

Gold Coast Institute of Technology Student Handbook



**GOLD COAST INSTITUTE
OF TECHNOLOGY**

Real Training by Real Industry Experts!

1/7Wrights Place, Arundel Q 4214 RTO: 40623

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Welcome

We specialise in fun, innovative, practical learning & career pathways – not just theory!

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

If your application to study at our Institute is successful, you must attend a compulsory Orientation Programme before commencing your course, where the Student Handbook will be once again explained to you.

If, after reading this Handbook you have any questions, please ask your agent, trainer or another staff member to explain.

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

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

Yours sincerely

Cem Ercan
CEO

Services, Facilities and Institute Locations

Arundel is located at the northern end of the coast. The Gold Coast is approximately 80 kilometres south of Brisbane.

Hours of Operation

The Institute's hours of operation are: 8:00am – 5.00 pm, Monday to Friday.

Contact details

Should you require any assistance your first point of contact will be either the Training Manager or Operations Manager.

Gold Coast Institute of Technology

Unit 1/7 Wrights Place, Arundel, QLD 4214

Ph: (07) 5500 5355 or (07) 5500 5244
1800 367 732

Fax: (07) 5500 5344

Emails: admin@gcinstitute.qld.edu.au
info@gcinstitute.qld.edu.au
childcare@gcinstitute.qld.edu.au
ceo@gcinstitute.qld.edu.au

Web: www.gcinstitute.qld.edu.au

Course Information

Qualifications and Units

These courses are offered by Gold Coast Institute of Training.

Courses	Online Duration	RPL Duration
CHC30113 Certificate III in Early Childhood Education and Care	12 months	3 months
CHC50113 Diploma of Early Childhood Education and Care	18 months	3 months

CHC30113 Certificate III in Early Childhood Education and Care		
Code	Name	C/E
HLTWHS001	Participate in work health and safety	C
CHCECE007	Develop positive and respectful relationships with children	C
CHCLEG001	Work legally and ethically	C
CHCECE009	Use an approved learning framework to guide practice	C
HLTAID004	Provide an emergency first aid response in an education and care setting	C
CHCECE010	Support the holistic development of children in early childhood	C
CHCECE002	Ensure the health and safety of children	C
CHCECE003	Provide care for children	C
CHCECE004	Promote and provide healthy food and drinks	C
CHCECE005	Provide care for babies and toddlers	C
CHCPRT001	Identify and respond to children and young people at risk	C
CHCECE013	Use information about children to inform practice	C
CHCECE011	Provide experiences to support children's play and learning	C
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	C
CHCECE001	Develop cultural competence	C
CHCPRT003	Work collaboratively to maintain an environment safe for children and young people	E
CHCECE012	Support children to connect to their world	E

BSBWOR301	Organise personal work priorities and development	E
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CHC50113 Diploma of Early Childhood Education and Care		
Code	Name	C/E
HLTWHS003	Maintain work health and safety	C
CHCECE007	Develop positive and respectful relationships with children	C
CHCECE026	Work in partnership with families to provide appropriate education and care for children	C
CHCLEG001	Work legally and ethically	C
CHCECE009	Use an approved learning framework to guide practice	C
HLTAID004	Provide an emergency first aid response in an education and care setting	C
CHCECE016	Establish and maintain a safe and healthy environment for children	C
CHCECE002	Ensure the health and safety of children	C
CHCECE003	Provide care for children	C
CHCECE004	Promote and provide healthy food and drinks	C
CHCECE005	Provide care for babies and toddlers	C
CHCPRT001	Identify and respond to children and young people at risk	C
CHCECE017	Foster the holistic development and wellbeing of the child in early childhood	C
CHCECE018	Nurture creativity in children	C
CHCECE025	Embed sustainable practices in service operations	C
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	C
CHCECE001	Develop cultural competence	C
CHCDIV001	Work with diverse people	E
CHCECE020	Establish and implement plans for developing cooperative behaviour	C
CHCECE021	Implement strategies for the inclusion of all children	C
CHCECE022	Promote children's agency	C
CHCECE023	Analyse information to inform learning	C
CHCECE024	Design and implement the curriculum to foster children's learning and development	C
CHCECE019	Facilitate compliance in an education and care services	C
CHCPOL002	Develop and implement policy	E
BSBINN502	Build and sustain an innovative work environment	E
BSBLDR502	Lead and manage effective workplace relationships	E
CHCPRP003	Reflect on and improve professional practice	E

Work Placement

It is ultimately the students obligation to find practical placement in their field of study. Most students will already be working in the industry, however if you are not working and have not been able to secure a placement despite your best efforts, the Institute can assist. Call us to discuss.

