



*Eva Burrows*  
College



# STUDENT HANDBOOK

National Provider ID: 0328  
[www.evaburrowscollege.edu.au](http://www.evaburrowscollege.edu.au)  
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## 1. Disclaimer

This Student Handbook has been prepared as a resource to assist you to understand your obligations and those of Eva Burrows College. Changes to legislation or Eva Burrows College's policy may impact the currency of information included. Eva Burrows College reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your Course Coordinator.

Please carefully read through the information contained in this Handbook. All students need to read, understand, be familiar with and follow the policies and procedures outlined in this Handbook.

This information includes that you:

- receive accurate advice about a course to ensure it meets your needs before enrolment
- can understand details about the course – such as how long the course will take, the study requirements and assessment methods
- understand your own rights and responsibilities as well as those of Eva Burrows College
- are aware of costs, payment terms and conditions (including refund policies).

## 2. Welcome

Welcome to Eva Burrows College Vocational Training, which is part of The Salvation Army's Eva Burrows College.

This Handbook contains information relevant to your training. If you feel there is further information required, do not hesitate to contact a member of the Vocational Training team.

At Eva Burrows College Vocational Training we are passionate about helping people learn and develop their potential. We provide support for students to discover new skills and consolidate their vocational experience. Our training directly relates to workplace requirements and, courses like the one you are about to embark upon, are intended to equip you for real-world situations.

We will provide you with support and guidance in your course of study to achieve the qualification, and to use your skills and knowledge in a workplace or to pursue further study.

We trust you will enjoy your course and wish you all the best in your studies.

### Eva Burrows Vocational Training team

Phone:           Parramatta NSW           (02) 9502 0400  
                  Ringwood VIC               (03) 9847 5400  
Email:           [vtoenquiries@ebc.edu.au](mailto:vtoenquiries@ebc.edu.au)

## 3. About us

Eva Burrows College Vocational Training is a Registered Training Organisation (RTO ID 0328) accredited by the Australian Skills Quality Authority (ASQA) to deliver nationally recognised training and issue qualifications across a number of vocational education programs. Eva Burrows College Vocational Training has provided quality accredited training across all Australian states and territories, both face to face and online, since its registration in 1995. Our Trainers and Assessors are highly skilled with many years of educational and industry experience, which will benefit you in your training and learning experience.

As a private Registered Training Organisation (RTO ID 0328), we are committed to helping you develop practical skills that are relevant and valued in your industry. VET courses are competency-based, meaning you will be assessed on your ability to meet industry standards. You will be graded as either Competent or Not Yet Competent. Once you have achieved competency in all units within your course, you will be awarded your qualification certificate/statement.

Our programs provide education and training to a broad range of learners, from school leavers, new workforce entrants, managers, trainees and school based vocational training learners.

The courses offered span from Certificate level I through to Diploma across various industries including:

Alcohol and Other Drugs	Foundation Skills
Business	Hospitality
Chaplaincy	Individual Support
Christian Ministry and Theology	Leadership and Management
Community Services	Mental Health
Employment Services	Problem Gambling
Financial Counselling	Retail
Financial Literacy	Small Business

For a complete list of Eva Burrows College Vocational Training accredited qualifications, please visit: <http://training.gov.au/Organisation/Details/0328>

Our mission is to provide accredited and customised vocational training that will assist you to reach your highest potential and achieve your qualification goals.

#### Contact details:

Location:	Sydney Campus	Melbourne Campus
	426 Church Street Parramatta NSW 2150	100 Maidstone Street Ringwood VIC 3134
Postal:	PO Box 2147 Parramatta North NSW 1750	
Phone:	(02) 9502 5004	(03) 9847 5400
Email:	<a href="mailto:vtoenquiries@ebc.edu.au">vtoenquiries@ebc.edu.au</a>	
Website:	<a href="http://evaburrowscollege.edu.au/">http://evaburrowscollege.edu.au/</a>	

#### Our obligation to you

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessments we deliver. We must comply at all times with the Standards for Registered Training Organisations 2025.

All information provided to you is clear and accurate and contains details of the training product code, title, duration, mode of delivery, location, commencement details, support services and any other requirements.

We take this seriously and have developed policies and procedures along with systems within our business to make sure we comply with the Standards and Legislation. As we are responsible, this means that we take responsibility for any third parties we may work with – this includes training partners and sales/marketing providers. We participate in audits with the regulator (ASQA) and must provide them with information when they request it.

We are also required to issue you with your Australian Qualification Framework (AQF) certification documents once you have successfully completed the course/units of your enrolment and all fees have been paid.

