



# Student Handbook



# WHY EQC INSTITUTE?

At EQC Institute, our hand-picked College team is focused on you as a student.

Our Educators and Student Admin Team are here to offer you support and mentoring as needed throughout your studies – and to us this is not just talk – it is our purpose as an education provider.

Our teaching style and our learning materials reflect our dedication to you and your experience with us, and what you take away with you when you graduate.

To us, your learning is about so much more than ticking a box. It is about you developing to the full extent you want to, through your study. EQC Institute's role is to stand beside you and back you throughout your studies.

EQC Institute is a Registered Training Organisation (RTO Number 45758). The EQC Institute founding team has more than 10 years' experience in vocational education and training and our team's quality is renowned.

## Our History

Our founding team has 30 years' experience in business. Our highly qualified executive team has multiple decades of experience between them in business, service delivery, and education, both domestically and in a high level, international context.

Our Trainers and Assessors are a superb team of experts in their field who have extensive experience in their industry. Our Administrative and Student Services team is dedicated to the service they provide consistently to our students.

Together, the whole of EQC Institute brings a professional, depth of care and commitment to the education of each and every EQC Institute student. All of this expertise and purpose is behind EQC Institute and shapes and supports your experience with us.



# OUR EXCEPTIONAL TRAINING

We provide flexible and workplace relevant training.

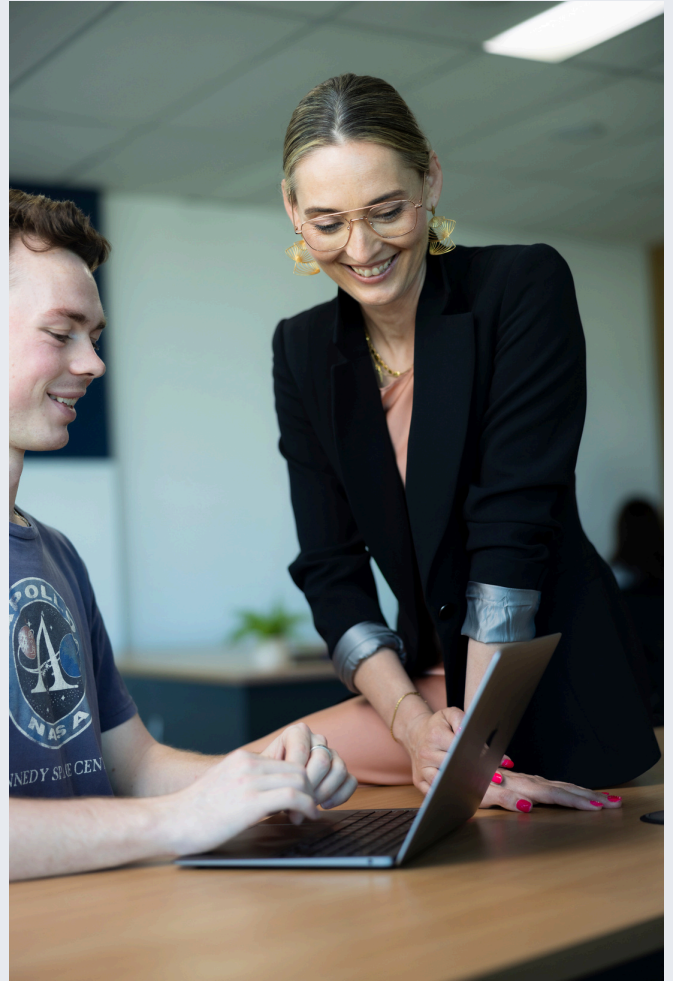
Our training is practical, thorough and at the leading edge of industry.

EQC Institute operates ahead of the curve – with our finger on the pulse of every industry we work in, we respond to what is needed and we educate in a way that puts our students well ahead of the minimum standard.

Our Team is focused on supporting you.

If at any time you have any queries regarding your course of study, please do not hesitate to contact us. We welcome hearing from you.

This Student Handbook provides you with information of an administrative and general nature which is important to you if you are intending to study with EQC Institute.







## QUALIFICATION FACTS

We are a transparent college. We want you to know exactly what your course entails, and you are welcome to ask any questions at any time. We are here to support you throughout your enrolment and your studies and look forward to hearing from you.



To EQC Institute the most important thing is our students and their development.