Where students require industry placements, it is compulsory for all students to complete the minimum required work placement hours to successfully complete the course they are enrolled in. Students are responsible for meeting all costs involved in accommodation and travel to and from their industry placement if required.

Student must hold a Blue Card Working with Children Check to be able to work or undertake work placement in a certified early childhood centre.

CHC30113 Certificate III in Early Childhood Education and Care students must complete a minimum of 120 hours in a regulated education and care service that offers the full range of services required to complete your study. You must provide the logbook evidence to your trainer at the completion of your work placement.

CHC50113 Diploma of Early Childhood Education and Care students must complete at a minimum of 240 hours in a regulated education and care service that offers the full range of services required to complete your study. You must provide the logbook evidence to your trainer at the completion of your work placement.

Mode of Delivery - Online

The online course is presented through the following modes of delivery:

- Theory:
 - Theory workbooks available online
 - Interactive web-based video tutorials
 - Pre-recorded Webinars
- Practical:
 - Work placement
- Assessment:
 - Theory assessments contained within student on-line workbooks
 - Practical assessments completed by:
 - Observations by the workplace supervisor/manager
 - Practical assessment task evidence (photos, videos, documents etc) uploaded by student

Mode of Delivery – RPL

RPL is presented through the following modes of delivery:

- RPL Assessment
 - Online resources
 - 3rd Party Reports
 - Face-to-face (e.g.: Skype), telephone, email support
- Credit Transfer
- Gap Training (Online)

Assessment – online

Assessment in an online course is conducted via computer-based tasks which are uploaded into the learning management system when completed. These tasks are then accessed online by GCIT's assessors. Students will be supplied with assessment tasks which are to be completed in specified time frames and submitted online.

Re-assessment - online

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for. Students are entitled to a maximum of three (3) assessment attempts for each unit.

If after 3 assessment attempts students' competence is "not yet competent" they will be required to repeat the unit at no additional cost.

Not attending for a scheduled assessment will be counted as 1 assessment attempt for each occurrence unless:

- a) the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- b) the student can provide independent evidence of exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member to explain the non-attendance at the assessment

Pathways

Graduates of the Institute may seek credits to the relevant Vocational Education and Training (VET) or degree programs in Australian Universities. The Institute has no special arrangements with any Australian University and there is no guaranteed entry into University programs. As a general rule students with high marks will have the best chance of being accepted by a University.

Credit transfer

Credit transfer applies to situations where students have completed units identical to those they are currently enrolled for at another provider. To apply for credit transfer students must submit copies of Qualifications/Statements of Attainment to support the application. These will be verified by the Institute to ensure they are authentic. There is no charge for Credit Transfer and no reduction in tuition fees if Credit Transfer is applied for or granted (except if your course is funded by DESBT - concession students will be eligible for \$1.07 per unit reduction and non-concession students \$1.00 per unit reduction).

Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes.

The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for.

Students will be offered RPL prior to and/or at enrolment. GCIT require that students have a minimum of two (2) years recent employment to be eligible for RPL. RPL in a unit will only be granted if students complete the Institute RPL assessment requirements for that unit. Student's individual course of study will be adjusted to reflect any RPL granted, if applicable. Students may use the Institute appeal procedures if dissatisfied with the outcome of their RPL applications.

Awards to be issued

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating units of competency they have completed.

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment. Awards will be issued within thirty (30) days of completion.

Enrolment

Pre-enrolment

- Once you make your initial enquiry our Admissions Team will make contact with you all the information you will need to make an informed choice about the course you are considering to undertake.
- We will provide advice to about the training product appropriate to meet your needs, taking into account your existing skills and competencies.
- We will determine any support needs you may have and provide access to the educational and support services necessary for you to meet the requirements of the training product.
- We will inform you in advance of any changes to the services provided by the Institute.
- You will have the opportunity to have all relevant information explained to you and to ask questions to make sure you understand prior to enrolling.
- In addition our Course Brochures and the Student Handbook are available from the website and from the Campus.

