another learner where this is not a requirement of the assessment
- o copying all or part of assignments from another learner
- o soliciting assistance to write your assessments from any source
- o submitting the work of others or a version of work of others from previous courses
- o stealing work from EMPOWA Training's trainer and assessor, computer, other learners to pass off as your own.

Learners are expected to always act with integrity and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

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

- o review previous work of the learner
- o comparisons with other learners work where collusion is suspected
- o discussions with the learners involved
- o review of previous incidences of cheating (if any) and the disciplinary action taken.

If the claim is substantiated, , . and you are unhappy with the decision, you can lodge an appeal using the Complaints and Appeals Form.

Everyone's obligations

Respect for others

We are committed to a safe space for both learners and our staff. The following rules apply to everyone:

- o inappropriate language or actions will not be tolerated.
- o in keeping with equal opportunity and discrimination laws, no derogatory or prejudicial comments are acceptable with reference to a person's culture, disability, gender, disability, sexuality, religion, or age.
- o harassment and intimidation of staff or fellow participants will not be tolerated.
- o treat EMPOWA Training facilities and training venues and equipment with due care and respect.
- o arrive on time to start all sessions. This includes after lunch and coffee breaks.

Health and safety

EMPOWA Training is committed to providing a safe and secure place for staff, learners, and visitors to work and learn and in doing so complies with all health and safety legislative requirements.

All learners must protect their own health and safety and avoid adversely affecting the health and safety of any other person. They must not wilfully or recklessly interfere or misuse anything provided by EMPOWA Training in the interests of health, safety, or welfare.

All learners must ensure that they are not, by the consumption of drugs or alcohol, in such a state as to endanger their own health and safety or the health and safety of another person.

In Queensland, the *Work Health and Safety Act 2011* (the WHS Act) provides for the protection of all people at workplaces, including children and young workers. This legislation covers children who are working as well as children who are in a workplace for any other reason.

At EMPOWA Training, each staff member has the required working with children (Blue Card) clearances and/or police checks, if relevant to their role.

Staying safe - COVID vaccinations

Although testing and reporting are no longer routine, we do all still have an obligation to protect each other, especially since learners are considering working in the health and community sectors.

There are some basic things to remember:

- o Stay home if you have symptoms of an acute respiratory infection (cough, fever, runny nose, sore throat) – and return to work or class when you are feeling better.
- o Wash your hands, think about how close you stand to others, and wear a mask in crowded places or where you know you won't be able to keep your distance.

Please note that some courses require learners to have certain vaccinations due to workplace requirements. This information is provided in the course guides, marketing flyers and at the Community Information Days.

It is important to stay up to date with the latest COVID-19 advice: <https://www.health.gov.au/our-work/covid-19-vaccines>.

As with all vaccinations, people are encouraged to discuss the vaccine options available to them with their health practitioner.

Bullying and harassment

Under discrimination law, it is unlawful to treat a person less favourably based on protected attributes such as a person's sex, race, disability or age. Treating a person less favourably can include harassing or bullying a person. The law also has specific provisions relating to sexual harassment, racial hatred and disability harassment.

Harassment can include:

- o telling insulting jokes about particular racial groups
- o sending explicit or sexually suggestive emails or text messages
- o displaying racially offensive or pornographic posters or screen savers
- o making derogatory comments or taunts about a person's disability
- o asking intrusive questions about someone's personal life, including their sex life.

The *Fair Work Amendment Act 2013* defines workplace bullying as repeated unreasonable behaviour by an individual towards a worker which creates a risk to health and safety.

Bullying behaviour can range from obvious verbal or physical assault to subtle psychological abuse. It can include:

- o physical or verbal abuse
- o yelling, screaming or offensive language
- o excluding or isolating employees
- o psychological harassment
- o intimidation
- o assigning meaningless tasks unrelated to the job
- o giving employees impossible jobs
- o deliberately changed work rosters to inconvenience particular employees
- o undermining work performance by deliberately withholding information vital for effective work performance.

EMPOWA Training has a responsibility to make sure that our learners are treated fairly.

