



2023

# Student Handbook

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## WELCOME FROM THE CEO RICHARD ANTHONY

*My message is: why wait! Do what you want in life, and this will bring you happiness.*

Thank you for choosing EZE Training as your next step in making your dream a reality. We never stop learning, so if you are just starting out, or somewhere down the track in a career, then EZE Training may have the course that will move you to the next level.

I encourage you to set your priorities and make time for yourself to soak up every bit of information.

Enjoy your time with us and good luck with your studies.

*"Love what you do and do what you love. Don't listen to anyone else who tells you not to do it. You do what you want, what you love. Imagination should be the centre of your life." -- Ray Bradbury.*

## ABOUT EZE TRAINING

EZE Training is a boutique RTO that has grown out of the vision to bring a love for self-expression and combined it with an entrepreneurial spirit. Our point of difference is that we are grounded in the industry, and we can compete on the "big stage" while giving a personalised experience to our customers.

This means if you are an individual who wants training or an employer who wants to upskill your staff then we will give you a dedicated Trainer and Assessor who will be your one point of contact to assist you in the journey from enrolment to graduation and on to the next stage of your career.

Typically, our clients work in the body art, beauty or health industries. Small Business is usually the framework, and they want to expand into complementary services. These services all require a solid focus on Infection Control Education.

EZE Training expands its services in line with the growing needs of our students. That is why we have now added Certificate IV in New Small Business to our scope of registration and imported units of competency that are relevant to your business. We know it is important to be student centred, so we make our training reflect your values and aspirations. We have a focus on the body art, beauty and health industries. We offer training in working studios and clinics as well as online.

Accredited courses and workshops are regularly delivered Australia wide. Online training is also offered for some our courses.

## BUSINESS DETAILS

Registered Training Organisation No 6590 ABN: 58 145 767 264

<http://www.ezetraining.com.au/>

Legal name: EZE Training Pty Ltd

Our Office Hours 9 am- 5 pm Monday through to Friday

### Our Contact details

1300 552 044–Head Office- National Administration

Email – [info@ezetraining.com.au](mailto:info@ezetraining.com.au)

The locations for face to face training will be advised upon request and/or as part of your enrolment package.

Day training and assessment sessions are typically conducted from 10 am to 5.00 pm depending on the training venue

**Class times or locations may be subject to change at any time due to operational requirements.**

## STUDYING WITH EZE TRAINING

At EZE Training we aim to cater for different learning styles to fit in with your busy life. So, some courses are face to face while others have a blended delivery of face to face and online. We also allocate you a Trainer and Assessor to make sure you have someone to guide and support you through the process.

Our face to face training has a minimum group size of 4 students. Unfortunately, to keep costs at a minimum, we cannot conduct classes with numbers below the minimum. In extreme cases, this may result in rescheduling classes.

## PRE-REQUISITES AND ENTRY REQUIREMENTS

Some qualifications on our scope of registration have pre-requisites or/and entry requirements; our Course Advisors can talk to you about these before you complete the enrolment process. You can also find this information on our website. If you currently do not meet the pre-requisites or entry requirements, we will work with you to formulate a pathway to help you achieve these requirements. Please see individual information sheets to learn the pre-requisites for each course.

To ensure we are giving you the best chance of success in your training we ask that you let us know if any of the followings apply to you.

- Health issues
- Physical restrictions
- Dependence on medication or drugs
- Language difficulties
- Literacy and numeracy difficulties
- Or any other circumstance which may affect your learning or professional practice.

## OUR COURSES

### Entrepreneurial Stream

Codes	Course	Mode	Nationally Recognised	Fee
BSB40320	Certificate IV in Entrepreneurship and New Small Business	Online	Yes	\$3,499

### Health and Beauty Stream

Codes	Course	Mode	Nationally Recognised	Fee
HLTINF005	Maintain Infection Prevention for Skin Penetration	Online Only	Yes	\$499
SHBBINF002	Maintain Infection Control Standards	Online	Yes	\$499
SHBBSK008	Provide Upper Body Piercing	Blended	Yes	\$1,899
EZEPBP003	Professional Body Piercing	Blended	This course has four units. Two Nationally Recognised units and two custom designed unaccredited units to meet the industry demands	\$2,899
Workshops			Summary of Workshop	Fee
EZEABP001	Advance Body Piercing Course	1-day workshop plus, pre-course component	<p>This is a practical course aiming to extend and refine complex and advanced techniques and processes to allow for practice at a higher level.</p> <p>This course checks systems, techniques and procedures and gives recognition to the experienced body piercer who has verified training and experience.</p>	\$450
EZEMDW001	Micro Dermal Implant Workshop	3 hours	Theory and Practical of Micro Dermal Implanting gives consideration to the implications, contra-indications, placement, and success potential of this implantation process.	\$450

EZEMBP001	Master Body Piercing Course	1-day workshop plus, pre-course component	Theory: includes sterilisation/cross-contamination issues, using bio-plastics, pain and blood reduction, shared client and business concepts, branding, cutting, scarification and updates from the Health Department and industry. Practical: includes complex and multiple piercing and male and female genital	\$600
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## Our Trainers

Trainers/Assessors are Industry Practitioners, who have a passion for the industry and have extensive experience in the industry. This assures that your educational experience with us is driven by what industry wants and most importantly what industry expects.