If you feel in any way that we are not meeting our obligations, you have the right to make a complaint. Please see the 'Complaints and Appeals' section of this Handbook for information on how to do so.

### **3.1 Vocational Training Team**

As a student, you will have access to support from a range of personnel, who will assist you with your course or enquiry. Each student enrolled with Eva Burrows College Vocational Training has a Course Coordinator and Trainer/Assessor assigned to them. The following provides details of their roles:

#### **Course Coordinators**

Each course has a nominated Course Coordinator who will be your initial point of contact with Eva Burrows College Vocational Training. The Course Coordinator works with you to facilitate your enrolment into the program of your choice and respond to general course queries. The Course Coordinator also liaises with the Trainer/Assessor, monitors your progress and maintains your records.

#### **Trainers and Assessors**

Eva Burrows College Vocational Training has a range of Trainers and Assessors, who have experience and qualifications in particular industry areas. All our Trainers and Assessors more than meet the requirements of the Australian Skills Quality Authority and are available to support and assist you with your studies.

#### **Work Placement Officer**

Many courses of study have mandatory work placement as part of the course requirement. Eva Burrows College Vocational Training has a dedicated Work Placement Officer to assist you with identification of suitable placement opportunities and liaising with the organisation to facilitate the process. Due to the ever-changing demands placed on organisations, it is not possible for the college to guarantee a suitable placement.

## 4. Management and Administration

As a Registered Training Organisation (RTO) Eva Burrows College Vocational Training complies with all relevant State Territory and Commonwealth regulatory requirements, including:

- 2025 Standards for RTOs, Australian Skills Quality Authority (ASQA)
- The Australian Qualifications Framework (AQF)
- Practice Guide – Fit and Proper Person Requirements
- Data collection and provision Australian Skills Quality Authority (ASQA)
- Financial Viability Risk Assessment Requirements
- Government Legislation
- Work Health and Safety Act 2011
- Anti-Discrimination Act 1991
- Privacy Act 1988
- Copyright Act 1968
- Children & Young Persons (Care & Protection) Act 2008

## 5. Our Code of Conduct

Eva Burrows College Vocational Training staff operate under The Salvation Army's mission and values and conduct business according to the highest standards of honesty and integrity. The code of conduct stresses the importance of treating students fairly, ethically and with respect and dignity at all times. We provide a learning environment which is safe and conducive for learning. Eva Burrows College Vocational Training is responsible for ensuring it provides high quality delivery of training and assessment to students.

## 6. Access and Equity

Access and equity cover the three areas of discrimination, harassment and affirmative action, supported by both State and/or Commonwealth legislation. In all aspects of our practice, we will endeavour to meet the needs of people with a disability. We do not tolerate discrimination, workplace harassment, bullying, victimisation or racial vilification on our premises or in program delivery. Any student witnessing evidence of this occurring is asked to report it to the Trainer or Course Coordinator and can be assured that their concerns will be addressed.

Any person or group, irrespective of ethnic or cultural background, is able to participate in and benefit from our training services, provided they meet the entry criteria for the course. Information about services, policies and procedures and the roles and responsibilities of students is provided in clear and inclusive language. Our training resources, training techniques and assessments are free of gender or cultural discrimination.

## 7. Privacy Policy

Eva Burrows College Vocational Training, as part of The Salvation Army, takes the privacy of our students very seriously and we comply with all legislative requirements.

Our Privacy Policy provides guidelines for the handling of your personal information, the use and disclosure of it, and the rights of access to it. We only collect data that is directly relevant to your training and required by Federal or State governments data reporting, as well as maintaining an effective service delivery. We exercise strict control over confidentiality of training records and any personal information.

We will not provide your information to any person or agency without your permission, unless we are required to do so by law. For further information see the link below:

<http://evaburrowscollege.edu.au/about-us/privacy-policy/>

You may gain access to your course records at any time during the course after we receive written consent from you.

## 8. Work Health and Safety (WHS)

Eva Burrows College Vocational Training is committed to providing a safe workplace and learning environment for both students, staff and visitors. All staff and students are expected to follow safety standards established by The Salvation Army. The induction process with our Trainers/Assessors ensures that WHS is incorporated into all training and assessment delivery. We promote a positive culture focusing on the physical, mental and emotional safety of our staff and students.

All incidents of sickness, accident or workplace incident, whether staff or students, is recorded in the appropriate WHS log and reported to the Manager.

The Salvation Army is committed to providing a safe workplace for all personnel and students in accordance with Workplace Health and Safety legislation.