Enrolment

- Intakes are rolling.
- There are no formal pre-requisites for entry into either CHC30113 Certificate III in Early Childhood Education and Care or CHC50113 Diploma of Early Childhood Education and Care, however, students must have access to a regulated education and care service that offers the full range of services required to complete their study to conduct their work placement,
- They must also either hold or be eligible to obtain a Blue Card Working with Children Check.
- If you are not currently working and experiencing difficulty in securing a placement, the Institute can assist. Please contact us.
- Credit Transfer and RPL arrangements will be finalised before commencement.

Unique Student Identifier (USI)

The USI is issued by the Australian Government and must be kept private. It is linked on a national database to the qualifications students complete while studying in Australia so that they will always have a record of what qualifications they have completed.

All students must apply for a Unique Student Identified (USI) when they commence training in Australia.

The Institute cannot issue a Certification to any student unless they hold a USI. This includes Recognition of Prior Learning (RPL). Refer www.usi.gov.au

Students will be able to access their records online, download them and share them with future training organisations electronically.

The "Student USI Fact Sheet" may be provided to students to assist them when creating their USI numbers. This is located at www.usi.gov.au

The USI application is to be completed by the student prior to or at enrolment.

English Language Requirements

See your course brochure for specific details relating to your chosen course.

CHC30113 Certificate III in Early Childhood Education and Care - Online

Students complete an English skills self-assessment before they start their course and in addition, if evidence of insufficient literacy/numeracy ability to undertake the course is evident throughout the enrolment process, the Institute may request the student to undertake an LLN diagnostic test and/or refer the student to a specialist LLN support agency.

CHC50113 Diploma of Early Childhood Education and Care – Online and RPL

It would be useful if the student held some prior qualifications within Child care but it is not mandatory.

Students complete an English skills self-assessment before they start their course and in addition, if evidence of insufficient literacy/numeracy ability to undertake the course is evident throughout the enrolment process, the Institute may request the student to undertake an LLN diagnostic test and/or refer the student to a specialist LLN support agency

Orientation

Both Online and RPL students are required to undertake orientation before they commence their course. Your trainer/assessor will advise you of this.

Fee Information

Fee charges

All fees are advised to students prior to enrolment by:

- Course brochure (website)
- Student Handbook (website)
- Enrolment Form

Fee changes

Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

CHC30113 Certificate III in Early Childhood Education and Care

Online fee-for-service \$3,510 (course materials included)

CHC50113 Diploma of Early Childhood Education and Care

Online fee-for-service \$6,167 (course materials included)

Online funded Non-concession \$30 With concession \$28 (course materials included)

RPL fee-for-service \$6,167

RPL funded Non-concession \$30 With concession \$28

Payment schedule

Contact the Institute or refer to the course brochure to obtain details.

Missed instalment payments

Students who do not make instalment payments by the due date may be excluded from attendance and have their enrolment suspended for the lesser of one (1) week or until the missed instalment payment is made. If the missed instalment payment has not been made at the end of the one (1) week suspension the student may have their enrolment cancelled.

Additional charges

Item	Charge
Replacement Certificate	\$100 each

Refund policy

1. Policy

- This policy / procedure provides all staff and students information on the conditions under which to apply for a refund for Course Fees in certain procedures.
- The following procedures ensure all students are treated fairly and with integrity when applying for refunds.
- All refund applications are to be submitted to the Administration Officer and the following procedures followed in assessing the application.
- All refund information is made available to students through the enrolment process and is signed by the student prior to acceptance into the course with Gold Coast Institute of Technology and money accepted from the student.
- All refunds are to be signed off by the Accounts Manager and applications will be processed within 14 days of the application being placed.

2. Procedure

2.1 Refunds by the (RTO) Registered Training Organisation due to non-delivery of a course will be refunded in full if:

- The course does not start on the agreed starting date
- The course stops being provided after it starts and before it is completed

Refunds under the above conditions will be paid in full to the student within 14 days

The RTO may arrange for another course to be provided to students at no extra cost to the student as an alternative to refunding course money. Where the student agrees to arrange this, the RTO will not be liable to refund the money owed for the original course.