Please see the Qualification Fact Sheet for your chosen qualification on our website. This contains important facts about your qualification, as well as EQC Institute's training and assessment.

All of the information on the fact sheet is available on our website and/or elsewhere in our Student Handbook but is gathered together in the fact sheet for your reference, either as a prospective student deciding whether to enrol with EQC Institute in a particular course or an enrolled student.

You should read the Qualification Fact Sheet carefully. Please do not hesitate to ask us if you have any further questions at all.

---



# SUPPORT FOR OUR STUDENTS

## **Our Student Service Commitment**

To ensure that we provide training and assessment services that meet the needs of students and industry we:

- employ a sufficient number of suitably qualified and experienced Trainers/Assessors • ensure sufficient opportunities for learning in appropriate environments
- apply suitable resources
- use assessments that are fair and flexible, and
- use assessments that are valid, enabling you to demonstrate competence in a variety of ways, and are consistently applied.

EQC Institute reserves the right to cancel a subject or course and should this occur, students who were enrolled in the cancelled subject or course will be offered alternate dates (if the course is being rescheduled). Students are entitled to receive a full refund (less any fees paid for tuition or services already received, and subject to return of all course materials) unless they are transferred to another course (or subject, as the case may be). Details are outlined in the fees, charges and refunds policy and procedure of EQC Institute, available on our website.

EQC Institute guarantees to complete the training and/or assessment once the student has an active enrolment in their chosen qualification or course.

When a course has commenced, in the unlikely event that EQC Institute is unable to deliver the course in full the student will be offered the option to enrol with another Registered Training provider and EQC Institute will assist in both finding a suitable Registered Training provider and in the transition to the new Registered Training provider.

---

EQC Institute is dedicated to providing a high standard of service to students. We provide support in the following areas:

- Academic support
- Learning and special needs support
- Administrative support

Support may include, but is not limited to:

- pre-enrolment materials
- study support
- referrals to language, literacy and numeracy (LLN) resources or programs
- learning resources
- counselling services or referrals to these services
- information and communications technology (ICT) support
- learning materials in alternative formats, for example, in large print for any special needs

Your questions and feedback are important to us at all times throughout your study.

Students can contact our Student Services Team by phone during office hours (on 1800 338 883, Mon-Fri 9:00am-5:00pm AEST/ADST), or by email (at [team@equinimcollege.com](mailto:team@equinimcollege.com)). Your feedback and questions are very important to us and we will always respond as promptly as possible.

Should students require further support, EQC Institute can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy & numeracy, and counselling in relation to your course. It should be noted that such services may require an additional fee to be paid to the service provider. Such fees are the responsibility of the student.

Please advise us as soon as possible if you would like to defer, withdraw or cancel your enrolment for any reason. To do so, you will be required to complete a Course Cancellation Request Form (to cancel your course) and a Special Consideration Request Form (to defer or request a refund outside the cooling off period as stipulated in the Student Agreement). These Forms are available on the website.

---



# ENROLMENT REQUIREMENTS

For enrolments please call the Course Enrolment Line on 1800 338 883.

Please note that fees are subject to change and students are required to confirm current fees with EQC Institute Administration prior to enrolment. For students paying for their course up front, the relevant fees must accompany an enrolment. For information on our fees, and fee options, please see the fees page on our website. Please also see our fees, charges and refunds policy and procedure, which is available on our website.

Payments may be made by credit card or direct deposit into the EQC Institute bank account. Please contact our Administration team for the account details for deposits. Please do not enclose cash payments in the mail or send credit card details by email. For credit card payments, please call the College on 1800 338 883.



# FEES OPTIONS

EQC Institute accepts payment of course fees by instalments. You will never have to pay more than \$1500 at once.

It is EQC Institute's policy that candidates will not be 'surprised' by unexpected requirements, fees or expenses. Your responsibility for payment is limited to:

- your course enrolment fee (your 'Student Fees');
- administration fees (as detailed in the 'Administration Fee Schedule'); and
- certain items for personal use during your studies which you are required to organise
- and pay for (as detailed in the 'Charges not included in your tuition fees' document).

Student Fees are fully provided on the Enrolment form and website. Student Fees cover everything listed in the "What Student Fees include" section below. What Student Fees do not include is also detailed below.

Administration fees are detailed in the Administration Fee Schedule available on our website. Likewise, the Charges not included in your tuition fees are available on our website.