## 9. Enrolment

### 9.1 Enrolment process

Your enrolment will involve several steps:

1. Following your enquiry regarding a particular course, a Course Information Brochure will be provided to you containing full details including fees, intake dates, information sessions and delivery mode.
2. An enrolment application link will be sent to you when the intake opens.
3. To ensure that suitable and appropriate support can be provided, you are required to complete a Pre-enrolment Evaluation relating to language, literacy, numeracy and digital skills (LLND). Each course has different LLND requirements, aligned to the industry and Australian Qualification Framework (AQF) level.
4. Once you have submitted your enrolment application, including your Unique Student Identifier (USI) Number and the required documents, your application will be assessed as part of the enrolment process.

**Note:**

The **Unique Student Identifier (USI)** is your personal education number required for all nationally recognised study, including university and vocational education and training (VET). The USI has 10 letters and numbers, is free and stays with you for life.

5. If you are accepted into the course, your Course Coordinator will send you a confirmation email including an invoice for your course fees. A 10% non-refundable deposit will be payable immediately.
6. After successful enrolment, you will receive your login details via email to our online learning platform 'Booth Online.' This is where you will access your course learning materials and assessments. We recommend you familiarise yourself with the site prior to beginning your studies.
7. A Trainer and Assessor will be assigned to you to provide support and guidance throughout your studies, including course delivery, content and assessments.

**Note that enrolment is not confirmed until fees have been paid as agreed.**

### 9.2 Unique Student Identifier (USI)

When you enrol in a nationally accredited vocational training program the federal government requires that each student has a Unique Student Identifier (USI), noted on their enrolment application.

The USI gives you access to your training records and transcripts which can be accessed online, anytime and anywhere.

Applying for a USI is cost free and will remain with you for life. To apply for a USI number or for more information, please visit following government website: <https://www.usi.gov.au/>.

As a Registered Training Organisation, Eva Burrows College Vocational Training cannot enrol you in a course or issue Certificates or Statements of Attainment without a USI. It is therefore necessary that you provide your USI upon enrolment.

### **9.3 Government funded students**

Before commencing any government subsidised training, you are required to complete an enrolment application. There are additional requirements for funded students which include completion of supplementary certified documents to ensure that you meet the government's eligibility criteria and so that we can provide you an accurate quotation for the cost of your training. Students may be eligible for government funding through the New South Wales, Victorian, Queensland governments and/or the Federal Government depending upon the course, conditions and criteria. For more information regarding funding eligibility, contact the Course Coordinator.

### **9.4 Training Plan**

On commencement of your studies, a Training Plan will be developed based on your study schedule. This document sets out the details of your training with Eva Burrows College Vocational Training, the course and the units of competency, any recognition of prior learning, assessment methods and additional learning requirements you may have.

### **9.5 Withdrawal and deferral process**

If you are considering withdrawing from study, you should inform your Course Coordinator **in writing** as soon as possible. Our staff are available to discuss and assist you with any difficulties that might influence your decision to withdraw.

#### **a. Application to withdraw**

It is important that if you are withdrawing from the course or units for any reason, you formalise the process by emailing the Course Coordinator and completing a Withdrawal Application Form – official withdrawal.

If you have been absent from class or have not engaged with online learning for a period of 30 days, you may be at risk of being withdrawn. If Eva Burrows College Vocational Training been unsuccessful in contacting, you for more than 60 days you may be withdrawn from the course – apparent withdrawal.

For the purpose of funding, withdrawal is when:

- Official withdrawal is completed
- Apparent withdrawal is the date of the last Evidence of Participation by the student

### **b. Deferral process**

Students may apply to defer their training and will be advised of the implications to their course fees and future study options.

A Deferral Request Form, obtained from your Course Coordinator, is to be completed by the student and reviewed by the Trainer and Course Coordinator. The Deferral application will be considered in accordance with your progress in your course of study. A deferral is for a maximum of 12 months.

### **c. Enrolment extension**

It is expected that you will complete your studies within the allocated time which aligns with the Australian Qualification Framework (AQF) Volume of Learning. It is necessary for you to manage the balance between your studies and other activities (such as employment, family life, travel).

If extenuating circumstances prevent you from completing your studies within the timeframe, you can apply for an extension of your studies. This will require relevant supporting documentary evidence and completion of an Extension Request Form, obtained from your Course Coordinator. The Extension Request will be considered in accordance with your progress in your course of study.

## **10. Fees and Refund Policies**

### **10.1 Course fees**

Course fees are advised to you prior to enrolment. The fees are non-transferable to other students or other institutions. Course fees remain fixed for each calendar year and are reviewed annually. Fees include all textbooks, online support, learning and assessment resources, email access to trainer/assessor and where applicable, refreshments.

