



Student Handbook

for International & Domestic Students

Information to help you during your EQUALS experience...

*Experience learning from
a new perspective....*



This belongs to:

Name: _____

*"The world of humanity has two wings, one is women and the other men.
Not until both wings are equally developed can the bird fly."
Abdu'l-Baha*

Your Local EQUALS offices....

Head Office Contact Details

Telephone	+61 8 8110 1200
Facsimile	+61 8 8110 1299
Email	customerservice@equals.com.au
Web	www.equals.edu.au
Mail	GPO Box 2443, Adelaide SA 5001, Australia
Address	Level 2, 23 – 25 Leigh Street, Adelaide SA 5000, Australia

Sydney Contact Details

Regional Manager	Lyn Kliche
Mobile	0402 009 316
Telephone	1300 889 939
Email	kliche@equals.com.au

Queensland Contact Details

Telephone	1300 889 939
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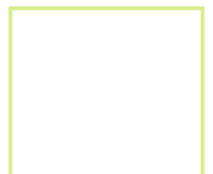
Important Note: This Student Handbook should be used in conjunction with your Program Prospectus (where relevant). Some of the information in this Handbook may be repeated in the Program Prospectus.

This document has been compiled to provide a guide for those individuals who have enrolled with EQUALS International. It should not be treated as an exhaustive statement on the subject. Whilst EQUALS believes that this publication will be of great assistance to its readers, EQUALS expressly disclaims all liability for errors or omissions of any kind whatsoever (whether negligent or otherwise) or for any loss, damage, or other consequence which may arise from any person relying on this publication.

EQUALS is not engaging in performing any legal or other professional service. If legal or expert assistance in relations to the subject matter is required, the advice of a competent professional should be sought.

Why You've Made the Right Decision to Study with EQUALS.....

- ✓ EQUALS has been established for over 19 years
- ✓ We have offices and networks established throughout the world
- ✓ Excellent Support from Employers and Industry
- ✓ Student Support Services to help you succeed
- ✓ Student Facilities to Support Your Learning
- ✓ Australian Government Accreditation
- ✓ Employment Assistance Program
- ✓ Competitive Program Fees
- ✓ A dedicated team of Professionals that are wholly focused on your needs.
- ✓ Student Advocacy and External Liaison Services



About EQUALS...

Our Vision

EQUALS has a vision of a new world where ethical values produce an equitable and harmonious way of life. A prerequisite of this is the equality of men and women.

Our Spiritual Principles

These are our spiritual principles:

- Decision Making through Consultation
- Service
- Values Based Leadership
- Ethical Business Practice
- Unity in Diversity
- Equality of Women & Men
- Human Rights
- Social Responsibility
- Development of Human & Spiritual Potential integrating Mind, Body and Spirit
- Sustainable Development

EQUALS supports the principles of the United Nations Global Compact.

Our Fundamental Principles

- Education is fundamental to human development.
- All forms of prejudice are abandoned.
- Women and men are equal as human beings – their diverse qualities complement each other.
- Equality of women and men is conducive to balance and harmony.

Our Mission

EQUALS' mission is to:

- Empower individuals and organisations to realise their potential and maximise their capacity.
- Recognise, value and promote gender and cultural diversity.
- Encourage organisations to embrace globalization to achieve world peace.

"The earth is but one country and mankind its citizens."

EQUALS have a commitment to provide excellence in the development of human potential, to pursue all avenues of opportunity and advancements and to provide ongoing support.

Our Approach

We provide a balanced approach to learning, incorporating the intellectual, social, physical and spiritual development of individuals.

Our methods of training are based on both adult learning and accelerated learning principles, enabling clients to maximise on the training irrespective of their learning styles on the training irrespective of their inherent learning styles.

Our Staff

Our Professional Training, Assessment and Support Staff are dedicated to supporting you through your learning experience at EQUALS. Our Educators are clinically experienced and academically trained individuals who share in the rich cultural diversity of our student population.

We have experienced and qualified Counsellors, Psychologists and Support Staff who are available to assist you with your personal and study needs.

They are totally committed to your ongoing personal development and your skills acquisition.

Ongoing Learning

EQUALS has a long record of success for its students and provides ongoing professional development for its graduates, through seminars, workshops and lectures.

Our commitment to the Learner does not end at the completion of formal training. We will provide ongoing mentoring and support services to all eligible students.

Accreditation

EQUALS is registered with the Australian Qualifications Training Framework (AQTF) and is an accredited educational organisation offering competency based training.

EQUALS have accreditation from the Training and Skills Commission as a Registered Training Provider. Registration No. 3492.

EQUALS are an approved overseas student education provider. Our CRICOS Registration code is 02804C.

EQUALS are a preferred supplier to the **United Nations** and support the principles of the **United Nations Global Compact**.

Student Directory - ADELAIDE

Students often need to ask questions or require time to discuss an issue. To assist with your queries, please refer to the directory below and kindly ensure that you direct your query to the appropriate contact person, using the recommend contact method. Students are encouraged to drop in or make an appointment, however, we request that this is done during student contact hours. That is, between 9am and 5pm daily.

Opening Hours

Visit our Staff between: 9am – 5 pm

Use the Lounge & Internet Area between: 9am – 4.30pm

Querie	Contact Person	Preferred Contact Method	Details
Notes/Handouts/General Forms	Elle Groves Emma Pearce	Visit Reception during Contact Hours; or Email	egroves@equals.com.au epearce@equals.com.au
Assignment Submission	Student Admin	Email	studentadmin@equals.com.au
Student Counselling General Academic Support Assignment Questions General Queries including: <i>writing & referencing skills, research, presentation skills, managing time & RPL</i>	Shamez Talib	Face to face; or Email; or Phone	stalib@equals.com.au
Accounts (Invoices & Payment Plans)	Khyati Gajjar	Face to face; or Email; or Phone	kgajjar@equals.com.au
Absenteeism	Keryn Hibbit	Face to face; or Email; or Phone	khibbit@equals.com.au
Timetables	Keryn Hibbit	Face to face; or Email; or Phone	khibbit@equals.com.au
Grievances	Katina Jones	Face to face; or Email; or Phone	kjones@equals.com.au
Centrelink & Austudy Letters	Elle Groves	Face to face; or Email; or Phone	egroves@equals.com.au
Placements • Aged Care (including change of dates, any preferences and general queries) • Enrolled Nursing (including commencement date, location, preferences, general queries)	Casana Goodchild	Email; or Phone	nursing@equals.com.au Phone: 8110 1200
Employment Assistance & Resumes	Shamez Talib	Face to face; or Email Email; or Phone	careers@equals.com.au