The Administration Fee Schedule and Charges not included in your tuition fees may be changed by EQC Institute at any time without notice but any change will be published on our website.

Payment of the first instalment of your Student Fee is required to secure enrolment into the course. Each relevant fee must be paid in advance of commencing the part of the course to which that fee or instalment relates. All required student learning material is included in the course fees, as set out below.

## WHAT STUDENT FEES INCLUDE

- Subject manuals and learning materials, accessible via the Learning Hub
- Assessment activities and assessment materials, accessible via the Learning Hub
- Support provided by EQC Institute, e.g. tuition and coaching
- Videos (where applicable)

## WHAT STUDENT FEES DO NOT INCLUDE

Administration fees for matters such as ordering replacement documents or requesting an extension, and other matters as detailed in the 'Administration fees schedule', downloadable from our website.

- Home computer (or access to a computer), internet access and other IT equipment. Note a computer and internet access (with a minimum upload speed of 0.6 Mbps) are required for participation in the course.
- For further details see the 'Charges that are not covered by your tuition fees' document, downloadable from our website.
- For more information on any of the items in the Administration Fee Schedule or the 'Charges not covered by tuition fees' document please visit our website or contact the EQC Institute Administration office on 1800 338 883.



# LANGUAGE, LITERACY AND NUMERACY

EQC Institute understands that all students are individuals with different life experiences and varying literacy and numeracy skills. EQC Institute recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training.

A student undertaking this course requires well developed language, literacy and numeracy (LLN) skills relevant to the context of the qualification they are undertaking with EQC Institute.

Prior to finalisation of enrolment and accessing of learning and assessment materials, students are required to complete a form requesting information in relation to schooling and prior education and any special needs a student may have. In addition, students may be required to undertake a written exercise which is used to ascertain any potential LLN issues. If any potential LLN issues are identified, a pre-enrolment interview is arranged to identify if an applicant has or could have insufficient LLN skills to complete the course. If the applicant is identified as having or potentially having insufficient LLN skills, the applicant is interviewed by an EQC Institute Special Needs Officer and can be provided with additional support as needed or, if required, referred to an appropriate third party for LLN assessment and support. EQC Institute encourages students with special needs and/or Language Literacy or Numeracy concerns to discuss this with our Student Services Team, who can refer the student to a third party assessor or LLN expert, or arrange individual support, as needed. Any referrals to a third party are at the cost of the student.

EQC Institute will provide students with additional learning support during the course if required. Students may schedule learning support sessions with a Trainer/Assessor, and mentoring on an as-needed basis for this purpose, as well as access to the Student Services and Student Administration teams who provide assistance to students with enquiries, requests for information and learner support.



# RESOURCES

Students require access to a computer and internet access to complete the online learning and assessment of the course and the software to use PDF/Word files. A minimum upload speed of 0.6 Mbps is required. Contact us on 1800 338 883 if you have any concerns in this regard.

## HUMAN RESOURCES TEAM

Our team at EQC Institute includes:

- Executive Team
- Trainers and Assessors – who comply with the Standards for Registered Training Organisations (RTOs) 2015; hold both the required Training and Assessment qualification and the industry qualification, or equivalent, of what they are delivering or assessing; have been trained by EQC Institute as a Trainer / Assessor of EQC Institute, and currently work in the industry.
- Operations Manager
- Student Services Team
- Administration staff



## EQC Institute LEARNING HUB

Your learning and assessment materials can be accessed via our online learning environment, the Learning Hub.

You can easily login to the Learning Hub via the student login tab on the website home page, using the login link on that page. Enter your email and password to login.

The Learning Hub is your online student resource and contains information such as access to learning and assessment materials, assessment tasks, and clinic information.

The Learning Hub is regularly updated. Please take the time to browse the Hub content and re-visit it frequently during your study, as important messages regarding your study are posted there and these can change from time to time. It is your responsibility to keep up with messages that are posted.

It is your responsibility to regularly check the Learning Hub for notices and announcements.



# COMPETENCY BASED LEARNING

Students enrolled in training which will lead to either a Statement of Attainment or Certificate (testamur) for a qualification are required to complete assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that you can perform or demonstrate the required skills and knowledge. Assessments are conducted throughout the training period from a range of different activities and situations.