One of the following credentials:

Credential: TAE40116 Certificate IV in Training and Assessment or its successor

or

Credential: TAE40110 Certificate IV in Training and Assessment, and one of the following:

(i) TAELLN411 Address adult language, literacy and numeracy skills or its successor or (ii) TAELLN401A Address adult language, literacy and numeracy skills and one of the following:

(iii) TAEASS502 Design and develop assessment tools or its successor or (iv) TAEASS502A Design and develop assessment tools or (v) TAEASS502B Design and develop assessment tools.

## OUR STAFF

Many of our staff are old students of Eze Training, and genuinely wish to share the benefits of our company and skills. Our team of Trainers, Assessors and Admin bring significant subject matter expertise, practiced experience, communications skills and networks to Eze Training. They continually strive for excellence and are all strongly committed to using their knowledge to educate and assist everyone from job searchers to job seekers to business owners.



## OUR STUDENTS-

EZE Training has trained hundreds of professionals in their chosen career. Below is feedback from recent graduates.

### **Kirsty- WA Specialist in Body Piercing and Advanced Piercing Course**

"I completed the Specialist Body Piercing and Advanced Techniques training recently, and I have to say it was one of the most amazing and exciting experiences in my lifetime! My trainer Xianne is such an awesome woman, she made it so fun but always remaining professional and informative at all times. I walked out of the course full of knowledge and confidence and super keen to keep going. All due to my training, when speaking to an autoclave company to purchase a machine, she commented "you know what you're talking about" which made me burst with pride thanks to Xianne and the crew at EZE Training! You all rock!"

### **Corrine- WA Specialist in Body Piercing and Advanced Piercing Course**

"Thank you so much, EZE training!!! A massive thank you to our trainer, such a pleasure to do both courses with you! You made the course extremely informative and so much fun!! I would highly recommend you to anyone looking at doing this course, and I cannot wait to do the next one with you!!!"

### **Lauren Khabbaz- SA Professional Body Piercing Student**

"My trainer was Samee and she was beyond EXCELLENT. Sam is extremely knowledgeable, clear and very engaging. Whether it was talking us through infection control theory or showing us a new piercing technique, Sam always made sure to connect with all students, ensuring we understood the education and were benefiting from the information. She made us all feel comfortable asking questions, exploring ideas and learning in the way that best suited each of us. I personally found Samee's supportive yet direct approach to be extremely beneficial - and after a week with her, I feel very ready to begin my journey into the piercing world, whatever shape that may take. Samee's professional, relaxed and switched on approach would be my main catalyst in recommending EZE so highly to others - she is in a league of her own as far as education is concerned! Throughout my studies at university and through other RTOs, I have encountered numerous skilled trainers - but Sam is easily one of the absolute best. Thank you Sam, for an amazing week of training that I will always remember!"

### **Reece- QLD Specialist in Body Piercing and Advanced Piercing Course**

"Undergoing both my courses, I walked away with a great understanding of all aspects of the coursework as well as hands-on experience in body piercing. Xianne is very easy going and straight to the point, making my learning experience at EZE Training enjoyable and very worthwhile. 10/10 would recommend this class to anyone who is thinking about becoming a body piercer!"

### **Tay- NSW Specialist in Body Piercing**

"EZE Training was 100% what I was expecting, and the skills and knowledge I obtained had given me fantastic start into the industry and all the knowledge I needed to start my first job. My trainer, was professional, fun and turned the learning experience into an atmosphere of just hanging with friends. I'm going back to do my Advanced and Masters one day soon- very highly recommend EZE Training!"

### **Cyan- QLDS specialise in Body Piercing and Advanced Piercing Course**

"I loved every aspect of this course. The information was great and easy to understand, there were lots of practical hands-on training and our trainer was amazing. I would highly recommend this course to anyone."

## HOW TO ENROL

Before actual enrolment, you can talk to our staff to confirm that this is the right course for you.

Enrol online “Pay and Start” <https://elearning.ezetrainingcourses.com.au/>

Please make sure you read the terms of payment before enrolling.