Who are the EQUALS team – ADELAIDE & SYDNEY

Who	What	Where
ADELAIDE		
Emma Pearce Kellie MacKinnon	Receptionist Office Junior	Reception, Level 2 epearce@equals.com.au kmackinnon@equals.com.au
Shamez Talib Khyati Gajjar	International Student Liaison & Client Services International Student Liaison & Accounts	Level 2 kgajjar@equals.com.au stalib@equals.com.au
Elle Groves	Administration	Level 2 egroves@equals.com.au
Ray Noronha	Educational Services for Integrated Health	Level 2 rnoronha@equals.com.au
Patricia McLean	Reception & Administration	Ground floor adelaide@aspectsofhealing.com.au
Keryn Hibbit	Client & Administration Manager	Level 2 khibbit@equals.com.au
Casana Goodchild	Business Manager - Quality & Operations	Level 5 cgoodchild@equals.com.au
Jeff Jones	Director – Finance	Level 5 jjones@equals.com.au
Katina Jones	Chief Executive Officer	Level 2 kjones@equals.com.au
SYDNEY		
Lyn Kliche	Regional Manager – Sydney South West	Mobile 0402 009 316 kliche@equals.com.au

Student Services & Student Support

EQUALS believes that we offer a key role in helping you achieve your goal. Here's some of the things we can offer you....

Institute Library

EQUALS has two reference libraries located at the Institute. Our Business, Health & Nursing library is available for all international students. The library carries over 600 titles and is available from 9.00 to 4.30pm Monday to Friday.

Quiet Study and Internet Facilities

Students are welcome to use quiet study and/or internet facilities. Bookings can be made in the Student Lounge. These services are provided to support your studies.

International Student Liaison

The International Student Liaison team will assist International students with things such as Visas, Overseas Student Health Insurance, applications, and other personal needs. If you need any assistance at all, please visit the International Student Liaison team.

Buddy Program (International Students)

During your orientation with EQUALS, you may be introduced to a Buddy (usually an existing student or past Graduate) who will be your buddy/mentor during your orientation at EQUALS. Your buddy can help you with study skills, getting to know your way around Adelaide, meeting new friends and many other aspects to your academic and personal experience here in Australia.

Employment Assistance Program

EQUALS has qualified Employment Support staff that are committed to providing you with assistance in securing and maintaining employment. For over 19 years, we have worked closely with local industry and employers and hold an excellent reputation for quality graduates.

Looking After Yourself - Aspects of Healing

Being a busy fulltime student means that you need to take care of yourself and your health. EQUALS Health Care Students are offered special privileges and international student discount on a range of Natural Healing services from our local integrated health centre, Aspects of Healing. These include:

- ✓ Remedial and Relaxation Massage (Chinese Cupping and Chinese Massage available)
- ✓ Ayurveda
- ✓ Acupuncture
- ✓ Homeopathy
- ✓ Bowen Therapy
- ✓ Skin Care

**EQUALS Students are offered a 15% discount on all services.
Just advise reception at the time of booking!**

EQUALS Interact

EQUALS encourage all students (past and present) to take advantage of Interact. Interact is our social and professional networking group which provides a regular Newsletter. Interact provides useful industry and educational contacts and has a fully serviced Library (Electronic and Hard Copy) for its Members to take advantage of. Please speak with your Student Administration Officer for further advice on how to become a member.

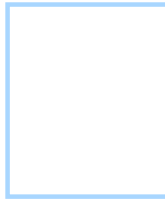
Academic Support

Academic support is accessible if you feel like you need assistance with your studies. You may be concerned about:

- ✓ English Support
- ✓ Academic Support
- ✓ Personal & Financial Issues (Student Counselling & Vocational Guidance)
- ✓ Help with Exams
- ✓ Introductory Programs

EQUALS is pleased to offer a range of short introductory programs for students requiring preliminary skills in the following topic areas:

- Basic Anatomy & Physiology
- Manual Handling
- Provide Personal Care
- Senior First Aid
- Academic Writing and Study Skills



Program Information, Policies & Procedures

Introduction

Welcome to your **Program**. As your training provider, EQUALS will strive to ensure that this learning pathway will be a positive learning experience and a valuable career and personal development tool for you.

This Handbook will give you information about the Program, your role as a student, and our organisation.

AQF levels are part of the Australian Qualifications Framework that are a set of competencies standards that recognise standards across the industries. The following is a list of the AQF Levels 1-3.

Level 1: The person has established work orientation, and the knowledge and skills required to perform routine, predictable, repetitive tasks, involving very limited theoretical knowledge and motor skills under close supervision. This level corresponds to an advanced operative or service sector worker.

Level 2: The person has an established work orientation, and the knowledge, skills and demonstrated capacity to perform tasks under general supervision and more complex tasks involving the use of theoretical knowledge and motor skills under close supervision. This level corresponds to an advanced operative or service sector worker.

Level 3: The person has established work orientation, and the knowledge, skills and demonstrated capacity for self-directed application (including the selection and use of appropriate techniques and equipment) required to perform tasks of some complexity involving the use of applied theoretical knowledge and motor skills. This level corresponds to an advanced operative or service sector worker.

Background

A qualification under the Australian Qualifications Framework (AQF) system will be given to those who successfully complete an accredited competency based training program.

Competency based training means that the focus is always on outcomes or what a person 'can actually do'. Competencies are the specific skills, knowledge and attitudes necessary for a particular job.