This responsibility is set out in federal and state anti-discrimination laws, as well as the Fair Work Act 2009 (Cth). Taken together, they make certain types of workplace behaviour against the law.

As an RTO, EMPOWA Training is required to prevent bullying or harassment from occurring in the workplace.

Anti-discrimination and equal opportunity

In Australia, national and local laws cover equal employment opportunity and anti-discrimination in the workplace. This also extends to behaviour in the training room and the operations of EMPOWA Training as an RTO. All staff and learners are required by these laws to create an environment free from discrimination and harassment. It is important that you, as a learner at EMPOWA Training, understand your rights and responsibilities under human rights and anti-discrimination law in Australia.

Discrimination occurs when a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal characteristics.

Federal discrimination laws protect people from discrimination on the basis of their:

- o gender or sex
- o race, including colour, national or ethnic origin or immigrant status
- o marital status
- o pregnancy and breastfeeding
- o age
- o disability
- o sexual orientation, gender identity and intersex status.

As an RTO, EMPOWA Training has a responsibility to ensure a culturally safe workplace for Aboriginal and Torres Strait Islander people.

Privacy

EMPOWA Training considers your privacy to be extremely important. We have a Privacy Policy and procedures which ensure we meet our obligations under the National Privacy Principles that guide and regulate the collection, management, storage, and disposal of personal information. These policies and procedures set out the way EMPOWA Training handles and protects your personal information.

We are required to collect personal information about learners and to disclose that information to the National Centre for Vocational Education Research Ltd (NCVER). We are also required to submit to ASQA the Quality Indicator Data that we collect at the end of your training, and ASQA may ask to see your records during an audit. We may also be required to submit your information to the Queensland Government during your training.

You can view our Privacy Policy and data collection procedure published on our website.

Personal information

Personal information held by EMPOWA Training may include names, date of birth, place of birth, current and previous addresses, telephone/mobile phone number, email address, nationality and/or academic record and/or employment information.

This information is collected upon enrolment, it will also include evidence of assessment outcomes for the courses you are enrolled in or have completed.

EMPOWA Training will only use the personal information for the purpose for which you provided it. We will not use it for any other purpose without your express consent.

In general, personal information may be used to:

- o administer and manage those services, including the provision of up-to-date news on new courses, events, and invoicing procedures
- o inform you of ways the educational and training courses could be improved
- o provide the educational and training services required, as directed by the regulatory authorities
- o research and develop our courses to reflect best practice industry standards.

Storage of personal information

EMPOWA Training is required to retain learner records of attainment of units of competency and qualifications for a period of 30 years. Over the 30-year period, this information is stored in both electronic and paper-based format.

Our learner database is password protected, backed up nightly and virus protected to help guard us against the loss, misuse, or destruction of the information. Access to this central information can only be gained by authorised EMPOWA Training staff.

When we disclose personal information

On occasion, and as required by law, EMPOWA Training may disclose your personal information to external organisations, providing they are aware of and agree to comply with our privacy procedure.

These organisations include:

- o government and regulatory authorities such as:
 - o Department of Employment and Workplace Relations
 - o Australian Skills Quality Authority (ASQA)
 - o the Department of Education and Training and the National Centre for Vocational Education Research (NCVER).
- o our professional advisers including accountants, auditors, lawyers, and VET consultants.

We may also disclose personal information to comply with subpoenas, court orders and other legal processes if required by law.

Rights to access personal information

You have a right to access your personal information. If you would like to do so, you should contact EMPOWA Training in writing. This is to protect your information and to help us ensure that the information is not being released to people other than the person to whom the information relates. Under normal circumstances EMPOWA Training will provide you with access to your personal information within 30 days of receiving this request.

EMPOWA Training takes all reasonable precautions to ensure that the personal information we collect, use, and disclose is accurate, complete, and up to date.

However, the accuracy of that information depends on the information provided. It is your responsibility to:

- o advise us of any errors in your personal information
- o keep us up to date with changes to personal information such as your name and address.

Access and equity

EMPOWA Training supports the concept of equity, which encompasses two central ideas:

- o fairness—that education should be available to all learners at an acceptable standard regardless of their individual background or circumstances
- o inclusion—that education should be universal and accessible to all.