The State and Territory Governments have different funding arrangements for their residents. Please contact your Course Coordinator to assist you in this regard.

The course fee contains the following:

- Enrolment fee of 10% of total course fee      Non-refundable
- Balance of the course fee 90%      Due within 7 days of invoice date

### **10.2 Payment methods**

The following payment methods are accepted: credit card, EFT (or journal transfer for The Salvation Army officers and employees only).

If you wish to apply for a monthly payment plan, please contact your Course Coordinator who will provide you with a Payment Agreement Form. An invoice will be issued to you outlining the total full fees owing and your obligations under the payment plan.

**Full payment of fees is required up front for courses that are 6 months or less in duration.**

### **10.3 Late payments and outstanding fees**

When you enrol, you agree to pay all fees and charges by the due date. You are responsible for all outstanding fees, even if another person has agreed to pay them on your behalf, for example your parent or employer.

Please note that outstanding fees of more than sixty (60) days may result in suspension or cancellation of your enrolment. Unless prior arrangements have been made with your Course Coordinator, Eva Burrows College Vocational Training reserves the right to apply a penalty fee equal to 10% of the invoiced amount.

You will need to pay any outstanding fees or fee instalments to continue your course and access training resources and services. All fees must be paid before you can receive your testamur and transcript.

### **10.4 Other fees**

Recognition of Prior Learning (RPL) incurs the same fees as a unit/course fee. Please contact your Course Coordinator for further information.

Re-issuance of Qualification or Statement of Attainment (printed copy) is \$40.

### **10.5 Refunds**

Please note that 10% of the course fee is collected on enrolment application as a non-refundable deposit. If the enrolment does not proceed to a confirmation of enrolment no fee is charged.

If you withdraw from a course after confirmation of enrolment and have paid the full course fee, you can apply for a refund as per the conditions below.

Withdrawal Condition	Fee
Withdrawal within 30 days after confirmation of enrolment	30% of course fee retained
Withdrawal between 31 and 60 days after confirmation of enrolment	50% of course fee retained
Withdrawal more than 60 days after confirmation of enrolment	100% of course fee retained

Refunds must be requested by emailing the Course Coordinator and requesting a Refund Application Form. Complete the form clearly stating the reasons. Please contact your Course Coordinator to discuss individual circumstances.

Refunds will be processed as soon as possible following approval; however, it may take up to six (6) weeks or thirty (30) working days. This does not remove your right to take further action under Australia's Consumer Protection laws.

If payment has been made through a third party, that is not to Eva Burrows College Vocational Training, the student must seek refund through that third party.

## **10.6 Course cancellation**

If a course is cancelled by Eva Burrows College Vocational Training, no fee is charged.

## 11. Training and Assessment

### 11.1 Recognition of Prior Learning (RPL) and Credit Transfers

#### Recognition of Prior Learning (RPL)

We recognise that you may already be competent in a particular skill or set of skills or units in your course. Through RPL, you may apply for the recognition of your knowledge and skills associated with related units, whether gained through formal training, work experience, and/or life experience. Units gained through this process count towards your qualification. RPL is an assessment process, and you must be enrolled in the course to apply for RPL.

If you are considering RPL, complete the RPL Enquiry Form in your course on Booth online. Your Course Coordinator can assist you if required. An RPL should be considered within the first 12 weeks of your enrolment. Alternatively, you can undertake an Assessment Only pathway.

Recognition of Prior Learning and an Assessment Only pathway incur the same fees as the course being offered.

#### Credit Transfers

Eva Burrows College Vocational Training recognises qualifications issued by other RTO's and educational institutions under mutual recognition by way of Credit Transfers. It is necessary for you to provide Eva Burrows College Vocational Training with an original or certified copy of your Certificates with Transcripts or Statements of Attainment. This must be provided prior to course commencement if possible so that your eligibility for credit transfer of units can be assessed against your course.

A Credit Transfer does not incur a fee, and the equivalent unit/s are applied to your course of study. Your Course Coordinator can advise you of the benefits.

### 11.2 Accredited training

Your course of study contains several Units of Competency. Each Unit of Competency describes the outcomes, functions and tasks that make up the competency. The unit Elements, Performance and Knowledge Evidence describe the actions or outcomes of the unit of competency and the assessment requirements.

All nationally recognised vocational training is competency based. Competency based training requires an Assessor to collect evidence of a student's competency in relation to particular performance and knowledge, against industry standards.