Each industry develops specific competencies for their workers. A competency standard is made up of:

- ✓ A unit a group of tasks which make up the functions of a job
- ✓ Elements tasks performed within a particular function (unit)
- ✓ Performance criteria what people do in completing a task properly
- ✓ A range of variables factors affecting people's abilities to do the task
- ✓ Evidence guide describes the evidence required for assessment

Enrolment & Induction Procedure – Domestic Students

All students wishing to enrol in an EQUALS International Pty Ltd program will:

1. **Complete and sign** an enrolment form in their own handwriting. This form is faxed, posted, or handed in to EQUALS for processing and a student file will be created.
2. In the interests of providing effective **Language, Literacy and Numeracy support** (where required), you may also be asked to complete an English Assessment Tool and/or LLN Indicator Assessment/Checklist to better assess your LLN needs. You may also be required to complete a program **Entry Skills Questionnaire and/or Health Questionnaire**.
3. All Students are required to complete an Induction Form with an EQUALS representative and Employer (where relevant). This ensures that important information is provided to you at the commencement of your program/traineeship.

Fee for Service Students will participate in a consultation with their EQUALS Representative whereby the information outlined in this handbook will be reviewed and provided to the Student. Learning and support materials will be provided prior to program commencement.

4. **Learning and support materials** will then be sent to the student within 20 working days and a training schedule determined for face-to-face training. This package will include a detailed Student Handbook. Upon receipt of this package, enrolment is finalised.
5. Students Enrolling While Under the Aged of 18 Students under the age of 18 will require a parent/legal guardian to sign their enrolment and induction forms, including any other forms as required by EQUALS. Parents/Guardians will be responsible for the information provided and all fees associated with the student's enrolment.

Training Plan – Traineeships Only

Your training consultant will establish a Training Plan detailing content, delivery and **(New Apprentices Only)** assessment strategies including other training related information. The training plan will be reviewed at least once during your Traineeship and should be kept at the place of employment. The TP will be established at your Induction or first meeting. Ensure that you keep your TP in the workplace at all times.

Assessment

EQUALS must ensure that the student has acquired the supporting knowledge and skills to enable them to apply that knowledge and skill to industry standards and to new situations and workplaces.

Assessment of all students must be fair and non-discriminatory, and follow all the principles of assessment. How the students will be assessed and what the assessor will be looking for must be made clear to the student at the beginning of each module/competency.

It is essential:

- ✓ for the employer (where applicable) to sign-off that the student can do the work;
- ✓ for the student to monitor his/her progress on the range of tasks undertaken;
- ✓ for the Registered Training Organisation (RTO) to ensure that the student has learnt for the supporting theory behind the task; and
- ✓ for the Registered Training Organisation to validate the employer's assessment.

Competence Will Involve....

Knowledge - the necessary underpinning theory for the task to be successfully completed,

Skill - the trainee's performance of the task

Attitude - the approach the Students has towards work and performance.

Principles of Assessment

This program aims to address all the principles of the assessment under the competency-based system:

1. validity
2. reliability
3. fairness
4. flexibility

How Do We Assess You?

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

Holistic assessment involves:

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

How Do We Provide Feedback?

After the assessment is completed the EQUALS Facilitator &/or the Workplace Assessor (where applicable) discusses and confirms aspects of the performance with you. Results of the assessment are provided to you and if the necessary advice is given about ways to address any shortcomings and a convenient time arranged for reassessment. Feedback and evaluation forms will also be randomly distributed for completion by student and employer.

Assessors

Assessors and supervisors from the industry have been selected and trained to become assessors for the program.

EQUALS Assessors are skilled industry practitioners who have completed assessor training and have acknowledged competence in assessment.

Assessors are required to interpret assessment criteria, use their expertise to make judgments, ensure that standards have been met, and ensure that evidence of competency is sufficient record results.

*** For Enrolled Nursing Students** - In addition to successful completion of this **nmbSA** approved course, the student is required to provide evidence to the Nursing and Midwifery Board of South Australia to be eligible for enrolment as a nurse. This includes:

- evidence that they are a fit and proper person;
- evidence that they are medically fit to practice;

- any other evidence that the **nmbSA** may require, e.g. for students that meet the **nmbSA** definition of an international student, they will be required to provide evidence of meeting the **nmbSA** English Language Proficiency requirements at the time of application for enrolment.

Please note that some requirements for enrolment as a nurse such as English Language Proficiency are determined by **nmbSA** policy and are provided as a guide only, i.e. accurate at the time of presentation and/or publication. Please note these policies may be subject to change during the period of a student's course and students are required to meet the **nmbSA** requirements in place at the time of application for enrolment we suggest you refer to the following **nmbSA** website for additional information www.nursesboard.sa.gov.au.

Mobile Phones

Mobile phones must be switched off during classes and may be turned back on at the end of the session.

Personal Computers and Internet Facilities

Students are permitted to access personal computers (laptops) during class time for the purpose of the session/subject being delivered. Any student found to be using their computer for personal use including accessing internet sites not related to the subject, will be asked to remove their computer.

Programs Conducted in English

All programs are conducted in English and students use only the English language when in class. No other languages should be spoken.

Being Timely

Students are required to arrive at classes or appointments on or before the starting time and to be present throughout the duration of the class or appointment. Early departures and late attendances affect your attendance statistics.

Credit Transfer

Credit transfer specifically recognises previous formal study or training and is based on documented evidence of achievement. Some registered training organisations have agreements with universities and the Board of Senior Secondary School Studies as to how much credit is granted for previous study. Credit transfer is available automatically to those who have documented evidence of achievement in the relevant training products.

Recognition of Prior Learning

RPL is the recognition of individual competencies gained through other studies, training or experience at work, or from experience in everyday life. When RPL is given, it is for a whole program of training, module(s) or unit(s) of competency.

RPL can be an integral part of the program. Students (or candidates as they are commonly referred to during the RPL process) will have the opportunity to have their current competencies assessed at the beginning of the program. Recognition of Prior Learning (RPL) includes Recognition of Prior Learning and Recognition of Current Competency (RPL/RCC) and is a way of acknowledging the full range of an individual's knowledge, skills and experience through:

- ☞ formal training (conducted by industry or within the education system)
- ☞ work experience (including informal training)
- ☞ life experience

The focus of assessment is on whether the candidate possesses appropriate skills and knowledge, not where they acquired them. The RPL process not only enables candidates to gain recognition for the skills and knowledge

they already possess; but also act as a method to determine a candidate's training needs. It incorporates a diagnostic assessment model where an individual training plan will be worked out for each student. It will identify what training the participant will need to undertake to enable them to achieve competencies they do not have.