2.2 Refunds based upon student application

All applications for refund must be made in writing and submitted to the Accounts Officer.

Fee-for-Service Students' Outline of Refunds

Withdrawal Reason	Amount Refunded
Withdrawal 10 Days or more prior to the agreed start date	Full refund
Withdrawal within 10 days of the agreed start date	50% refund
Withdrawal after the agreed start date	NO refund
Enrolment cancelled due to misbehaviour of the student	NO refund
Course withdrawn by Gold Coast Institute of Technology	Full refund

Funded Students' Outline of Refunds

Withdrawal Reason	Amount Refunded
Withdrawal prior to commencement of the course	Full refund
Withdrawal after the agreed start date	NO refund
Enrolment cancelled due to misbehaviour of the student	NO refund
Course withdrawn by Gold Coast Institute of Technology	Full refund
Employer contributions will be refunded in full in all instances if a student withdraws or is suspended, less the full cost of training and assessment the student has accessed up to and including the cancellation date.	

3. Appealing Refund Decisions

- All students have the right to appeal a refund decision made by the RTO. Students wishing to make a complaint or appeal the decision made by the RTO should contact Gold Coast Institute of Technology's Operations Manager.

- This policy and the availability of the Complaints and Appeals process does not remove your right to take action under Australian’s consumer protection laws.
- The RTO’s complaints and appeals resolution process doesn’t remove the student’s right to pursue other legal avenues where they feel necessary.

4. Further Information

- If fees have been paid by a third party then the refunds will be payable to that third party.
- Any information that you have provided to the RTO or that the RTO collects about you (including payments and refunds) can be given to authorised State and Commonwealth Agencies, subject to privacy laws.

Legislation

Relevant legislation and information

A range of legislation and information applicable to staff and students includes:

Complaints or problems	www.trainingombudsman.qld.gov.au
Employment information	Fair Work Australia
Equal opportunity/anti-discrimination	www.adcq.qld.gov.au
Workplace Health & Safety	www.worksafe.qld.gov.au
RTO registration	Australian Skills Quality Authority

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

Privacy

All information shared is kept in the strictest confidence by the Institute and is available on request. In some cases we are required by law to make student information available to external agencies as outlined below. In all other cases the Institute will seek the written permission of the student for such disclosure.

Your personal information may be used or disclosed by the Institute for statistical, regulatory and research purposes. The Institute may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

National Centre for Vocational Education Research Ltd (NCVER) will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER’s website at www.ncver.edu.au).

If you do not agree to this Privacy Policy, please advise the Institute in writing.

Use of personal information

Any information gathered will only be utilised for the purposes of delivery of training and assessment services and compliance requirements according to ASQA and the Department of Employment, Small Business and Training (DESBT). Each individual student will have a personal file for storage of training records. Student training documentation will be stored in a secure manner (individual files in locked cabinets; electronic files with access by password). Students can access personal information held by the Institute and may request corrections to

information that is incorrect or out of date. Students must apply to the institute in writing (e.g.: email) if they wish to access to their records. The release of information will be the decision of Gold Coast Institute of Technology.

Student Code of Behaviour

The Student Code of Behaviour requires the following rights and expectation to be respected and adhered to at all times.

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and GCIT property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courtesy at all times
- The expectation that students will not engage in copyright breaches, cheating or plagiarism
- The expectation that students will submit work when required and meet their assessment obligations. Where this is not possible, students must advise GCIT as soon as possible.
- The expectation that students will maintain consistent participation by attending all required classes and assessments.
- The expectation that students will attend all required classes and assessment as part of the requirement to progress through the course satisfactorily to enable them to complete the course within the timeframe allocated.
- The expectation that students will pay all fees as required.
- The expectation that students will keep their contact information up to date by advising the Institute of any changes.

For non-compliance with the Code of Behaviour and any other disciplinary matters, the following procedure for discipline will be followed:

Informal Process

Disagreements and misunderstandings happen to all of us from time to time. Whether the situation is between students, or trainers, or between a student and a trainer, rarely is a situation so bad that it cannot be resolved to the satisfaction of all parties. Students can find out about all available actions by speaking with their trainer, administration staff or the CEO.