Or call 1300 552 044 or email to make an enquiry at [info@ezetraining.edu.au](mailto:info@ezetraining.edu.au)

## EDUPAY PAYMENT PLAN

We understand the difficulty of finances for Australians – especially when they are trying to start a new career or go back to study. That is why we support payment plans.

Payments of as little as \$30 per week can be made toward your payment plan with **EDUPAY** until the fees are completely paid off.

### **EDUPAY – fund all Education costs and any related fees**

Payment plans from \$2,000 to \$50,000

No stress – the whole process is managed privately by our Consultants

Flexible options – any additional repayments can be added back on to the payment plan at no extra charge

Fast efficient approvals, simply apply online

### **Terms & Conditions:**

Speak to EDUPAY direct for a quote based on your personal circumstances and for the full terms and conditions.

A full credit and financial assessment would need to be completed prior to acceptance of any offer or product.—see our the link on our website for more information: <https://ezetrainingcourses.com/payment-options/>

## USI

All students doing nationally recognised training need to have a **Unique Student Identifier** (USI). A USI is a reference number made up of numbers and letters.

It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life. To receive a Statement of Attainment when completing your course, you will need to give us a copy your USI number. Creating a USI is free.

To obtain this USI if you don't already have one please follow the link below:

<http://www.usi.gov.au/>

## VSN

The Victorian Student Number (VSN) is a nine-digit student identification number that will be assigned by the Department of Education and Early Childhood Development to all students in government and non-government schools, and students up to the age of 25 in Vocational Education and Training (VET) institutions.

The number, which is unique to each student, will be used as a key identifier on your student record, for the duration of your education, until reaching the age of 25 at which point your VSN will be retired.

VU will collect and record the VSN for relevant students enrolled in VE/FE (TAFE) courses.

### **The VSN will appear:**

- on common student communications, such as enrolment confirmations, VSN notifications and student results statements/result summaries.
- on applications made by the student for enrolment in new schools or institutions.

Additional information can be found at the [Victorian Curriculum and Assessment Authority](#).

### **The next steps**

We will phone you and send through a reminder text two weeks before your course commencing to check your arrangements and if you need assistance in any way. Please do not hesitate to call us at any time if you have questions.

We recommend that you check with the office two weeks prior to the schedule training date if you are travelling and about to book accommodation or flights to ensure we have each minimum numbers.

Once enrolled in one of our courses you will be provided with your learning and assessment resources on our online Learning Portal and inducted into the course. During the induction, please feel free to ask our Trainers any questions you may have and they will be delighted to help.

## OUR LEARNING PORTAL

Our Learning Portal includes self-evaluations, evidence uploading tasks, quizzes, practical assessments, video responses and conversation questions with industry requirements. This can be done using your webcam, so you can record your answers and submit videos for assessment.

Please note an operational webcam and microphone is compulsory to start the online theory for all courses, the webcam assists with video response assessments and it verifies the students identity throughout the assessment process.

When using our Learning Portal please use Chrome Google or if you are using a tablet you should download the free Puffin browser app and select 'desktop mode'. Students will experience problems if they do go through different browsers.

## ASSESSMENTS

Our assessments are developed using the Principles of Assessment.

Valid - Assessment assesses exactly what it claims to assess.

Reliable - Assessment gives a consistent result each time.

Flexible - Assessment makes allowance for changing conditions in the workplace and different contexts for the same competency.

Fair - When the candidate for assessment clearly understands what they need to do to demonstrate competence. ‘

These follow the Rules of Evidence in that they are:

Valid- Address the elements and performance criteria

Current- Demonstrate the candidate's current skills and knowledge

Sufficient- Demonstrate competence over a period

Authentic- Be the work of the candidate

All students are given an Observation Guide and advised on the assessment events and timing of assessment schedules.

Recognition of Prior Learning (RPL)

Previous training and or experience can result in significant reduction of training time. Please talk to EZE Training regarding our Recognition of Prior Learning (RPL)

If you think you have all the skills and knowledge for a qualification you can take an Assessment Only Pathway.

## RPL ASSESSMENT PROCESS:

The cost of RPL is listed on our website. Please note costs for RPL applications varies as the time required to conduct RPLs varies. Our staff will advise you in advance what the total cost for your RPL application will be before you commence this process.

### **Recognition of AQF Qualifications Issued by Other Registered Training Organisations**

EZE Training will at all times abide by the mutual recognition agreements formed between all states/territory of Australia, in recognition of other RTO's training and certification therein awarded. EZE Training will:

Recognise Nationally Recognised Training through the provision of certification showing all requirements as detailed within the Australian Qualification Framework (AQF);

and

EZE Training will award Credit Transfer to the relevant unit/s when presented with the appropriate evidence:

The student must provide an official AQF Certificate or Statement of Attainment for verification.