You may be eligible to apply for RPL in some modules but you may choose not to so that you can access all the training available. You are encouraged to make the choice about RPL that suits your individual needs.

The impact of the RPL process means time spent at off-the-job training may vary depending on your individual needs. You will only be required to undertake training in the specific modules where RPL has not been granted.

The types of evidence required under the RPL process include:

- examples of previous work
- demonstration of performance or specific tasks in a real or simulated work situation
- results in practical, written or verbal tasks
- corroborated information or previous achievement.

Assessment & Recognition for Prior Learning (RPL)

If your application for RPL has been unsuccessful due to insufficient evidence, you may choose to request an assessment of your skill in the workplace. The request will be considered in consultation with the training provider and the workplace supervisors/assessor.

What if your application is denied?

The Appeals Process

If your application has been refused or denied, you can appeal against the decision. An appeals process has been set up to ensure that assessment is fair and that you have an avenue to dispute decisions in relation to your recognition of prior learning application. A small committee (made up of representatives from the relevant industry, union and training provider) will be formed to review the assessment.

How Does Recognition of Prior Learning Work?

If you decide to apply for RPL you will need to proceed through the following steps:

1. Read your RPL Guide (available from Reception). If you are unsure of how to proceed, contact your mentor.
2. Follow the procedures in your RPL Guide.
3. Lodge your Application form and Evidence Portfolio (in RPL Guide) and supporting evidence with your mentor.
4. Your claim will be assessed. You will hear from your mentor.
5. If your application was successful, you will not be required to do certain parts of your program. If unsuccessful, you will be required to complete the modules.
6. You have a right to appeal the decision.
7. You will be asked to complete a feedback sheet about the RPL process.

Procedures for Blended (including Distance/ Self Paced Learning)

If you are commencing a program which is delivered by blended delivery, please follow these guidelines....

1. Complete the activities and assessment in the Workbook (seek mentoring support from your Mentor if needed).
2. Ensure your workplace supervisor/assessor has signed where appropriate, ie. Usually in the Log Book.
3. Send the Workbook to EQUALS, or bring to next face-to-face session.
4. Please send in your Learner Record Book with the Workbook. (where appropriate)

5. Complete the Assessment Report with all signatures and attach to the front of your assignment/workbook.

Language Literacy & Numeracy

During the initial induction and enrolment process, students may be assessed against industry and vocational literacy/numeracy needs. If a student is found to require additional assistance for LL&N, a Language Indicator Assessment and Learning Styles Indicator Tool may be completed and a referral made to the appropriate individual/organisation for LL&N support. Procedures will follow the guidelines of the appropriate contractual obligations.

Student Special Allowance Policy

EQUALS will make reasonable adjustments should a student be identified as having special needs. "Reasonable adjustments" will be defined under the DDA as those changes that will not cause major difficulties or unreasonable costs to EQUALS. Adjustments may include modifying or providing equipment, changing assessment procedures or program delivery etc.

EQUALS will:

1. Provide information to students upon enrolment (to assist identify potential issues),
2. Ensure that enrolment is a fair and open process,
3. Be flexible in our approach to Training and Assessment,
4. Identify support requirements, and (where relevant)
5. Develop a plan to both action individual needs, obtain meaningful feedback and build rapport with the student.

This policy is also supported by our Access and Equity Statement and our Organisational Values.

Resource Request

Students requiring additional reading materials including texts, journals, articles and other information, may choose to utilise resources from the EQUALS reference library. This is a free service offered to EQUALS Students and where possible, short term reference loans may be made to students (onsite at EQUALS). An up to date library list is available for download at www.equalsonline.net.au/downloads.

Sharing / Access to Information

All students should be aware that the Australian Government may request student information on a periodic basis. This is for survey data. If any student objects to EQUALS releasing this information they must advise EQUALS in writing within 21 days of enrolment. Students may also request to view their files, including assessment records/results unless prevented by law. Such requests are required in writing and made to the confidential attention of the CEO.

Mutual Recognition

EQUALS' primary registering body is in South Australia. Students should be aware that nationally recognised programs conducted outside of South Australia, are governed under Mutual Recognition requirements and guidelines. EQUALS Head Office is in Adelaide, South Australia with regional and state offices held in other states throughout Australia. They include New South Wales and Queensland.

Students wishing to obtain a copy or information on the Mutual Recognition Policy are encouraged to contact EQUALS or the Training and Skills Commission in South Australia.

Program Attendance Policy - Domestic

Domestic students are expected to attend 100% of the program except in the case of illness or extenuating family/personal circumstances, including bereavement leave. If classes are not attended a medical certificate will be required. Students are expected to make up classes that they have not attended and/or to meet the additional study requirements requested of them as a result of their absence. Failure to do so may result in a *Competency Not Achieved* unit outcome and/or program suspension or termination. Students will not receive reimbursement for fees if they are absent for a qualification or part thereof. Students may be required to pay the cost associated with extra classes or assessment as a result of their absence. Arrangements may be made for re-attendance at the next available class at the total discretion of the Institute. Students are encouraged to consult with the Client Services & Administration Manager if they have any concerns regarding their attendance.

Program & Tuition Fees (including Refunds) – Domestic Students

Please contact Student Administration for information on Tuition Fees (where relevant). These details will vary on a state-by-state basis.

Fee for Service Programs – Fees Payable

Students completing a fee for service (ie. Non-government funded program) are responsible for ensuring prompt payment of program fees. A deposit may be required as part of your enrolment and is payable prior to program commencement (the amount of this deposit will vary depending on the program of entry but will not typically exceed \$500). Deposits are non refundable.

Upon successful application/enrolment, students will be advised of payment terms (including the timing and amount of fees to be paid) and any other fees and charges which may be relevant to the completion of their program/course of study. Students may be required to sign and complete a payment plan which will outline the due dates, amounts and any other relevant conditions/considerations for program fees.

For payments not received by the due date, a Late Payment fee of \$50.00 may be applied to the account.

Upon program/course commencement students will usually be required to make a further payment of fees. It is important for students to note that while EQUALS may require payment of fees in advance, it will only do so, so that at any given time, the total amount required to be paid which is attributable to costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student, does not exceed \$1000.00.