1. Initially all behaviour/discipline matters (except for critical incidences which will be managed formally) will be managed informally between the trainer/assessor and the student.
2. If the matter cannot be resolved by the trainer/assessor, they will refer the matter to the Operations Manager and CEO.
3. If the matter still cannot be resolved satisfactorily for all parties, the following Formal process will commence.

Formal Process

1. A member of the Institute staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)
2. Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Operations Manager to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
3. Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter/email will be included on the student's personal file. (Step 3)

After the three (3) steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the student will be sent a student suspension or cancellation warning letter. (Step 4)

The Chief Executive Officer shall give the student a reasonable opportunity to be heard in relation to the misconduct and may then either:

- a. Modify or dismiss the charge
- b. Reprimand and warn the student against repetition of the breach of discipline
- c. Suspend the student for a period not exceeding 14 days, which shall include any period of suspension.
- d. Remove Academic Privilege

Failure to attend scheduled meetings may result in the Institute deciding to suspend or cancel a student's enrolment.

At any stage of this procedure students are able to access the Institute complaints and appeals procedure to settle any disputes that may arise.

If the Institute intends suspending or cancelling the student's enrolment where it is not at the student's request, the student will be informed they have 20 working days to appeal to the Institute. If the appeal is not upheld or the student withdraws from the appeal process then the Institute may suspend or cancel the student's enrolment.

Workplace attendance

A student may have an obligation to attend work placement in the course they are enrolled in. If a student is absent the Program Coordinator will attempt to contact you. This can be done initially either by phone or email. If a student does not respond to attempts to contact him / her, a formal letter/email will be sent to your address requesting an interview. The student will then be required to provide reasons for non-attendance. Student(s) may also be required to enter into a negotiated plan of action. If a student fails to respond to the formal written letter/email or fails to show cause as to why they should not be withdrawn or moved to an assessment only pathway they may be withdrawn from the course at the discretion of Gold Coast Institute of Technology.

Absent five (5) consecutive days?

Any student in this position should contact their trainer or administration immediately. You may be required to provide documentary evidence such as medical certificates. Approval must be attained from GCIT for any absences exceeding five (5) consecutive days.

Workplace Behaviour

Students are obligated to attend work placement as required and to be punctual at all times. Any work placement issues or misbehaviour in the work place will be dealt with through the Institute's Formal processes.

Change of address and contact details

You are required to advise the Institute of your residential address and telephone number and of any subsequent changes to your residential address and telephone number whilst enrolled in a course. It is your responsibility and in your own interests to ensure that you always update your address details at the Institute to ensure you receive important information that the Institute may send to you from time to time.

Plagiarism and cheating

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a students' exclusion from a unit or a course. When students have any doubts about including the work of other authors in their assessments, they must consult with their trainer to discuss the matter. The following list outlines some of the activities for which a student can be suspected of plagiarism or cheating:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another student.
- Presenting the work of another individual or group as their own work.
- Allowing another student to copy your work
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Legitimate cooperation between students on assignments is encouraged, since it can be a real aid to understanding. It is legitimate for students to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, students must produce their own individual written solutions. Copying someone else's work is plagiarism, and is unacceptable.

Copyright

Students must be careful when photocopying the work of others. The owner of the material may take legal action against students of the Institute if the owner's copyright has been infringed. Students are allowed to do a certain

amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution.

Dress Code

Dress requirements are neat casual or business attire. Please note that shorts and thongs are not considered suitable attire. NOTE: If you are studying business, come dressed for business, as if you are applying for a business based job. You will be surprised how much this will improve your state of mind and learning environment.

Drugs and alcohol

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, methamphetamines etc are not allowed by Australian law and you run the risk of legal problems as well as health issues if you become involved in their use / dealing.

No consumption of alcohol on Institute premises or during contact hours is allowed.

Smoking

No smoking within the Institute building is allowed.

Mobile Phones

No use of mobile phones is allowed during contact hours.

Student complaints and appeals

If you have a complaint or appeal you should take the following steps:

1. Contact the Institute to obtain a copy of the complaints and appeals procedure and the application form.
2. Complete the application form and lodge it with the Training Manager or Student Counsellor.
3. The Institute will follow up the complaint and contact you.