As an example, assessment activities may include:

- Written assessments such as Short Answer & Multiple Choice questions, Assignments, Reports and/or Projects
- Completion of case studies, role plays and / or similar activities
- Demonstrations of practical skills and knowledge

- Students will be given feedback on assessment activities where applicable. Rather than using a marking scale, competency based assessment determines a student as “competent” or “not yet competent”.

Assessments required for each unit are detailed in the course material provided for each subject. All assessments included in assessment materials are summative and are therefore required to be satisfactorily completed to demonstrate evidence of competency in a given unit and subject. All formative assessments are included in the student learning material. There may be some assessment activities such as Role-plays, Assignments or Projects, and Demonstrations which are completed over time.

## SUBMITTING ASSESSMENT ACTIVITIES

- Students are required to submit assessment activities at least every 2 weeks to demonstrate an ongoing commitment to their studies. Our experience shows that students who complete regular assessments are more likely to successfully complete their studies.
- If you do not meet the above time frame, EQC Institute reserves the right to suspend your course, or dismiss your enrolment at EQC Institute’s sole discretion.
- Upon completion of assessment, if a student is found to have an unsatisfactory result, then a re-submission for reassessment is required.

# YOUR STUDY

## YOUR STUDY MATERIALS

Your subject materials will be available to you online via the Learning Hub following your enrolment. The required study materials for every subject enrolled in are included in the online Learning Hub learning and assessment area.

## STUDY QUESTIONS

If at any time during your study you have any questions relating to your study please forward these to the EQC Institute Education Support Team.

Questions can be forwarded to the College via one of the following methods:

**Hub:** Using the contact form via the My Support tab in the Learning Hub

**Email:** [team@equinimcollege.com](mailto:team@equinimcollege.com)

- For questions in relation to your online learning and assessment please include:
- Subject number and title
- Module number and title
- Section number and title
- Question number and detail of assessment you are enquiring about

**Phone:** 1800 338 883 (AEST)



## COURSE EVALUATION

We value and welcome all feedback from our students and graduates. During your training you will be asked to provide your thoughts and comments on the training received. EQC Institute encourages all students to make contact should they wish to provide feedback or comments on any aspect of the service they have received. We welcome your feedback at any time. Please email: [team@equinimcollege.com](mailto:team@equinimcollege.com) or call us on 1800 338 883.

## NATIONALLY RECOGNISED TRAINING

Equinim College is a Registered Training Organisation (RTO) and follows the guidelines as set out by the Australian Qualifications Framework (AQF). On completion of your studies you will be issued with a nationally recognised qualification, after all assessment and requisite checks are completed by EQC Institute.

Nationally recognised qualifications are highly valued by employers and are sought after by those developing a career. This qualification is like a "stamp of approval" by the issuing body of the fact that you have completed training and assessment that meets the requirements of the Training Package and therefore the requirements set by industry for your chosen qualification.

For details on nationally recognised training EQC Institute offers, please refer to our website.



# YOUR QUALIFICATION

## Your Results

All students will receive their assessment feedback and result within 21 working days of receipt of submission.

Once you have completed all required assessments for your course, your work will proceed to be signed off by an EQC Institute Assessor as detailed in the next section.

Please note: If you are eligible for and require a Statement of Attainment to be issued during your enrolment, for completion of the relevant units of study, you will need to notify the EQC Institute office. A Statement of Attainment records completion of units within a qualification, which are towards the full qualification (but where the full qualification has not yet been attained). In other words, a Statement of Attainment is an RTO official record of what units have (at that point) been attained. If required, a Statement of Attainment will be issued within one month of receipt of the relevant request and sign off by an EQC Institute Assessor that all relevant requirements for the particular units of competency have been met.

Note that in order to receive a Statement of Attainment for a particular unit of competency, all requirements of that unit must have been met.

Call us on 1800 338 883 for more details.

## Academic Transcript (Record of Results)

On completion of your course, after completion of all assessments and necessary checks by the EQC Institute Team, you will receive an academic transcript. This is an official statement of your results (Record of Results), listing the competencies completed for the qualification being issued. This transcript is confirmation of having completed the relevant qualification and can be provided as evidence of having done so, such as when applying for membership with an Association, if relevant, or gaining insurance. Your academic transcript will be automatically emailed to you after all assessment tasks have been completed for all subjects and signed off as satisfactory by an EQC Institute Assessor. Please allow up to 4 weeks for the issue of your academic transcript, after the EQC Institute assessment and issuance teams have confirmed your completion and readiness for graduation.