Credit transfer applications received by EZE Training Pty Ltd staff shall be forwarded to the next scheduled Management meeting for consideration and approval.

If authentication is in doubt, we will communicate with the issuing RTO's for the provision of written confirmation regarding a Certificate or Statement of Attainment.

The student will be advised of the decision within 14 working days.

## Our policies and procedures- STUDENT RIGHTS AND RESPONSIBILITIES

Student Rights as an EZE Training learner, you have a right to:

- be treated fairly and with respect by EZE Training staff and fellow learners
- learn in an environment free of discrimination and harassment
- pursue your educational goals in a supportive and stimulating environment
- apply to have your existing skills and knowledge recognised as part of your study program
- lodge a complaint without fear of retaliation or victimisation.

Student Responsibilities by signing the Enrolment Form or accepting enrolment online you agreed to abide by all EZE Training policies and procedures.

You must:

- advise EZE Training if you have a history of violence
- treat other learners and staff with respect and fairness
- not engage in plagiarism, collusion or cheating in any assessment event or examination
- be punctual and regular in attendance
- submit assessment items by the due date or seek approval to extend the due date
- observe safety practices, e.g. wear approved clothing and protective equipment
- not smoke in buildings
- not eat or drink in areas used for skin services
- catch up on missed work due to a class absence.
- behave responsibly by not:
  - littering
  - harassing fellow learners or staff
  - damaging, stealing, modifying, or misusing property
  - being under the influence of alcohol or drugs
  - bringing weapons onto the premises
  - engaging in any other behaviour which could offend, embarrass, or threaten others.

## REFRESHER ATTENDANCE FOR PROFESSIONAL PIERCING

Any student who wishes may return and join a future training session to refresh themselves on course information may do so, free of charge within six months of their course.

\*Refresher attendance is strictly by arrangement and ONLY on the last two days of the course). (No extra literature or kits supplied)

### DRESS CODE

All students of EZE Training work in close contact with each other and members of the public. Students must pay attention to personal hygiene and require a professional standard of dress always. Please remember that you are in a simulated work environment. If students DO NOT comply with EZE Training Dress Code, they will be asked to leave the class and return when they are in the appropriate dress wear. PLEASE NOTE: - EZE Training does not accept any responsibility for the loss or damage of any student kits or personal items. All students are required to wear enclosed shoes at all times.

No:

- high heeled shoes,
- Ugg Boots
- Thongs
- Sandals

These requirements apply to courses at all times. Hair must be tied back, and fingernails must be short in length. Remember: If you do not have the correct clothing you will be sent home and no attendance will be recorded.

### ATTENDANCE AND ABSENTEEISM

EZE Training functions as a simulated workplace for practical experience required for some qualifications. Attendance at the agreed class times is compulsory. Students must be on time for class and lateness will not be tolerated. Lateness is very disruptive to the class and unprofessional. The classroom doors will be closed at the commencement of class, and late students will wait until theory has finished and be recorded as late. If a student is running late for classes, they MUST notify EZE Training Head Office-National Administration Manager on 1300 552 044– If you cannot attend a class, you are required to notify EZE Training in advance or on the day of class before 9.00 am. On these occasions, you must leave a message on EZE Training voicemail outside business hours or with EZE Training Receptionist indicating your name, course and contact telephone number for a return call. Students who are absent from class due to illness must provide a doctor's certificate.

#### FACILITIES, EQUIPMENT, AND STUDENT AMENITIES

EZE Training maintains an authentic Body Piercing workplace environment. Students have access to necessary instructional and assessment facilities, materials, and equipment. Students are required to maintain EZE Training's facilities in good order.

Damage to any facilities should be reported immediately to your trainer.

Training facilities include:

Specialist product and equipment

Suitable workstations/tables set up safely and securely

#### ACCIDENTS AND INCIDENTS

Any student/s that suffers an accident or incident is to immediately report this matter to the trainer and National Administration Manager. The National Administration Manager will take control and complete appropriate documentation (incident/accident report) and decide on the action to be taken and referred if required. Please see Attachment forms in this document.

#### MOBILE PHONES

Mobile phones must remain off or on silent at all times during classes to avoid disturbance to staff and other students during class times. Students may make and receive calls during break times.

#### STUDENT FEEDBACK

As part of EZE Training Continuous Improvement Procedures, you will be asked to Provide Feedback about your time at EZE Training. This is your opportunity to provide EZE Training with information to help us improve what we do.

If you have any questions regarding any aspect of our training, please call 1300 552 044, and our staff will be happy to help you with your queries.

#### ASSURING QUALITY OF TRAINING AND ASSESSMENT SERVICES

EZE Training is a Registered Training Organisation also known as RTO; [our RTO number is 6590](#).

Our registration requires us to adhere to strict requirements that in turn require us to deliver and assess Nationally Recognised Training to meet national standards.