- Students who are concerned about the conduct of the Institute are encouraged to attempt to resolve their concerns using this procedure.
- The procedure will be implemented at no cost to the student.
- The procedure will commence within 5 working days of the formal lodgement of the complaint or appeal and supporting information.
- For all complaints or appeals (except informal complaints) a maximum time of 10 working days from the commencement of the formal complaint process will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.
- Students will be advised within 10 working days of the completion of the resolution phase of their right to access an external complaints and appeals process if they are not satisfied with the internal outcome.
- The RTO must immediately implement any decision or recommendation in favour of the student through the internal or external appeals process.
- Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, or all parties agree in writing to extend the resolution time beyond 60 days, the RTO will:
 - Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
 - Regularly update the complainant or appellant on the progress of the matter.
- Appeals against an assessment result must be lodged within five (5) working days of the assessment decision using the Complaints and Appeals form.
- All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.
- At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.
- Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
- For complaints and appeals:
 - The student will have an opportunity to formally present their case, in writing or in person at no cost to the student
 - The student may be accompanied and assisted by a support person at any relevant meetings.

- Students will be notified in the event that any complaint or appeal will take longer than 60 days to finalise.
- At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.
- A student's enrolment must be maintained whilst a complaint, internal appeal and external appeal is in progress and the outcome has not been determined except in cases where the Institute is intending to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment.

External Appeal

- If the complainant is dissatisfied with the outcome of their appeal, they will be advised within ten (10) working days of concluding the internal review that they may lodge an external appeal.
- Students should note that in most cases, the purpose of the external appeals process is to consider whether the Institute has followed its policies and procedures, rather than make a decision in place of the Institute.
- The external person to hear a student complaint on behalf of a student is to be engaged from the Queensland Training Ombudsman www.trainingombudsman.qld.gov.au Freecall: 1800 773 048 or the National Training Complaints Service Call: 13 38 73 www.education.gov.au/NTCH
- If the above bodies are unable to assist, for issues surrounding consumer protection, students may access the Queensland Office of Fair Trading or The Australian Competition and Consumer Commission.

Further Action

The right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law applies*. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies.

Health and Safety

The national Work Health and Safety (WHS) Act 2011 requires that the employers' duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

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

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

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

Accidents and First Aid

All accidents must be reported at Reception. Follow-up will be completed the following day to ensure the student's wellbeing. In the event of a student requiring First Aid, a trainer or staff member will administer First Aid and the

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

Helpful safety tips

Our Institute is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice when in the training environment:

- know and observe details of emergency response and evacuation plans.
- report all potential hazards, accidents and near misses to the Institute staff;
- keep training and assessment areas neat and tidy at all times;
- seek assistance if you volunteer to lift items e.g. move furniture in a training area;
- observe hygiene standards particularly in eating and bathroom areas.
- report safety concerns to an Institute staff member immediately.

Unsafe locations

Every city across the globe has some areas that may not be safe. In your home city, you probably know of these areas and know how to avoid them. If you are not familiar with the areas to be careful of, you can check with a Trainer or a staff member.

Fire safety

The Institute will communicate the procedures involved in evacuation and the location of fire equipment to students during student orientation. Students are to be familiar with the location of all EXITS and fire extinguishers. An Emergency Evacuation Map is located at our Campus

First aid

Provision for first aid facilities is available on Campus. All incidences must be reported to Institute staff. The incident and any first aid provided must be recorded by staff involved.

Computer Ergonomics

Why computer ergonomics? Many people spend hours a day in front of a computer without thinking about the impact on their bodies. They physically stress their bodies daily without realising it by extending their wrists, slouching, sitting without foot support and straining to look at poorly placed monitors.

Ergonomics is a field of study that attempts to reduce strain, fatigue, and injuries by improving product design and workspace arrangement. The goal is a comfortable, relaxed posture.

Arrange Your Workstation: Every time you hop on the computer, take time to adjust workstations that aren't quite right in order to minimise awkward and frequently performed movements.

Adapt Laptops: Laptop computers are not ergonomically designed for prolonged use. The monitor and keyboard are so close together that they cannot both be in good positions at the same time. For prolonged use, it's best to add a separate monitor and keyboard. The laptop can be placed on books so the top of the screen is at eye level, then use an external keyboard so that your elbows can rest at 90° by your side.