Students in breach of minimum payment terms and/or payment plans may face course suspension or cancellation and will be liable for debt recovery and/or legal costs associated with recovery of overdue fees. Students with overdue fees will not be entitled to undertake workplace activities.

Discounts and fee reductions may be available for multiple enrolments, concession card holders, continuing students and other eligible persons. Unless specifically advised, individuals wishing to enquire about discounts and/or fee reductions are required to apply, in writing, to the **Finance Director** for consideration.

Other Fees and Charges

There may be circumstances where a student is required to make payment of other fees and charges. For example;

- 1) The issuance of a **replacement Qualification** and/or Statement of Results will incur an administration charge of \$35.00.
- 2) Students requiring a **Student ID Card** are required to pay \$10.00 which covers the cost of card creation, laminating and administration.

- 3) If a student has had **multiple attempts at assessment, clinical placement or other course related activities**, and is still found to be 'not yet competent', the student may be required to pay additional fees for ongoing training and/or assessment activities. EQUALS will negotiate these fees with the individual student and reserves the right to waive additional student fees if the student demonstrates severe financial hardship or other exemption categories which are acceptable to EQUALS.
- 4) Students who **fail to arrange an agreed extension date for assignments** and/or who **fail to submit their assignments** will be required to submit their assignment within 5 working days of the due date and pay a late assessment fee of \$40.00. Payment of the late fee must be made at the time of assignment submission.

It is important for students to note that all credit card transactions will incur a bank fee of 1.5%.

Refunds

Program Fees and other monies will be refunded, less the deposit paid with no more than 5 days written cancellation notice from date of enrolment. Partial refunds may apply thereafter at the discretion of the Finance Director. A full refund of tuition fees (tuition fees are defined as the payment required by selected State Government Departments for New Apprenticeship Training delivery) is payable to the student upon written cancellation of program enrolment within 5 days of enrolment. No refunds will be made outside of this time. All fees paid in advance will be protected by our Student Fee Policy. Students who wish to make a complaint and/or lodge a dispute regarding the payment of program fees should apply, in writing, to the Finance Director, Head Office, South Australia. EQUALS will contact the student to discuss the dispute/complaint.

In the event that EQUALS are unable to fulfill its contract with a client/student, EQUALS will refund the client/student the proportion of fees paid by the client/student for which services were not received.

Exemptions

Provisions may exist for partial and full exemptions so as not to financially disadvantage students.

Important Note

The issuance of a Qualification/Statement of Attainment is subject to the successful completion of any and all necessary work placement (including clinical placement) requirements and competency having been achieved and signed off by all relevant parties. This is in addition to all theoretical and other requirements.

Legislation

As a nationally registered training organisation and educational institution, EQUALS is governed by a key number of regulatory authorities and legislative requirements.

Clients wishing to obtain a copy of one or more of the following legislation are directed to the following web links and/or organisations:

Area	Link *
Occupational Health & Safety	www.austlii.edu.au (keywords as listed) www.opc.gov.au (keywords as listed) www.nohsc.gov.au (keywords as listed)
Workplace Harassment, Victimisation and Bullying	www.austlii.edu.au (keywords as listed) www.dewrsb.gov.au (keywords as listed)
Anti-Discrimination, including Equal Opportunity, Racial Vilification, and Disability Discrimination,	www.austlii.edu.au (keywords as listed) www.dewrsb.gov.au (keywords as listed) www.hreoc.gov.au Disability Discrimination Act (DDA)
Training and Skills Development Act (2008)	www.austlii.edu.au (keywords as listed)
Apprenticeships and Traineeships	www.austlii.edu.au (keywords as listed)
Child Protection Legislation (NSW)	www.kids.nsw.gov.au www.obmo.nsw.gov.au

**Exact links are not provided, as they become outdated at often short and random intervals. We have provided key weblinks so that you may search the entire websites for one or more areas of interest. If you experience any difficulty, please do not hesitate to contact your local EQUALS representative.*

Clients may also check the legislative and regulatory requirements in their State or Territory at:

ACT	www.decs.act.gov.au/services/Training.htm
NSW	www.vetab.nsw.gov.au
NT	www.nt.gov.au/deet/etd
QLD	www.training.qld.gov.au
SA	www.training.sa.gov.au
TAS	www.opcet.tas.gov.au
VIC	www.ette.vic.gov.au
WA	www.training.wa.gov.au

EQUALS may need to comply with other policies and legislative requirements however clients should note that not all details are recorded in this Handbook.

Complaints & Appeals Process

A Complaints and Appeals Process has been established to ensure that student concerns are treated in a transparent, timely and just matter. EQUALS ensures that students and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for students to appeal against decisions that affect their progress.

Should a student wish to appeal a decision or a proposed action, they will have **20 working days** to lodge their appeal. A complaint may be lodged within a fair timeframe.

Where a complaint/appeal is lodged, EQUALS will contact the student to further consult and where necessary, engage external support as required, e.g. Training Advocate, Quality Branch, DFEEST SA.

Students wishing to lodge a complaint/appeal are requested to do so in writing to the CEO, Katina Jones at kjones@equals.com.au or GPO Box 2443 Adelaide SA 5001.

A verbal and/or written response will be issued to the individual lodging the grievance/appeal, informing them of the outcome and any other relevant information.

If you are concerned about the process or outcome of an assessment, you have the right to appeal and by joint agreement undertake further assessment. The Manager and/or the module Educator will assist to arrange repeat assessment.

Disciplinary Procedures/Student Behaviour Policy

If a student or client is found to have behaved unethically or against relevant contractual obligations and or EQUALS' expectations, policy and/or procedures, the RTO (EQUALS) will (where appropriate) report the incident/s to the (where relevant) funding body within 10 days and detail relevant information in student file records. The student may also be requested to complete an incident report. The student will receive counselling from EQUALS and continuation of learning with EQUALS International Pty Ltd will be at the total discretion of EQUALS.

Unethical behaviour may include, but not be limited to:

- Theft
- Dishonesty
- Fraud (including Plagiarism)
- Breach of Privacy
- Disruptive and Divisive Behaviour
- Failure to adhere to student obligations (including fee payment and program participation),
- Malicious Acts including Physical and Emotional Abuse

Occupational Health & Safety

"The first 12 months of a new job is when a person is most at risk of being injured or made ill at work"
- (**"Providing a safe start for new workers"** WorkCover Corporation Essential facts for employers 2004)

This statistic would equally apply to a student in a new work placement. With this in mind we have requested that your work placement provider ensure that your supervisor is trained in Occupational Health, Safety & Welfare legislation. This means that they have a responsibility to keep you safe from injury, illness or disease.