Our systems and processes are designed and implemented to ensure you have a quality educational experience with us. We continually get feedback from our students and stakeholders about our performance; we then take this feedback and improve our services and commitments to you, our students, and our stakeholders.



### ETHICAL MARKETING AND ADVERTISING

It is our policy to always market and advertise our services in an ethical and accurate manner; we do this by:

Developing and implementing our marketing and advertising materials based on feedback from our stakeholders; Ensuring our marketing and advertising materials on our website, brochures and Facebook pages meet industry requirements. We also ensure that we do not mislead our stakeholders through any marketing and advertising mediums we use.

We continually review and update our marketing and advertising materials and modes to ensure they meet consumer protections laws and meeting our regulating bodies.

We endeavour at all times to have ethical and accurate marketing practices which transparently show what we offer and how we can deliver on our promises. Your rights as a consumer are protected at all times.

If you would like to discuss or help us improve our marketing and advertising materials, please call our friendly staff on 1300 552 044 who will gladly assist you with such matters.

### STUDENT SAFETY AND SECURITY

Once you have successfully enrolled in one of our courses, you will be provided with information about access to our office and training facilities. Our friendly staff will walk you through our safety and security procedures and help you get well versed in our training and assessment facilities.

To help us create a safe and secure environment, we request that you follow all emergency, safety, and security procedures such and instructions relating to our training facilities, at all times.

### ACCESS, EQUITY, AND ANTI-DISCRIMINATION

All EZE Training staff and learners have an obligation under legislation not to discriminate, treat unfairly or harass people because of who they are, who they are related to, or who they associate with on any of the following grounds:

- sex, including pregnancy
- marital status
- race, colour, ethnic or ethnoreligious background descent or nationality
- disability, including intellectual, physical, psychiatric and HIV/AIDS
- homosexuality (actual or presumed)
- age
- any sexuality or gender

It is also unlawful for a person to do anything publicly that could incite vilification, encourage, or stir up hatred, serious contempt, or severe ridicule against others on any grounds. If there is a complaint that a learner or staff member has acted in a discriminatory way, see your trainer or contact EZE Training Head Office. EZE Training practises zero tolerance of racism. For more information on racial discrimination go to [www.racismnoway.com.au](http://www.racismnoway.com.au).

Although EZE Training will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct, we will not enrol a student if it is clear or becomes evident that it would be impossible for the student to successfully complete a particular course.

In these circumstances, EZE Training will assist the student in choosing a suitable alternative to ensure that the training needs of the student are met. If you require assistance, please discuss with your trainer/assessor, if they are unable to assist you, please provide your contact details to the trainer, who will refer the matter to the National Administration Manager or the CEO.

Our staff are advised NOT to provide the **personal** contact details of the National Administration Manager or CEO to students.

#### MEETING INDIVIDUAL LEARNING NEEDS

Our team at EZE Training are committed to meeting your individual learning needs. We do this by (but not limited to):

Providing you flexible learning and assessment options, i.e., self-directed study and face to face modes of study.

Our staff continually encourage and support you in meeting your learning outcomes. If you are facing some obstacles stopping you from progressing, we will work closely with you to help try to overcome the situation and get you back on track with achieving your learning outcomes.

When the student advises they need assistance, or when learner support is identified as a need, EZE Training will, where possible, assist in the form of one on one coaching to help the student complete the course. One on one coaching can be in the form of face to face conversations, telephone contact and or email.

Contact the National Administration Manager if you believe you need assistance with this course. The National Administration Manager will assist where possible and will pass your details to your assessor if they are unable to assist you. Contact details are located at the beginning of this handbook.

#### PROCEDURES FOR TIME LIMITS AND COMPLETION

All Eze Training Courses have a time limit in regards to the online component- please see individual course information sheets for exact time frames. All courses expire after 12 months

Extensions can be requested via email prior to the expiration date to our head office- see table below

##### If contacted prior to expiration date--

For a 2 week extension:	No Fee
For 1 month extension:	\$100 Fee
For more than a month:	Will incur an agreed fee depending on circumstance

##### IF contact post expiration date--

Within 12 months of expiration:	\$250 Fee
After 12 months of expiration:	Course is expired and repayment will need to be made to continue.

### LANGUAGE LITERACY AND NUMERACY (LL&N)

EZE Training is committed to making its training widely accessible. As such, we recognise that literacy or numeracy problems may not, of themselves, preclude a person from successfully acquiring the competencies associated with any of our courses. Every effort will be made to assess a candidate's ability to carry out all the learning tasks and successfully demonstrate the course competencies.

Where possible, the learning activities may be modified to compensate for students with literacy or numeracy skills needs. An initial assessment of a participant's literacy and numeracy skills will be determined upon enrolment in a course.