## Qualification Certificate

Once your Record of Results has been issued, EQC Institute will order your qualification certificate, which is printed in an external print-house, and forward it to you via Australia Post. All certificates are issued in A4 format.

Your qualification certificate can be displayed as confirmation that you have completed nationally recognised training with EQC Institute.

Please allow up to 4 weeks for the issue of your qualification certificate, after the EQC Institute assessment and issuance teams have confirmed your completion and readiness for graduation.

---



## RE-ISSUING QUALIFICATION CERTIFICATE / RECORD OF RESULTS

In the event of a lost or damaged EQC Institute certificate, record of results or statement of attainment, the student or graduate may contact EQC Institute to order a replacement.

Students must provide proof of identity including their student identification number in addition to other personal identification information. Refer to the Administration Fee Schedule (downloadable from our website for applicable fees. It may take up to four weeks for a copy award document, record or statement to be completed and issued.

---



# PRIVACY

We handle your personal information in accordance with the requirements of the Privacy Act 1988 (Cth) and the Student Identifiers Act 2014 (Cth) and as governed by our Privacy Policy and the Privacy Notice - Data Collection as set out below.

This notice and our Privacy Policy are also downloadable from our website,

## Privacy Notice – Data Collection

### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

We will never force you to provide your personal information, however, if you do not provide the personal information as requested in our relevant form(s), we will not be able to enrol you as a student.

### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as a RTO.

### How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

EQC Institute does not intend to disclose your personal information to any overseas recipients.

# Privacy Notice – Data Collection

## How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO, EQC Institute, using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

If you are unable to access the DESE VET Privacy Notice at the above link, you can download a copy of that notice from the EQC Institute website.

## Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

---



# Privacy Notice – Data Collection

## Privacy Policy

You can download a copy of the EQC Institute Privacy Policy from our website on the policies page.

If you are unable to download a copy, you can request a PDF to be sent to you by emailing us at [team@equinimcollege.com](mailto:team@equinimcollege.com)

## Contact information

At any time, you may contact EQC Institute to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

## EQC Institute's contact details are:

- W: <https://www.eqc.edu.au/>
- E: [team@equinimcollege.com](mailto:team@equinimcollege.com)
- T: 1800 338 883

The Government requires us to collect certain personal information from students and provide it to the Student Identifiers Registrar and/or NCVER. This includes a Unique Student Identifier number (USI) and other AVETMISS data. For details of why we collect this information and what it is used for, please see the Privacy Notice - Data Collection as downloadable from our website.

Personal information collected may include, but is not limited to name, address, date of birth and other identifying information, as well as information in relation to your study.

The collection, use and disclosure of USIs and other AVETMISS data is protected by the Student Identifiers Act 2014 and the Privacy Act 1988 and we comply with these legislative instruments and our privacy policy in our handling of your information.

Download our Privacy Policy, the Privacy Notice - Data Collection, and the Department of Education, Skills and Employment Privacy Notice under the heading "Privacy" on the policies page of our website.

All of these documents contain important information in relation to your study and the privacy and use of your information.

---

# Commonwealth Government Issued Information

The following Privacy Notice is published by the Department of Education, Skills and Employment. It is a Commonwealth Government document. The link to the document is: <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

## VET Data Privacy Notice

The Department of Education, Skills and Employment VET Student Privacy Notice below provides specific information about how the department handles a VET student's personal information.

## Department of Education, Skills and Employment VET Data Privacy Notice

### How we collect your personal information

When you enrol as a student in a vocational education and training (VET) course, your registered training organisation (RTO) collects personal information so they can process and manage your enrolment.

Your RTO is required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (the NVETR Act)) to disclose the personal information collected about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER).

The NCVER is authorised by law (under the NVETR Act) to disclose your personal information to us, the Department of Education, Skills and Employment (the department).

### How we handle and use your personal information

The department is authorised by law, including the Privacy Act 1988 (Cth) (the Privacy Act) and the NVETR Act to collect, use and disclose your personal information to fulfil specified functions and activities.