Access and equity principles include:

- o equity for all people through the fair and appropriate allocation of resources
- o equality of opportunity for all people without discrimination
- o access for all people to appropriate quality training and assessment services
- o increased opportunity for people to participate in training.

EMPOWA Training trainers use a variety of training methods, encourage respectful interaction, seek feedback from students, collaborate with specialists when they need extra help and continually update their skills.

complaints and appeals

If you have any concerns or not you are not happy! Please contact us.



Call us on (07) 3828 3600



email us at info@empowatraining.org.au



Apply via our web site

If you wish to lodge an appeal or complaint, you (or a nominated representative chosen by you) will need to approach your trainer and assessor, or another EMPOWA Training staff member.

Complaint – refers to issues relating to training delivery and assessment, quality of learning, student safety, amenities, sexual harassment or discrimination.

Appeal – refers to judgement of assessment outcomes, ie, you dispute the trainer and assessor's competency decision.

Complaints

You can make a complaint about the conduct of EMPOWA Training, our staff, and/or other learners enrolled at EMPOWA Training. You can make a complaint by:

- o Phone **(07) 3828 3600**
- o Email info@empowatraining.org.au

When making a complaint, tell us what your complaint is, and how we can contact you.

We will confirm we received your complaint in writing, and we may contact you to get further information. If your complaint relates to another person, we will contact that person to get information from them.

When dealing with your complaint, we will make sure that the decision maker is independent of the situation and- in the case that a complaint relates to a EMPOWA Training staff member- higher in authority than that person.

We will try to finalise your case as soon as possible. If more than 60 days are required to finalise your complaint, then we will tell you in writing, including reasons why more than 60 days are required. We will also update you regularly about the progress of the matter.

We will advise you in writing once we complete our investigation into the matters you raise. We keep records of all complaints and their outcomes, including any corrective actions that we implement.

Appeals

You can request EMPOWA Training to review their decision. This is called an appeal. You can make your request for an appeal by:

- o Phone **(07) 3828 3600**
- o Email info@empowatraining.org.au

When requesting an appeal, please tell us what decision you are appealing, why you are appealing it, and how we can contact you.

We will confirm we received your appeal in writing, and we may contact you to get further information. As part of the appeal process, we will contact the decision maker to get information from them.

When dealing with your appeal, we will make sure that the decision maker is independent of the original decision maker and is higher in authority than the person who made the original decision.

We will try to finalise your case as soon as possible. If more than 60 days are required to finalise your appeal, then we will tell you in writing, including reasons why more than 60 days are required. We will also update you regularly about the progress of the matter.

We will advise you in writing once we finish our review of the original decision. We keep records of all appeals and their outcomes.

We make sure complaints and appeals processes do not contain barriers, such as the need to fill in complex forms and/or give extensive written information as part of the process.

Unresolved issues

If you have come to us and tried to resolve your complaint, but you feel that it hasn't been resolved, then you can go to the federal regulator, National Training Complaints Hotline or the Training Ombudsman.

Federal regulator

The federal regulator for vocational education and training is the Australian Skills Quality Authority (ASQA), whose contact details are:

- o 1300 701 801
- o enquiries@asqa.gov.au
- o GPO Box 9928 Melbourne Vic 3001
- o asqa.gov.au

National Training Complaints Hotline

Complaints about training providers can be made at the National Training Complaints Hotline:

- o 13 38 73 - select option 4
- o education.gov.au/email-complaints
- o <https://www.dewr.gov.au/national-training-complaints-hotline>

Training Ombudsman

The Training Ombudsman's office investigates complaints about Queensland training and their contact details are:

- o 1800 773 048
- o info@trainingombudsman.qld.gov.au
- o PO Box 15090 City East Qld 4002
- o trainingombudsman.qld.gov.au

If you are not happy with the outcome of your complaint or appeal, you have the right to a review by the Australian Mediation Association, at your own cost. You can visit their website ama.asn.au for more information.

completion of training

Certificates

Once you have successfully completed all required training and assessment and you have paid all fees, we will issue your 'certification documentation'.