Your enrolment in a course of study contains units of competency that describe:

- what each student needs to know (knowledge)
- what each student needs to be able to demonstrate (performance)

If the course you have enrolled in is scheduled to be superseded, we will discuss the implications with you and ways we can facilitate your transition to the new qualification.

### 11.3 Assessment gaining competence

You will be given assessment tasks reflecting actual workplace requirements that enable the Assessor to gather sufficient evidence to determine your level of competence. The Training Plan provides information about the assessments.

At the commencement of each unit, the Trainer and Assessor will provide information about tasks before you attempt them (e.g. what to expect, evidence the assessor will be looking for).

Assistance will be provided; however, you are expected to:

- attend/participate in the required training sessions and contribute positively to the learning process
- study any reading material provided to gain the required knowledge
- practise newly learnt skills
- complete the required assessment tasks

Assessment methods vary from course to course. Assessment methods may include, but are not limited to:

- questioning
- workplace projects
- observation
- practical demonstration
- case studies
- role plays

There are two outcomes possible for each unit of competency:

- **Competent (C)** - all aspects of skills, knowledge and performance for the course level are met
- **Not yet competent (NYC)** - some aspects did not meet the required standard and require further coaching or practise opportunities to assist you to meet the required standard.

When you have submitted your assessment, the Assessor will provide feedback within 21 days of submission. By satisfactorily demonstrating all aspects of the assessments in the units, you will meet the requirements of competence and be eligible to receive the qualification.

#### Assessment submissions

*Some assessments are broken down into a number of **tasks**. Your trainer/assessor will indicate if your responses to the task/s are adequate and advise you if Satisfactory or Not Yet Satisfactory. If*

*Not Yet Satisfactory, your trainer will provide you guidance to improve your response and resubmit.*

*When all assessment tasks have been submitted you will be provided a result of Competent (C) or Not Yet Competent (NYC) for the unit. If Not, Yet Competent you will be advised of the reasons and given the opportunity to resubmit. If after the second submission of the same task, it is still Not Yet Competent, the trainer will contact you to discuss.*

*When all assessment tasks have been submitted and graded as Satisfactory (S), you will be provided a result of Competent (C) for the unit.*

If a third submission of the same task is still considered Not Yet Competent, study in the unit will be postponed and other options put forward, such as moving to another unit of study or revisiting the initial unit during work placement, if this is a course/unit requirement.

### **Use of Artificial Intelligence (AI)**

Eva Burrows College Vocational Training acknowledges the establishment of artificial intelligence (AI) and its capabilities in the development of resources, tasks and assessment responses. For the purpose of Eva Burrows College Vocational Training, the following points are provided for your guidance.

- Eva Burrows College Vocational Training expects that all content generated while undertaking **studies** with Eva Burrows College Vocational Training will be the **student's own original work** and any use of AI will be for assistive purposes only, not to create substantive content for the purposes of assessment.

Any use of Artificial Intelligence is to be **referenced in full**.

### **11.4 Monitoring your progress**

Our training is learner-centred, and your progress is monitored continually. Support is available if you are experiencing difficulty with the course content, delivery or assessment tasks. Please contact the Trainer/Assessor or Course Coordinator if you experience any difficulties with any part of the training.

### **11.5 Issuing of Qualifications and Statements of Attainment - Digital**

Eva Burrows College Vocational Training will only issue AQF Qualifications and Testamurs for courses within its Scope of registration.

On completion of a course, students who are deemed competent in all units of the course will receive a digital qualification and transcript listing the successfully completed units. If the whole qualification was not completed, a digital Statement of Attainment will be issued listing the unit/s completed. The certificate/statement will be issued within 30 days of your course completion.

Eva Burrows College Vocational Training is not obliged to issue a student's Qualification or Statement of Attainment unless all fees have been paid in full.

You may request a re-issuance of your testamur in writing. A fee of \$40.00 will be payable for a printed copy of the document to cover administration costs.

## **11.6 Contributing to Quality Improvement**

Maintaining the relevance and quality of training and assessments requires a cooperative effort from industry, management, employees and students. We therefore ask you to make any suggestions for improvement during your course to the Trainer or Course Coordinator and to provide formal feedback during or at the conclusion of your course. Your feedback on your experience with us will assist us to continuously improve and provide a better service and student experience.

### **Learner surveys**

During your studies, you will receive three surveys from Eva Burrows College Vocational Training. Your completion and return of these surveys is important to Eva Burrows College Vocational Training for our ongoing improvement of training services. Your assistance in gathering this survey data is greatly appreciated.