All work placement providers have obligations to provide adequate:

Information on the workplace and environment; and

Instructions on the nature of work and process; and

Training in the task, hazards, risks and controls; and

Direct **supervision** until the student is competent.

(**If you feel that you have not been provided with the above,

please contact your EQUALS International support person immediately.**)

Students also have obligations under the South Australian Occupational Health and Safety legislation. For this reason the listed below outlines what is expected of you whilst on a work placement.

All students are expected:

- To report any safety concerns to their work placement supervisor immediately and then to EQUALS; **and**
- To obey instructions and procedures given by the work placement provider, which relate to health and safety; **and**
- To use personal protective equipment, if provided, in accordance with instructions; **and**
- Not to interfere with anything provided to ensure the health and safety of others; **and**
- To refrain from doing anything, which would place the health and safety of others in the workplace at risk.

Please read the list of expectations above and do not hesitate to ask for assistance if there is anything you are unsure of.

Insurance

EQUALS has a public liability insurance policy of 20 Million dollars. Please contact Jeffrey Jones, Finance Director, on jjones@equals.com.au or 08 8110 1200 for further information.

Confidentiality

Any information obtained by EQUALS and it's relevant stakeholders is safeguarded for confidentiality. Authorised EQUALS representative will have access to Student information on a regular basis. This information is not disseminated to any unauthorised party. Students should be aware that the Australian Government may request details for statistical purposes. If a student objects to information being provided to the Australian Govt, a written notice no more than 21 days from enrolment is required from the student.

Evaluation & Destination Surveys

EQUALS is a quality-driven organisation that strives to achieve a consistently high standard of training, assessment and administrative practices. Periodically, you will receive an evaluation form that will ask you for your valued feedback. Your participation in this activity would be most appreciated and your feedback noted.

Once you have completed your program with EQUALS, a destination survey may be sent to you. This survey is designed to document the effects of training on your career and personal lives. Thankyou in advance!

Child Protection

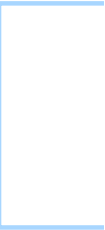
EQUALS will act in all good faith to ensure that the responsibilities associated with the Child Protection (Prohibited Employment) Act 1998 are upheld. Should any relevant instance of allegation, abuse or inappropriate behaviour be reported to EQUALS, we will act in consultation with the relevant legislative body to ascertain the appropriate course of action. Any allegation, abuse or inappropriate behaviour must be reported in accordance with our Grievance Policy. 3-3100.

Deferral/Leave

Students may apply for short term leave or deferral (long term leave) from their enrolment. Students wishing to apply for leave or deferral should request a F 381 Leave/Deferral/Withdrawal Form (or download it from our website at www.equals.edu.au/downloads). The completed form, and supporting evidence, should be given to a Student Liaison & Clients Services team member.

Applications for leave are subject to approval. Approval will be at the discretion of EQUALS. Short term leave is defined as leave of up to one month. Deferral is defined as leave in excess of one month, and up to 12 months. Students wishing to defer may do so on grounds of compassionate or compelling circumstances.

International students requesting leave or deferral should read the notes below.



International Student Notes

Training and Skills Commission - Code of Practice – International/Overseas Students

Students should read and understand the [National Code of Practice - Overseas Students](#). Please access this document via the link. Students who cannot access the document via this link should contact the International Student Liaison Support team.

Program Attendance Policy – International Students

International students are expected to undertake a fulltime program and to attend 100% of the program except in the case of illness or extenuating family/personal circumstances, including bereavement leave. If classes are not attended a medical certificate will be required. Students are expected to make up classes that they have not attended and/or to meet the additional study requirements requested of them as a result of their absence. Failure to do so may result in a *Competency Not Achieved* unit outcome and/or program suspension or termination. Students will not receive reimbursement for fees if they are absent for a qualification or part thereof. Students may be required to pay the cost associated with extra classes or assessment as a result of their absence. Arrangements may be made for re-attendance at the next available class at the total discretion of the Institute. Students are encouraged to consult with the Client Services & Administration Co-ordinator if they have any concerns regarding their attendance.

EQUALS is obliged to report students with less than acceptable attendance to immigration authorities via the online reporting using PRISMS.

Deferments – International Students

Requests for the deferment of studies are required in writing, using a F 381 Request for Leave/Deferral/Withdrawal Form (available at www.equalsonline.edu.au/downloads). Deferments may be granted by EQUALS for up to 1 year providing advice is given in writing at least 2 weeks prior to the commencement of a given term. Deferments will only be granted between terms for all subjects or subject components successfully completed in the previous term/semester.

EQUALS must notify DIAC of your decision to defer your studies in Australia. DIAC will defer the student visa up to 6 months. Over six months your visa will be cancelled, therefore you will need to reapply for another student visa prior to recommencing your studies. Please note that the final decision about your eligibility for a second student visa will be made by DIAC and will be based on your reasons for deferring your studies. Therefore, we strongly advise you contact DIAC to ensure that you will be able to resume your student visa status, prior to making your final decision to defer. Please note that EQUALS International is required to notify DIAC of your deferment and you may therefore forfeit your current student visa.

There is no monetary action on deferments, however, please note that courses may be subject to change and you are required to check with Student Administration, at the beginning of the year in which you intend to re-enrol, to ensure that re-enrolment is possible. A student is only allowed to defer commencement or suspend studies of a course on medical grounds (with a medical certificate) or other exceptional compassionate circumstances.

Withdrawal from Course

Students are required to provide written notification (using F 381 Request for Leave/Deferral/Withdrawal Form) of withdrawal from any course or course component, prior to the commencement of term, in order to obtain a refund for that term. Notification of withdrawal, given after the commencement of term, may not guarantee a refund for that term. Refunds incur a \$250 fee. Please check with Student Administration before withdrawing to ensure that it complies with your student visa requirements. .

Please also refer to the refund conditions outlined above.

Please note that information about overseas students may be made available to relevant Commonwealth & State Government agencies.