- For accredited units and skillsets, you will get a statement of attainment.
- For a full qualification, you will get a testamur of qualification and record of results.

By law, we must issue your certificate directly to you.

We can also send an electronic copy of your certificate to someone else (e.g., your employer, or a job provider), if we have written permission from you.

Your certificate will be issued in your legal name, as verified on the USI Registry. If you receive your certificate and see an error in your name, please contact us immediately. If you have legally changed names, phone 1300 857 536 to change your name with the USI Registry.

Certificate Replacement

If you lose your certificate, you can contact us for another copy. Once we confirm your identity, we can send you a PDF copy for free by email. If you want us to re-issue a printed copy, a small fee applies. See the Learner Fee Schedule.

USI registration of your certificate

After your training is completed, we will report your results to the USI Registry.

Visit the USI website (usi.gov.au) to find out how to authorise organisations to access your training records. There may be a delay before the data is available on the USI website. Contact the USI Registry for more information.

By law, we cannot issue your certificate until we 'verify' your USI which means we check the USI you gave us is correct. To save on delays, we ask for your USI at enrolment, and we will verify your USI directly with the Registry.

Please note that only accredited training is reported to the USI Registry (i.e., non-accredited training is not reported).

Issuing and re-issuing certification documentation

For this handbook, 'certificate' means either a statement of attainment or a testamur of qualification and record of results.

EMPOWA Training will issue the certificate directly to the learner providing that:

- a. all assessments have been successfully completed
- b. a learner's USI has been successfully verified with the USI registry
- c. all fees have been paid.

If a learner has not paid their enrolment fee or met the requirements of their payment plan, then EMPOWA Training reserves the right to withhold issuing a certificate until all fees are paid in full.

EMPOWA Training will issue the first copy of a certificate to individual learners for free.

EMPOWA Training will re-issue an electronic (PDF) copy of a certificate for free.

Refer to the Schedule of Fees and Charges for the fee to re-issue a printed certificate.

feedback and surveys

We will ask for feedback on how to improve our services. We are also required to collect Quality Indicator Data after your training.

You may be contacted by these government departments for a survey after training:

- o National Centre for Vocational Education Research (NCVER)
- o Australian Skills Quality Authority (ASQA)
- o Queensland Government.

Please note these government departments randomly contact learners from all RTOs in Australia, and we do not get to choose who gets contacted.

We also ask for industry and employers' feedback as well. This helps us make sure we are training to always meet the needs of the industry.

Future training opportunities

EMPOWA Training may be able to support you with pathways to university. You may have had this as a goal on your LASP. We can yarn further to see how we can support you with this.

From time-to-time, we may email you to highlight upcoming training courses. If you do not wish to receive these emails, there is an unsubscribe link in our emails. You can also call our customer service team on (07) 3828 3600 if you do not want to receive further emails.

further information

Acronyms and abbreviations reference

Mob: is a colloquial term identifying a group of Aboriginal and Torres Strait Islander people associated with a particular place or country. It is used to connect and identify who an Aboriginal or Torres Strait Islander person is and where they are from. Mob can represent your family group, clan group or wider community group.

The Ways Statement: Cultural Integrity Investment Framework

IUIH: Indigenous Urban Institute of Health

ASQA: Australian Skills Quality Authority

CT: Credit transfer

LASP: Learning Assessment and Support Plan

OWoL: Our Ways of Learning

RPL: Recognition of prior learning

RTO: Registered Training Organisation

USI: Unique Student Identifier

VET: Vocational Education and Training

Learner acknowledgement



Declaration

By signing below, I confirm I have read this handbook and aware of my rights and responsibilities as a learner at EMPOWA Training and I understand the information set out in this handbook.

Your name _____

Your signature _____ Date _____



EMPOWA Training (RTO code 46204) is a division of the Institute for Urban Indigenous Health Ltd.

Our contact details are:
22 Cox Road Windsor Qld 4030
(07) 3828 3600
info@empowatraining.org.au
empowatraining.org.au