Modify Your Body Mechanics: Do you wear eyeglasses? Make sure they fit properly to avoid tilting your head. Type with light strokes, and try to keep your muscles relaxed. Sit "tall," aligning your ears, shoulders and hips. When you sit, think about making yourself an inch taller. Switch hands when using a mouse, if you are able. Completely rest your wrists during breaks, including taking your hands off the mouse.

Adjust Your Work Patterns: Reduce prolonged computer time whenever possible. Break work into smaller segments and switch between tasks that use different motions. For example, alternate use of mouse with reading and searching the web. Move! Movement has many benefits: it relaxes tissues, lubricates joints and prevents stiffness, improves circulation, reduces fatigue, and builds stamina. One study showed that heavy computer users who successfully avoided computer-related pain moved every 7 minutes. At least every 10 minutes, take a short (10-20 second) break. Take your hands off the keyboard and move! Every 30-60 minutes, take a brief (2-5 minute) break to stretch and/or walk around.

Student Support

Student support needs

Prior to enrolment and/or at commencement, whichever comes first, the Institute determines the support needs of individual learners and provides access to the educational and support services necessary for the learner to meet the requirements of the course.

The primary mechanism for student support is through the Trainers/Assessors and Operations Manager who are responsible for responding to requests for assistance from students.

Students requiring assistance outside the capability of these staff will be referred to the appropriate Institute staff member and/or CEO, or to an appropriate external support provider if this is considered appropriate.

Students are provided information on how to access the student support services within the Institute.

To ensure fair and equitable access to educational opportunities so that no learner is at a disadvantage, GCIT will aim to provide, based upon resources and organisational priorities, appropriate arrangements for students with:

- Language and Literacy requirements
- Hearing Impairment
- Visual Impairment
- Physical Impairment
- Intellectual Impairment
- Learning Disability
- Mental Health requirements

Although there is no charge for referral, the cost of any external organisation providing learning support to the student in any of the above areas will be at the expense of the student.

Language, Literacy and Numeracy (LLN)

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

Students must ensure that they have discussed any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties or any other issue, prior to commencement and throughout their course with their trainer or CEO. Advise us as soon as you become aware of any issues which may affect your study, including LLN needs.

GCIT recognises that not all students will have the same level of ability in relation to reading, writing and performing calculations. When an issue is identified by GCIT staff or requested by a student, a language, literacy and numeracy test will be provided to assess the student's ability. This process is to ensure that all students who commence a training program possess the skills required to understand the presented material and complete assessments.

GCIT will endeavour to provide assistance to students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of GCIT staff to assist, the student will be referred to an external support agency so they have the opportunity to obtain the skills required to complete the training program

Disagreements and misunderstandings

Confidential help and support will be provided at each step of the process. If you are unhappy with academic decisions or any issues directly related to the successful completion of your course, you may wish to discuss a problem, lodge a written complaint, or access independent mediation to resolve a dispute. The process for this is outlined in our Complaints and Appeals policy in this Handbook.

Welfare and Guidance

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

Furthermore, students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see their trainer or CEO for free advice relating to study on:

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

We will also provide free referral to a qualified counsellor if requested by the student. Any costs are to be borne by the student for this service.

Access and equity

Gold Coast Institute of Technology recognises that particular groups of people in society have experienced and continue to experience, institutional disadvantage and unequal educational outcomes. Students will be individually interviewed and assessed on their eligibility for the service being provided. Selection will comply with equal opportunity legislation.

Students will not be denied access to services where they are deemed eligible for. To achieve these aims the Gold Coast Institute of Technology will:

- Ensure the establishment of non-discriminatory student selection procedures which encourage fair access for members of under-represented groups;
- Provide training programs and services that are accessible to all people in an environment that is free from harassment;
- Seek to provide access to a broad range of high quality support services that account for the diversity of clients;
- Seek to provide opportunities for all people to achieve outcomes that meet their personal goals;
- All staff employed by Gold Coast Institute of Technology will adhere with access and equity requirements in order to:
 - comply with national and state legislation and policies;
 - meet national and state reporting requirements; and
 - model and improve performance to better achieve access, equity and diversity objectives

Online courses

Students who have not logged into the course within one (1) month of enrolment and/or who have not submitted any material or assessment within one (1) month of the initial login, will be contacted by their assessor to determine if they require any additional support to ensure progression through their course and to agree on a timetable for progression.