The department will collect, hold, use and disclose your personal information for a range of activities, including:

- administering VET, including program administration, regulation, monitoring and evaluation
  - facilitating statistics and research relating to education, including surveys and data linkage
  - understanding how the VET market operates, for policy, workforce planning and consumer information.
-

The department is also authorised by law (under the NVETR Act) to disclose your personal information to:

- another Commonwealth authority
- a person engaged by the Secretary of the department to carry out an activity on
- behalf of the department if that authority or person satisfies any prescribed information safeguard rules for such a disclosure.

For information about the department's broader approach to handling personal information across all the areas it administers, please see the department's privacy policy.

## **To correct your information**

If you would like to seek access to or correct your personal information, in the first instance, please contact your RTO.

## **To make a complaint or ask a question**

If you think we may have breached your privacy you may make a complaint at [privacy@dese.gov.au](mailto:privacy@dese.gov.au). To ensure that we fully understand the nature of your complaint and the outcome you are seeking, we prefer that you make your complaint in writing.

For further information about our complaint handling processes please see our Privacy Complaint Handling Procedures. If you wish to ask a question about this VET Privacy Notice please email [VET-DataPolicy@dese.gov.au](mailto:VET-DataPolicy@dese.gov.au).

## **Department of Education, Skills and Employment**

The above Notices and EQC Institute's Privacy Policy are available for download from our website.



# YOUR RECORDS

## Access to Student Records

You can track your progress within a subject or overall in your course by logging into the Learning Hub. You will also receive feedback in relation to assessments via your Learning Hub as well as a record of assessments completed.

We will not release your personal or study details to any third party without your consent. Please note that as part of the conditions of your enrolment, you agree to us releasing details of your study including personal details to certain government departments which require us to do so. More information is on the Enrolment Form and if you have any queries at all please do not hesitate to contact us on 1800 338 883 or at [team@equinimcollege.com](mailto:team@equinimcollege.com).

Please also note that, subject to the above, other parties will not be permitted to access your student files without prior written consent from you as the student, after your identification has been confirmed by EQC Institute staff.



## Release of Contact Details and Information

To ensure that Registered Training Organisations (RTOs) meet the national standards and offer quality training to students, the registering body conducts regular audits (or performance assessments) of RTOs. The audit process involves a review of a training organisation's policies, procedures, record keeping and training and assessment and management practices. On occasion the registering body may contact past and present training students to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of clients and industry.

Upon request, EQC Institute is required to supply to the registering body the following information in relation to students:

- Contact details including address, telephone numbers and email address

By enrolling with us, you agree to us providing such information to ASQA, the registering body, if we are requested by them to do so. ASQA may also request details of your study with us.

In addition, EQC Institute is required as an RTO to submit certain data in relation to students to government bodies such as the National Centre for Vocational Education Research (NCVER). Such data includes the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data and the Unique Student Identifier (USI).

On or soon after enrolment, each student is required to submit responses to AVETMISS data questions and provide a USI to EQC Institute, in order to meet government requirements for study. This process is conducted via a form available upon first login to the Learning Hub.

Provision of the AVETMISS data and the USI are mandatory requirements set by the government. AVETMISS data includes personal information such as schooling, level of education and language spoken at home, plus details such as date of commencement and completion of study with us, courses and/or units enrolled in and other similar details. Further information in relation to these is available from our Administration team.

## Change of Personal Details

Your name and address details are held in the confidential EQC Institute database. It is essential that you notify the College Administration office immediately of any changes to your name and address or other contact details (including telephone, mobile phone, email address and/or residential address). You will be required to provide your student ID number and other identifiers when contacting the College so that we can verify your identity. Name changes must be detailed in writing with appropriate evidence as required by the College – the College will advise you of what is required in each instance.

Please note that we communicate with students during their studies via email, SMS and post. It is very important that you keep us notified of your current contact details so that we can contact you about details of your course as well as sending your qualification certificate to the correct address. It is your responsibility to ensure your contact details are up to date with us at all times, so that you can receive communications from us regarding your study.

---



# DEFERRAL/ WITHDRAWAL



We understand that sometimes circumstances change and sometimes things may arise that impact on your study. You are welcome to call and talk with us about this, should this arise for you.

If you want to withdraw from your course for any reason, you should follow the Student Withdrawal Policy and Procedure, on our website.