Fees for International Students

International students studying at EQUALS International are required to pay tuition fees for their programs of study. Successful applicants must then pay their tuition fee as specified in the letter of offer, and compulsory health insurance in advance.

Students with outstanding fees will not be entitled to participate in industry activities.

Tuition Fees and Refund of Monies Paid

- EQUALS reserves the right to cancel a course, or refuse any enrolment as permitted by law.
- EQUALS reserves the right to impose a \$50.00 administration fee for the late payment of tuition fees. Late payment of tuition fees is deemed as any date past the due date.
- EQUALS reserves the right to adjust fees on an annual basis, vary course requirements or class schedules at any time as deemed necessary. Refunds may be granted if any of the following occur:

Organisational Default

A refund of all "Course Money" will be given within two weeks if the Institute defaults on:

- the course offered does not begin on the agreed starting time
- EQUALS ceases to provide the course during its term
- EQUALS defaults and the student has not withdrawn before the default date
- EQUALS is not provided in full to the student
- The student is not granted a Student Visa
- EQUALS must give the student a statement that explains how the amount has been worked out

Student Default

A full refund of 'Course Money' will be given within two weeks if:

- The course offered does not begin on the agreed starting time
- The Institute ceases to provide the course during its term
- The provider defaults and the student has not withdrawn before the default date
- The student is not granted a Student Visa to study in Australia

A refund of 'Course Money' less \$250 administration fee will be given within two weeks if:

- The student withdrew in writing prior to the commencement (day 1) of a given term

A refund of Tuition fees less the International Student administration fee and fees paid for the current term of enrolment will be given within six weeks if:

- The course offered by EQUALS started on the agreed starting date but the student did not start the course on that date
- The student withdrew from the course after the agreed starting date.

Tuition fees will be refunded only to the student's nominated bank account.

Tuition Assurance Scheme

EQUALS is an active member of the Australian Council for Private Education and Training (ACPET) and our students are protected by the Tuition Assurance Scheme administered through ACPET. All "Course Money" paid

to the Institute, will be safeguarded by the TAS. If EQUALS International defaults, students are protected according to the ESOS Act and our TAS assurance policy. Students are advised they have the right to pursue refunds under Australian Consumer law.

Other Fees and Charges

There may be circumstances where a student is required to make payment of other fees and charges. For example;

- 1 The issuance of a **replacement Qualification** and/or Statement of Results will incur an administration charge of \$35.00.
- 2 Students requiring a **Student ID Card** are required to pay \$10.00 which covers the cost of card creation, laminating and administration.
- 3 If a student has had **multiple attempts at assessment, clinical placement or other course related activities**, and is still found to be 'not yet competent', the student may be required to pay additional fees for ongoing training and/or assessment activities. EQUALS will negotiate these fees with the individual student and reserves the right to waive additional student fees if the student demonstrates severe financial hardship or other exemption categories which are acceptable to EQUALS.
- 4 Students who **fail to arrange an agreed extension date for assignments** and/or who **fail to submit their assignments** will be required to submit their assignment within 5 working days of the due date and pay a late assessment fee of \$40.00. Payment of the late fee must be made at the time of assignment submission. It is important for students to note that all credit card transactions will incur a bank fee of 1.5%.

Dependants

If holders of a Student Visa have dependants who will be coming with them to Australia, they are required to make arrangements for the education of the dependant/s. Students should contact DIAC for more information about the status of dependants when intending to study in Australia. If you are accompanied by school aged dependents you will be required to pay the full fees for their schooling. Please note that International Students are not eligible for travel concessions on public transport in Australia.

Overseas Student Health Cover (OSHC)

DIAC require mandatory, visa length health insurance for all student visa holders. EQUALS' preferred OSHC provider is Australian Health Management – www.ahm.com.au. A representative from AHM regularly visits EQUALS to assist with renewals and enquiries. Please contact kgajjar@equals.com.au for the next scheduled visit.

Where requested, EQUALS will assist students to purchase OSHC for the duration of their program. OSHC must be purchased for the entire duration of the student's program or enrolment with EQUALS. To not have up to date Health insurance is a breach of your student visa.

All student visa holders are required to maintain health insurance cover during their stay in Australia. Details will be provided when enrolling for your selected course and costs can be paid in conjunction with your tuition fees.

Refund of OSHC Payments

A student may apply directly to the OSHC provider for refund of monies paid if any of the following occur:

- if they do not arrive in Australia
- if their student visa is not extended
- if they have been granted resident status in Australia
- if they are required to return home for reasons beyond their control

Orientation and Induction

Orientation and Program Induction typically occurs one week prior to scheduled course commencement. EQUALS is committed to:

- ✓ Greet you at the airport
- ✓ Escort you to your accommodation and help you settle in
- ✓ Introduce you to your support team at EQUALS
- ✓ Provide you with a tour of Adelaide city (including sites of interest)
- ✓ Invite you to attend a range of social and networking events
- ✓ Provide you with the necessary support to understand the local culture and environment
- ✓ To provide a friendly, family-oriented environment.

Student Visas

You will need to obtain and maintain a student visa until the completion of your course. You can obtain visa information from the nearest Australian Embassy or Australian High Commission or local Department of Immigration (DIAC) offices.

Student visa applications are assessed based on your country's level of risk (level 1 being low, level 5 being very high). Each assessment level has differing criteria. This criteria includes financial, English and other requirements.

Changes Affecting Visa Status

EQUALS International is required by law to notify the DIAC whenever a student:

- fails to commence the nominated course as expected
- has their enrolment cancelled for failure to meet course requirements, or any other reason
- ceases to occupy the place for which the course enrolment was confirmed, either through completion of, or withdrawal from the course
- changes course and/or provider during their period of stay in Australia

Working in Australia

You should check your Visa conditions or contact DIAC for confirmation on your rights to work in Australia.

Eligibility for Student Visa Holders

Have you checked your countries Assessment Level? Full fee paying prospective students of Assessment Level 3-5 are encouraged to undergo pre-visa assessment before lodging an application for a visa to study in Australia. Self-assessment information can be obtained from your nearest Australian Embassy.

Change of Personal Details

If your personal contact or address details change, i.e. mobile, home and/or work phone numbers, address, email address etc, you must advise EQUALS immediately and supply us with an updated list of contact details.