You will also receive a survey, required by the Federal Government, related to your study. We encourage you to complete all surveys as it assists in improving the Vocational Education system.

## 12. Appeals and Complaints

### 12.1 Complaints and Grievance Procedures

If you have a dispute with a Trainer/Assessor or fellow student which cannot be resolved, you may speak to the General Manager about the matter. Eva Burrows College Vocational Training has procedures for the handling of complaints or grievances. If possible, the Trainer or Course Coordinator will advise, counsel and/or resolve promptly and effectively any grievances or complaints related to training delivery, training environment, assessments or disputes with fellow students. If they are unable to bring resolution, the matter will be referred to the Head of College. After the procedure has been followed and the matter remains unresolved, it will be referred to an external arbitrator in an independent appeal process. All written complaints will be kept on file for audit purposes.

If you wish to initiate the complaints process, contact your Trainer/Assessor or Course Coordinator. The complaint will be recorded on a *Notice of Complaint* form which then activates the complaint procedure. The action taken and/or the resolution achieved will be documented and you will be kept informed of the process.

### 12.2 Assessment decision appeals

The Assessor will provide you with an explanation of how the final assessment decision was reached. If, after this explanation you are dissatisfied with the way your evidence was judged, you should discuss any concerns with your Assessor within 10 days of receiving the result. If concerns are not resolved during the discussion, you may submit an Eva Burrows College **Assessment Appeal form** to the Course Coordinator **within 10 days** (*assistance to complete this form is available if required*).

### 12.3 The Appeal Process

#### **Step 1 - Initiating the formal process: lodge the Assessment Appeal Form**

Once the form has been submitted, your assessment records will be reviewed by the Assessor. Where a practical assessment is in question, you may be requested to complete the assessment again for a different Assessor. Where the assessment is a written task other Assessors will be asked to re-mark the submitted work.

#### **Step 2 - Assessment Appeal forwarded to Eva Burrows College**

A completed Assessment Appeal Report will be provided to you. If you accept the decision no further action is required. If you are still dissatisfied or there is undue delay in responding to you, you can request the Assessment Appeal Form be submitted to the Head of College.

You will be informed of the appeal outcome in writing, and the outcome will be noted at the Vocational Training Committee.

### Step 3 - Appeal to External Arbitrator

Where you are still dissatisfied you may make an appeal to an external arbitrator such as the National Training Complaints Hotline.

## 13. Student Code of Conduct

### Students Rights and Responsibilities

As a student at Eva Burrows College Vocational Training, you have the **right** to:

- be treated fairly and with respect
- learn in an environment free from discrimination and harassment
- be given a supportive environment for training and assessment
- be given details about your course and what it includes
- receive high quality training and assessment from qualified trainers
- privacy and security of your personal details and training records
- prompt and appropriate handling of complaints and appeals
- apply for recognition, RPL or credit transfer
- receive and give feedback
- receive information on assessments and
- be provided records of your training progress

To assist you in ensuring that your training is a success, your **responsibilities** include:

- treat others with respect and fairness and avoid any behaviour that might offend, embarrass or threaten others
- be punctual where required
- follow safety requirements
- ask for help or explanation if you have questions
- follow any conditions of your course and this Student Handbook
- follow any reasonable directions
- actively participate in all sessions in your training schedule or set by your trainers
- complete and submit assessments tasks within a timely manner
- make sure all work submitted is your own work, and not to plagiarise, collude or cheat in any assessment

Eva Burrows College Vocational Training views student misconduct seriously. Consequences of misconduct vary and may include expulsion from the course. Examples of misconduct include, but not limited to:

- academic misconduct, including plagiarism or cheating
- harassment, bullying and/or discrimination
- falsifying information
- any behaviour that endangers the health, safety and wellbeing of others
- any behaviour or act that is against the law
- intentionally damaging equipment
- sending offensive or inappropriate messages to staff or other students.

Consequences for misconduct will depend on the severity and frequency of the breach and include:

- formal warning
- suspension from the course
- student to reimburse the costs incurred by any damage caused
- cancellation of the course without refund and/or credit
- referral to police

### 13.1 Plagiarism

Plagiarism is the presentation of ideas or words of another person as if they are your own without any form of acknowledgement.

When submitting your assessments, you are required to confirm on a declaration that it is your own work. Examples of plagiarism include:

- key ideas (including maps, methods, diagrams, tables etc.)
- direct quotations, (put them inside quotation marks)
- paraphrased material (provide acknowledgement of the source as early in your paragraph as possible rather than at the end of it)
- information from the internet, without references or acknowledgement.
- Artificial Intelligence (AI).