The LL&N assessment will be undertaken online and the results checked by the National Administration Manager. Where there are literacy concerns, the National Administration Manager will contact the student to discuss their application in the first instance. The National Administration Manager will forward any concerns to the Trainer/Assessor if the student requires further assessment regarding their ability to undertake the course.

### LEARNING AND SUPPORT SERVICES

If it is determined that a person has issues that are going to hinder a person from completing the course, then we will refer the person to the Reading Writing Hotline on 1300 6555 06 and their website: <http://www.literacyline.edu.au/> as this organisation is funded by the Federal Government to help people with such issues.

### STUDENT WELFARE AND GUIDANCE SERVICES

EZE Training recognises that a significant aspect of quality of training programs relies on active support and management of student and staff welfare. Considering this, EZE Training is committed to providing both students and staff with adequate access to:

Information relating to OHS/WHS, equal employment opportunity and antidiscrimination policies as is appropriate

.

### INDUSTRY CONSULTATION AND INPUT

It is our policy to continually engage with Industry representatives and obtain their feedback to ensure we are delivering quality training and assessment services to our students, so they are skilled in the professions they choose.

We engage with Industry representatives before we add any courses/qualifications to our scope of registration, during this process we develop a Training and Assessment Strategy document which sets out how each course/qualification is to be delivered. This policy document is developed based on feedback from Industry representatives. We continually update our strategy documents and ensure that industry representatives input is included in the delivery of courses/qualifications that we deliver.

Our Trainers/Assessors are industry practitioners, who have a passion for the industry and have extensive experience in the industry. This assures you that your educational experience with us is driven by what industry wants and most importantly what industry expects.

### COMPLAINTS AND FEEDBACK

Informal Resolutions: We encourage our students/clients and staff to informally resolve complaints/appeals as we have found that the majority of these situations can be addressed at this level.

In the event, if a complaint/appeal arises we request that students first speak to their Trainer/Assessor or person/s their complaint and appeal is related to about their issue/s. We promote and request that parties involved try to resolve their issues with each other in an informal manner.

However, we also understand that not all complaints/appeals can be resolved informally. We endeavour to have all informal complaints/appeals be brought to the attention of RTO Management meetings and forwarded to the continuous improvement process if applicable. The following process applies.

If a person deems that they have grounds for a complaint/appeal, or a conflict arises from actions, decisions or omissions by EZE Training management or staff, and they have been unsuccessful to resolve the issue informally; then this needs to be brought to the attention of the CEO. The student will be required to complete a Stakeholder Feedback Form (available in the Attachment Section of this document).

If the student wishes, they could have their complaint/appeal handled exclusively and confidentially by either the CEO or by an independent Third Party (In Victoria, a Third-Party Mediator will be a person who is employed by the Dispute Settlement Centre of Victoria [www.justice.vic.gov.au](http://www.justice.vic.gov.au)). The student needs to indicate this on the Stakeholder Feedback Form.

If you are not happy with an assessment result and wish to appeal the decision complete a Stakeholder Feedback Form and send it to the National Administration Manager who will bring it to the attention of RTO Management meetings. All assessment material will be reviewed by another assessor and a decision on the appeal will be made. The student will be notified within 30 days.

To make a complaint to an independent third party in another State, we offer the following State Department bodies, which may be able to assist you further.

STATE	DEPARTMENT	WEBSITE LINK
QLD	Office of Fair Trading	<a href="http://www.fairtrading.qld.gov.au/index.htm">http://www.fairtrading.qld.gov.au/index.htm</a>
NSW	NSW Fair Trading	<a href="http://www.fairtrading.nsw.gov.au/">http://www.fairtrading.nsw.gov.au/</a>
ACT	Office of Regulatory Services	<a href="http://www.ors.act.gov.au/community/fair_trading">http://www.ors.act.gov.au/community/fair_trading</a>
NT	Consumer Affairs	<a href="http://www.consumeraffairs.nt.gov.au/Pages/default.aspx">http://www.consumeraffairs.nt.gov.au/Pages/default.aspx</a>
SA	Consumer and Business Affairs	<a href="http://www.cbs.sa.gov.au/wcm/">http://www.cbs.sa.gov.au/wcm/</a>
TAS	Consumer affairs and fair trading	<a href="http://www.consumer.tas.gov.au/">http://www.consumer.tas.gov.au/</a>
WA	Department of Commerce	<a href="http://www.commerce.wa.gov.au/ConsumerProtection/">http://www.commerce.wa.gov.au/ConsumerProtection/</a>
Vic	Consumer Affairs	<a href="http://www.consumer.vic.gov.au/">http://www.consumer.vic.gov.au/</a>

All formal written complaints/appeals lodged will be brought to the attention of the CEO or delegate within 48 hours of being received. An opportunity will be provided to all complainants/appellants to present their case formally.