Students may apply for an extension the course is not completed within the nominated time frames. An application for an extension must be made in writing and cannot be for a period greater than 3 months.

Each student studying online will have access to experienced trainers and assessors in the event you experience any difficulties or have any questions.

To study online requires self-discipline, good time management and motivation. Please discuss this option with GCIT if you have any concerns about your ability to successfully complete your training through this method. Online students are expected to progress through their course and complete assessments in a timely manner. Our Learning Management System will flag students who are not progressing and if so, GCIT will contact you directly to discuss your options.

Prior to enrolling please discuss your employment prospects and aspirations with our staff to ensure the course you enrol in is best suited to you. GCIT do not guarantee any employment outcomes.

Emergency Numbers and Contact Details

POLICE **000**
AMBULANCE **000**
FIRE **000**

1. Dial 000 and request the service that you need.
2. Remember to remain as calm as you can.
3. Speak clearly and give the requested details.

Helpful Local Contacts

Southport Police Station	13 14 44	96 Scarborough Street, Southport
Police Beat Southport	5558 6750	Australia Fair, 42 Marine Parade, Southport
Gold Coast Community Legal Centre & Advice Bureau	(07) 5532 9611	34 Railway Street, Southport
Legal Aid - Southport	(07) 3496 7100	2/7 Bay Street, Southport
Gold Coast Legal Advice Hotline	(07) 5571 1982	155 Scarborough Street, Southport

Multicultural Communities Council Gold Coast and CURA Community Services	(07) 5527 8011	1 Dominions Road, Ashmore
Southport Medical Centre	(07) 5555 4222	100 Marine Parade, Southport
Primary Medical & Dental Centre Southport	(07) 5680 0000	178 Nerang Street, Southport
Beyond Blue Mental Health Support	1300 22 4636	
Gold Coast University Hospital	1300 744 284 Open: 24 Hours	1 Hospital Boulevard, Southport

Other Helpful Contacts

Type of Service	Name of Service	Telephone Number
TAFE Literacy & Numeracy Support Centres	Metropolitan South Institute of TAFE	1300 657 613
Learning Disability	SPELD (office closed on Fridays)	07 3394 2566 / 1800 671 114
	Dyslexia Association of Brisbane	07 3846 1559
Deaf and Hearing Impaired	Deaf Services QLD	07 3892 8500
Vision Impaired	Queensland Blind Association	07 3848 8888
	Vision Australia Brisbane Gold Coast	1300 847 466 07 3727 2345 07 5503 6400
	The Independent Living Centre	1300 885 886 - 07 3552 9000
Physical Impairment	Spinal Injuries Association	07 3391 2044
	Mobility Services	www.yourcare.com.au
AIDS advice and Counselling	AIDSLINE	1800 133 392
Abortion and Grief Counselling	Abortion and Grief Counselling	1300 363 550
Alcohol and Drug Counselling	Alcohol, Tobacco and other Drug Services	1800 177 833
Drug Counselling	Family Drug Support	1300 369 186
Australian Search and Rescue	Australian Search and Rescue	1800 815 257
Coroner's Office	Office of State Coroner	(07) 3239 6193
Funeral Director	Australian Funeral Directors Association	(03) 9859 9966
Sexual Assault	Centre Against Sexual Assault	1800 806 292
Crisis Care	Crisis Care	1800 177 135
Pregnancy	Crisis Pregnancy	1800 650 840
Domestic Violence	Domestic Violence 24x7	1800 811 811
Animal Diseases	Emergency Animal Disease Watch	1800 675 888
Problem Gambling Counselling	Gamblers Anonymous	1800 002 210
Quit Smoking	Quit Line	131 848
Suicide Help	Suicide Helpline	13 11 14
Poison Information	Poison Information Centre	13 11 26
Grief Counselling/ Suicide Prevention	Salvation Army	1300 363 622
Interpreting Services	QLD Government Telephone Interpreters	131 450

Local Embassies or Consular Representatives	Department of Foreign Affairs and Trade	1300 555 135
Lifeline	General Counselling	131 114
Police Beat Brisbane City Southport	65-69 Adelaide Street, Brisbane city Australia Fair, 42 Marine Parade, Southport	3244 4444 5558 6750
Community Contact Centre	Community Information	1300 369 003