#### Artificial Intelligence (AI)

Artificial Intelligence (AI) is the development of material/resources using computer software. There are many forms of AI available on the market; Chat GPT is just one of these.

Using AI to complete your assessment responses is plagiarism. In the first instance, your trainer will return the assessment task/s to you, indicating that the submitted assessment is not your work and you will be required to resubmit the assessments.

If you submit a further plagiarised assessment task, you are at risk of failing the unit and your enrolment being cancelled.

## 13.2 Online study and etiquette

### About Online Study

At Eva Burrows College Vocational Training our self-paced online learning gives you the flexibility to study when and where it suits you. There are no fixed class times, so you can fit your studies around work, family, and other commitments. All your course materials, videos, and assessments are available through our easy-to-use online platform, allowing you to learn at your own speed — moving quickly through familiar topics and taking more time on areas, you find challenging. Although you control your schedule, you are fully supported throughout your course. Our Trainers and Assessors are available to answer questions, provide feedback, and help you stay on track. This learning style is perfect for independent, motivated students who want flexibility without losing access to expert guidance.

You will be engaging with the Trainer and other students in forums, breakout rooms and webinars. It is therefore important that you consider your behaviour and appearance, as if you are meeting the Trainer and colleagues face to face.

The following points are to assist you to get the most out of your course and enjoy your studies.

- Dress like you are going to class
- Sit at a desk or table, as you would in a classroom
- Be aware of your background
- Put your mic on mute unless you are speaking
- Be punctual, log in on time
- Be prepared for your class – read the course resources
- Introduce yourself and respect your peers
- Set up your space, make sure it's quiet and uninterrupted
- Embrace being flexible
- Speak up and engage with the other students and the trainer

## 13.3 Smoking, drugs and alcohol

Smoking, alcohol and other drugs are not permitted on our premises. The use and abuse of alcohol and other drugs can impact on health, workplaces, families and communities. If you or members of your family are experiencing problems with drug and/or alcohol abuse, counselling and other assistance is available.

Please speak to the Course Coordinator for assistance or contact The Salvation Army Recovery Services on:

<https://www.salvationarmy.org.au/need-help/alcohol-and-other-drug-services/>

## 14. Student Support Services

### 14.1 Course Coordinators

The Eva Burrows College Vocational Training team is here to help you, so feel free to contact us. We have staff available to support you from Monday to Friday, 8.30am to 4.30pm on Tel (03) 9347 5400. Alternatively, you can email us at [vtoenquiries@ebc.edu.au](mailto:vtoenquiries@ebc.edu.au).

### 14.2 Language, Literacy, Numeracy and Digital (LLND) assistance

If you require support with literacy or numeracy, Eva Burrows College Vocational Training has access to personnel to assist you. If you are concerned about this aspect of your training, you should indicate this on the enrolment application and on the Training Plan.

Reasonable adjustments can be made to suit your needs provided the requirements of the workplace and course level are met. Contact your Trainer to discuss your options.

### 14.3 Technical support team

If you are studying via Booth Online, technical support is available. Please contact the team at [online@ebc.edu.au](mailto:online@ebc.edu.au) or phone (02) 9502 5014, Monday to Friday 9.00am to 4.00pm.

### 14.4 Eva Burrows College Library

Eva Burrows College Library serves the training and study needs of The Salvation Army and Eva Burrows College. For library opening hours and more information visit.

<http://evaburrowscollege.edu.au/study-with-us/library/> or email [library@ebc.edu.au](mailto:library@ebc.edu.au)

### 14.5 Additional Support Services

As part of The Salvation Army, Eva Burrows College Vocational Training has access to provide additional student support service, advice or help during your course. You are encouraged to express your learning needs and any assistance required at any stage during your learning journey. As a student, you will have access to counselling or personal support from Chaplains, Counsellors, Recovery and Crisis Services. Speak to your Trainer or Course Coordinator for further information.

There are also a number of external professional organisations who can help:

Lifeline Crisis Hotline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)

Beyond Blue 1300 224 636 or <http://www.beyondblue.org.au>

## Glossary

### **Accredited VET course**

An accredited Vocational Education and Training (VET) course is:

- a structured sequence of training developed to meet training needs that are not addressed by existing training packages
- a course accredited by the national VET regulator or by a delegated body of the national VET regulator, and
- a course that has been assessed by ASQA as compliant with the Standards for VET Accredited Courses and the Australian Qualifications Framework (AQF).