The complaint will be investigated within 14 days. The CEO or delegate will make final decisions. The CEO will ensure that as far and as fairly as possible, the person making the complaint/appeal is satisfied with the outcome. However, EZE Training will not be responsible for issues that are clearly and solely the student's responsibility.

The person making the complaint/appeal will receive a written statement of the outcomes, including reasons for the decision within 21 working days of lodging their complaint/appeal. If a complaint/appeal is not rectified to the satisfaction of both parties, the CEO will call a meeting of the parties and have a third-party attend to mediate the dispute, if this has not occurred earlier in the resolution process.

EZE Training at all times will endeavour to resolve any issues the client/student may have. All complaints/appeals and their outcomes will be addressed and details registered during our fortnightly meeting Complaints/Appeals. Information gathered will be used by EZE Training to improve the quality of its services and reduce customer complaints/appeals. It is the aim of EZE Training to where possible ensure any complaints are resolved to the satisfaction of both parties.

If a complaint/appeal is still not resolved, then the student/client is advised that they can contact the National Regulator ASQA. ASQA advise students first to go through the RTO's internal resolution process to resolve the issue.

The link for ASQA is: <http://www.asqa.gov.au/complaints/making-a-complaint.html> Follow the process outlined by ASQA.

EZE Training at all times will endeavour to resolve any issues the client/student may have. All complaints/appeals and their outcomes will be recorded. Information from this register will be used by EZE Training to improve the quality of its services and reduce customer complaints/appeals.

## OTHER INFORMATION RELATED TO THE INDUSTRY

There are laws and regulations that have specific relevance to the skin penetration, hairdressing and beauty services industry. Wherever knowledge of a specific law or regulation exists, it is covered in the knowledge evidence field of the assessment requirements. The assessment conditions field requires RTOs to provide current regulatory documents to assist the assessment. All this information can be accessed on your student online portal.

Some states and territories require businesses that provide skin penetration procedures to be registered with local councils. This will have implications for Registered Training Organisations that provide these services to paying clients during training and assessment. Those developing training and assessment strategies for any SHB units which cover skin penetration procedures should consult with the relevant state, territory, or local government to determine compliance requirements.

- State or territory health acts and regulations - hygiene and cleanliness of premises provisions for hairdressing, barbering and beauty businesses. These are relevant to the provision of many services and the use of tools that come into direct contact with a client's skin, scalp, and hair. As above, some states and territories require hairdressing, barbering and beauty businesses to be registered with local councils and the same implications will impact on Registered Training Organisations.

Please see this link for more information:

<https://www.health.vic.gov.au/publications/infection-prevention-and-control-guidelines-for-hair-beauty-tattooing-and-skin>

## PRIVACY POLICY

EZE Training follows strict privacy policies in conjunction with Privacy Laws updated in 2014. All forms, files, results and records of any student are deemed confidential under the new Privacy laws. Records are accessible only to relevant staff members of EZE Training and only for relevant and appropriate use. This means your records can only be released to other parties with your written permission, (or in circumstances as dictated by law).

The Privacy 1988 (2014 update) prevents EZE Training from providing any student details to any person other than the student. All matters about enrolment, results, fees or any other issue, can only be discussed with the student unless the enrolment form is signed by a third party, or a letter of permission from the student is provided allowing access to the student's information. Similarly, the Act prevents us from providing any Trainer/Assessor or Consultant details to any student or other persons regardless of the situation.

In the case of corporate clients, EZE Training will release your details or records to your company representative or an individual wishing to gain access to your records on your behalf. It is entirely your decision whether you agree to a request for access to your records and personal information.

Our RTO will ensure that your information remains private and we have systems in place to ensure that your personal information is managed, stored and released in a secure manner and accordance with privacy laws.

### **Please note:**

EZE Training Pty Ltd is required to provide both Federal and State Government, about student and training activity data which may include information provided in your enrolment form. Information is required to be provided under the Federal and State Regulations and Guidelines. The relevant Government Departments may use the information to inform their planning, administration, policy development, program evaluation, and resource allocation, Government Departments may also disclose information to their consultants, advisers, other government agencies, professional bodies and other organisations.

For Victorian Students only:

The Education and Training Reform Act 2006 requires EZE Training Pty Ltd to collect and disclose your personal information for some purposes including the allocation of a Victorian Student Number and updating my personal information on the Victorian Student Register. Information is required to be provided by the Victorian VET Student Statistical Collection Guidelines (which are available at <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>).

It is a requirement to advise Victorian students they may be contacted and requested to participate in a National Centre for Vocational Education Research survey or a Department-endorsed project or audit or review.