Useful Websites

- [Department of Immigration ... \(DIAC\)](#)
- [Health Cover](#)
- [International English Language Testing System](#)
- [Education Services for Overseas Students Act 2000 \(ESOS Act\)](#)

STUDENT CODE OF CONDUCT

The purpose of the Student Code of Conduct is to ensure Students contribute to a positive learning environment and obtain the most from their experience at the EQUALS International. The EQUALS Student Code of Conduct covers expectations with respect to Student behaviour during their enrolment with EQUALS International. We expect students to:

Be courteous and respectful to others at all times.

Positively contribute to the diverse culture of the Institute, through co-operative actions, understanding, tolerance and empathy.

Co-operate and comply with reasonable requests from others; students, staff and other authorised people.

Participate in all course activities in an honest, responsible and ethical manner.

Keep EQUALS International free from harassment, aggression and violence. All forms of harassment (sexual, verbal, racial, physical, intellectual) are totally unacceptable.

Accept responsibility for their own learning and seek help when needed.

Comply with the Attendance Policy and agree to sign in and sign out of each training session.

Use computers responsibly for learning purposes and abide by the terms of use outlined in the Student Handbook.

Complete assignments and assessment tasks honestly and with integrity. All materials submitted for assessment will be the students own work.

Return borrowed Library resources on time and in good condition

Use equipment and property of EQUALS International in an ethical and careful manner

Prevent all forms of pollution and property damage through caring for property and the environment and agree to report any:

- littering
- graffitiing
- stealing (any person caught stealing will be asked to leave the premises immediately)
- vandalism

Pay all fees levied by EQUALS International for attendance in courses in which the student is enrolled

Agree to comply with the Student policies and procedures as outlined in the Student Handbook

STUDENT AGREEMENT

I have read and understood the Student Code of Conduct. I agree to uphold the reputation of EQUALS International by abiding by the code of conduct in all activities related to the Institute.

Student Name _____ Student Signature _____

Date _____

STUDENT TEXT LISTS

The following resources are recommended for your qualification. Some texts may be essential. For clarification, please speak with your Educator or Student Administration. This list is subject to change without notice.

Texts may be purchased through EQUALS or through independent book stores.

Diploma of Nursing

- ❖ Tabbner's Nursing Care, 4th Edition - Theory and Practice
Authors: Rita Funnell
ISBN: 978-0-7295-3732-2
- ❖ The Human Body in Health and Illness - Soft Cover Version, 3rd Edition
Authors: Barbara Herlihy, PhD (Physiology), RN
ISBN: 978-1-4160-2885-7

Remedial Massage (Cert IV/Diploma)

- ❖ Foundations of Massage, 3rd ed
Authors: Tuchtan
ISBN: 9780729538695
Elsevier Australia
- ❖ Mosby's Essential Sciences for Therapeutic Massage, 2nd ed
Authors: Sandy Fritz, MS and James Grosenbach, EdD
ISBN: 9780323020275
Elsevier Australia

Ayurveda (Cert IV/Advanced Diploma) – *please speak with your Educator for details on essential resources.*

- ❖ Ayurveda Encyclopedia Natural Secrets to Healing, Prevention, & Longevity – Swami Tirtha
- ❖ Prakriti: Your Ayurvedic Constitution, Lotus Press; 2nd Rev ed. 1998 – Robert Svoboda
- ❖ Ayurveda for Women: A Guide to Vitality and Health, Healing Arts Press; 2000 – Robert Svoboda
- ❖ Ayurveda - A Life of Balance: The Complete Guide to Ayurvedic Nutrition & Body Types with Recipes - Maya Tiwari
- ❖ Bhagavad Gita for Modern Times: Secrets to Attaining Inner Peace and Harmony – Swami Tirtha
- ❖ Natural Healing Through Ayurveda by Subash Ranade, Subhash Ranade, and David Frawley
- ❖ Ayurveda, Divine Science of Life – Todd Caldecott
- ❖ Ashtanga Sangraha and Ashtanga Hridaya by Vagbhata
- ❖ The Yoga of Herbs: An Ayurvedic guide to Herbal Medicine – David Frawley
- ❖ Charak Samhita – Charaka
- ❖ Sushruta Samitha - Sushruta
- ❖ Ayurveda, The Science of Self Healing – Dr Vasant Lad
- ❖ Ayurveda Cooking for Self Healing – Dr Vasant Lad
- ❖ Complete Book of Ayurvedic Home Remedies – Dr Vasant Lad
- ❖ The Encyclopedia of Ayurvedic Massage – Dr John Douillard
- ❖ Therapeutic Massage, Anatomy, Physiology, Biomechanics, and Pathology – Fritz & Grosenbach
- ❖ An Introduction to Medical Terminology for Health Care – Hutton
- ❖ Concise Guide to Medicine & Drugs – The Royal Australian Institute of General Practitioners
- ❖ Essentials of Human Anatomy & Physiology – Elaine Marieb

EMPLOYABILITY SKILLS

EMPLOYABILITY SKILL SETS *(as recommended in the SCA/ACCI Employability Skills Framework)*

All Training Packages have recently been reviewed to ensure that Employability Skills feature in their units of competency and all new Training Packages must now include Employability Skills.

Employability Skills are skills that apply across a variety of jobs and life contexts. They are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies, necessary skills, and transferable skills. Industry's preferred term is Employability Skills.

Employability Skills are defined as "skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions".

There are eight Employability Skills. They are:

- ✓ **Communication,**
- ✓ **Teamwork,**
- ✓ **Problem solving,**
- ✓ **Initiative and Enterprise,**
- ✓ **Planning and Organising,**
- ✓ **Self-management,**
- ✓ **Learning, and**
- ✓ **Technology.**

Whatever the program you are completing at EQUALS, the employability competencies are an important and relevant part of your program. Training methods will incorporate the employability skill sets and your program outcomes are dependent upon your ability to achieve these competencies over a consistent period of time.

EQUALS Students should review the Employability Skills that are relevant to their Qualification. To find out which employability skills are relevant to your qualification, please visit <http://employabilityskills.training.com.au> and type in your qualification code. (If you are not sure what your qualification code is, please speak with Student Administration).