### **Appeals process**

A process whereby a client of a Registered Training Organisation (RTO), or other interested party, may dispute a decision made by the RTO. The decision made by the RTO may be an assessment decision or may be about any other aspect of the RTO.

### **AQF**

Australian Qualifications Framework is the national policy guide for regulated qualifications in the Australian education and training system. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.

### **ASQA**

Australian Skills Quality Authority (ASQA), the national regulator for Australia's vocational education and training sector.

### **Assessment of competency**

A system for measuring and documenting student's competency.

### **Assessment method/s**

Techniques used to gather different types of evidence. This may include methods or techniques such as questioning, direct observation, structured activities, third party feedback, evidence compiled by the candidate and review of products.

### **Competency**

The consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

### **Competency based training**

Method of training that focuses on a learner's ability to receive, respond to and process information in order to achieve competency. It is geared to the attainment and demonstration of skills to meet industry-defined standards, rather than to a learner's achievement relative to that of others.

## **Competency standard**

Competency standards describe the knowledge, skills and attitudes needed to perform in a particular occupation.

Competency includes all aspects of the work including:

- skills to perform all the different tasks of the job
- managing a range of different tasks and activities required by the job
- responding to problems, the unexpected and non-routine events
- dealing with all aspects of the workplace, the organisation and colleagues

## **Credit transfer**

Granting of credit by a training organisation to students' units of competency completed at another training organisation or via another qualification.

## **Learning resources**

The teaching and learning materials used by trainers, including any provided to learners, that aid learners' acquisition of knowledge or skills. For example, these may include workbooks, PowerPoint presentations, videos, content contained in a learning management system for online learning, lesson plans and handouts.

## **Qualification**

Formal certification, issued by a relevant approved body, in recognition that a person has achieved learning outcomes or competencies relevant to identified individual, professional, industry or community needs.

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

An assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

## **Registered Training Organisation (RTO)**

An organisation, registered with ASQA in accordance with the requirements of the VET Quality Framework, to provide specific vocational education and training and/or assessment services.

## **Standards for Registered Training Organisations**

The national standards against which applicants for registration as a VET (vocational education and training) provider, and existing VET providers, are assessed.

Changes to the Standards were introduced in July 2025; see link below for further detail.

### **2025 Standards for RTOs | Australian Skills Quality Authority (ASQA)**

### **Statement of Attainment**

A statement given to a person confirming that the person has satisfied the requirements of units of competency or modules specified in the statement.

### **Student**

A person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation.

### **Testamur**

An official certification document that confirms that a qualification has been awarded to an individual.

### **Third party**

Any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

### **Training package**

Training packages specify the knowledge and skills required by individuals to perform effectively in the workplace, expressed in units of competency.

### **Unique Student Identifier (USI)**

When you enrol in a nationally accredited vocational training program the federal government requires that each student has a Unique Student Identifier (USI), noted on their enrolment application. The USI gives you access to your training records and transcripts which can be accessed online, anytime and anywhere. Applying for a USI is cost free and will remain with you for life. To apply for a USI number or for more information, please visit following government website: <https://www.usi.gov.au/>.

### **Unit of competency**

The specification of the standards of performance required in the workplace as defined in a training package.

### **Validation**

The quality review of the assessment process involves checking that the assessment tool/s produce/s valid, reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the training package or VET accredited courses are met. It includes reviewing a statistically valid sample of the assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes and acting upon such recommendations.

### **Vocational Education and Training (VET)**

Post-compulsory education and training (excluding degree and higher-level programs delivered by further education institutions) which provides people with occupational or work-related knowledge and skills.

## **VET Quality Framework**

A set of standards and conditions used by ASQA to assess whether a registered training organisation meets the requirements for registration.

The VET Quality Framework is comprised of the following:

1. 2025 Standards for RTOs | Australian Skills Quality Authority (ASQA)
2. the Australian Qualifications Framework (AQF)
3. Practice Guide - Fit and Proper Person Requirements | Australian Skills Quality Authority (ASQA)
4. Data collection and provision | Australian Skills Quality Authority (ASQA)
5. Financial Viability Risk Assessment Requirements Instrument 2021 | Australian Skills Quality Authority (ASQA)

Under the NVRT Act Registered Training Organisations are required to demonstrate their ability to comply with the VET Quality Framework, including the Standards.

## **VRQA**

Victorian Registration and Qualifications Authority, the VET regulator in Victoria.

## **Work placement**

Period of unpaid work with an employer undertaken by vocational education and training students in order to satisfy the requirements of a course or unit with supervision provided by the employer, the training provider, or both. Also known as: work placement, vocational placement and structured work placement.