### CONFIDENTIALITY

EZE Training follows strict confidentiality policies, and we do not discuss or disclose any information about a participant's situation that relates to their participation in our training courses. If a participant discloses any information about a situation, they might be facing we keep this information confidential and do not discuss or disclose this information to others without the participant's consent.

## LEGISLATIVE REQUIREMENTS

We are subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated, and all staff are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.dms.dpc.vic.gov.au/>

The legislation that particularly affects your participation in Vocational Education and Training includes:

### Commonwealth Legislation:

National Vocational Education and Training Regulator Act 2012

Human Rights and Equal Opportunity Commission Act 1986

Disability Standards for Education 2005

Disability Discrimination Act 1992

Racial Hatred Act 1995

Racial Discrimination Act 1975

Sex Discrimination Act 1984

Privacy Act and National Privacy Principles (2001)

Privacy Amendment (Enhancing Privacy Protection) Act 2012

Privacy Regulation 2013

Skilling Australia's Workforce Act 2005

Skilling Australia's Workforce (Repeal and Transitional Provisions) Act 2005.

### State-Based Legislation

National Vocational Education and Training Regulator Act 2012

Adult, Community and Further Education Act 1991

Tertiary Education Act 1993

Children and Young Persons Act 1989

Equal Opportunity Act 1995

Workers Compensation Act 1958

Workers Compensation Regulations 1995

Dangerous Goods Act 1985



Occupational Health and Safety Act 2004

Copyright Act, 1879. 42 Vic No 20 (modified 2002)

Sex Offenders Registration Act 2004

Occupational Health and Safety Regulation 2001

Bluebook - Infectious Diseases Epidemiology and Surveillance

### **Copyright Notice**

Copyright and other relevant intellectual property rights exist on all texts and documentation relating to EZE Training Pty Ltd Services and the full extent of the course content.

### **Communication**

We have several different ways of communicating; phone and email. These and other contact information can be found on our 'Contact Us' link on our website or via our literature.

Disclaimer

Exclusions and Limitations

The information received from EZE Training Pty Ltd is provided on an 'as is' basis. To the fullest extent permitted by law this company:

Excludes all representations and warranties relating to our course content or which is or may be provided by any affiliates or any other third party, including about any inaccuracies or omissions in the company's literature; and excludes all liability for damages arising out of or about your attending our training. This includes, without limitation, direct loss, loss of business or profits or any other direct or indirect, consequential and incidental damages.

EZE Training Pty Ltd does not, however, exclude liability for death or personal injury caused by its negligence. The above exclusions and limitations apply only to the extent of the permitted law. None of your statutory rights as a consumer are affected.

## REFUND POLICY

### Non-Accredited Course Fees and Charges

All our fees and charges are clearly outlined for you during enrolment and these charges are outlined in our information sheets, confirmation emails, our website at <http://www.ezetraining.com.au/> and in this information book. Please ensure that you read and understand these during your enrollment process.

### Cancellations and Withdrawals

A student may withdraw from or cancel a course at any time. If the student withdraws or cancels from a course, unless the student is eligible and applies for a refund in accordance with the following provisions, the balance of any unpaid fees shall be due and payable within 7 days.

### REFUNDS

Refunds will only be payable in the following circumstances:\*

Reason	Refund amount
Special circumstances, including serious illness, death or emergency.	At the discretion of Eze Training
Eze Training cancels a course.	Full amount paid
Eze Training ceases to operate as an RTO prior to completion of the course.	Full amount paid

\*In any event, Eze Training will not be liable to refund fees if a course is postponed, interrupted or cancelled due to an event beyond the reasonable control of Eze Training, including but not limited to changes in government regulations, power shortages or blackouts, industrial activities, strikes, war and hostilities, disease, inclement weather, acts of God or any other similar occurrence. Under no circumstances will Eze Training be liable to refund or pay any amounts in excess of fees actually paid by the student, and to the extent permitted by law Eze Training excludes liability for any indirect, consequential or special losses that may be incurred by a student in connection with the services supplied, and where such liability cannot be excluded the same shall be limited to resupply or payment of the cost of resupply, at Eze Training's option.

### Refund Applications

- The student must provide written confirmation within 7 days of cancellation/ withdrawal.
- Applications must be submitted by email addressed to the CEO.
- Applications must be submitted within 14 days of the date of cancellation/ withdrawal.
- Applications must include the following information:
  - Student Name
  - Contact details, including phone, email and home address
  - Course name
  - Course date
  - Reason for refund request
  - Evidence in support

Refunds are normally processed within 10 days of receipt of a complete application. Delays may occur where applications are incorrect or incomplete. References to days means calendar days.

### Administration:

If a refund is approved, an Administration Fee of \$250 will apply.