Students agree to the terms and conditions outlined in the Enrolment Form and Student Agreement. If a student wishes to cancel their course, they must submit in writing their intention to cancel using the Course Cancellation Form available on our website.

If you would like to request special consideration, you may do so using the Special Consideration Request Form. Policies and forms are downloadable from our website.

## Deferral of a Subject or Course

If you needs to defer a subject or course you must notify the College Administration in writing of your intention to defer using the Course Extension Request Form available on the website. Fees apply. Please refer to the Administration Fee Schedule (downloadable on our website) for details. Students are required to confirm current fees and any additional costs must be met by the student prior to recommencing their studies.

---



# Student Code of Conduct

The Student Code of Conduct sets out EQC Institute's expectations of your behaviour within courses and in relation to academic and professional integrity and sets a guide for the behaviour expected of you while undertaking all of your study wherever performed.

## Integrity of Academic work

- At all times strive to achieve a high level of proficiency through commitment to studies;
- Not engage in any plagiarism, cheating or any other academic misconduct, and abide by copyright and plagiarism laws and legislation and EQC Institute policy;
- At all times meet the requirements, terms and conditions contained in the Enrolment Form, the Student Agreement, and the Student Handbook, including without limitation the payment of fees;
- Submit your work when required;
- Attend all required classes and complete all required assessment as part of the requirement to progress through your enrolled course satisfactorily;
- Complete your enrolled course within the timeframe notified in the Student Agreement and Student Handbook;
- Actively participate in learning throughout your course;
- Promptly communicate any difficulties with completion of learning, activities or assessment with an EQC Institute Trainer/Assessor or the Student Services Team;
- Inform the College Administration Office in advance of any intended absences;
- Inform your Trainer or the College Administration Office if you have a medical condition that may affect your participation within a course or affect those with whom you may be training.

## Integrity and behaviour

- Conduct yourself with professionalism and integrity at all times, so as to comply with the generally accepted standards of moral behaviour and decency;
- Comply with all EQC Institute policies and procedures as available for download on our website, and as may be amended from time to time;
- Behave ethically at all times, and avoid any behaviour that would cause any unfair disadvantage or advantage to yourself or any other student;
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification, disability discrimination, religious discrimination or vilification and sexual discrimination;
- Comply with workplace harassment, victimisation and bullying regulations at all times;
- Ensure that behaviour is at least at a level acceptable to the workplace at all times;
- Comply with occupational or work health and safety regulations at all times;
- Conduct all activities that are part of or associated with your enrolled course in a safe and respectful manner and not place any other person or persons at any risk of harm, including abiding by all ethical requirements and standards;
- Never condemn, disparage or otherwise denigrate, in or through any means or medium, EQC Institute, its staff, Trainers or Assessors or members of the industry or allied professions;
- Be familiar with the programs, policies and resources available at EQC Institute to assist with the completion of your course;
- Not behave in any way which could or does offend another student or impair the reasonable freedom of any other person or persons to pursue their studies with EQC Institute.

## Equity and Respect

- Treat EQC Institute and all of the College's staff, Trainers and Assessors, and other students with courtesy and respect at all times, including in all activities forming part of your enrolled course, whether on-campus or elsewhere, and in your attendance or presence on-campus in general;
- Fully respect the rights of all others to express political and religious views;
- Not engage in behaviour that is obscene, dangerous or in any way offensive to others, or could be perceived to be so;
- Not engage in behaviour that is or could be perceived by another to be threatening, intimidating or imposing;
- Not behave in a way that disrupts in any way or interferes with any teaching or learning activity of or at EQC Institute.

## EQC Institute's Reputation and Resources

- Ensure that you do not harm or bring into any disrepute (assessed at the sole discretion of EQC Institute) the reputation or good standing of EQC Institute;
- Not use technology or communications of any description or form in any way which is unlawful or which will or could be detrimental in any way to the rights, property, reputation or wellbeing of EQC Institute or others;
- Not engage in any conduct which is against the law, and not engage in any conduct which is corrupt;
- Use and care for all EQC Institute's resources, equipment and facilities (whether virtual/online or real) in a lawful, ethical and respectful manner.



# EQC Institute's Zero Tolerance Policy on Inappropriate Conduct

- At all times treat all other students and clients with respect and in a professional manner.
- All students are required to comply at all times with EQC Institute's Zero Tolerance Policy on Inappropriate Conduct, which is available for download in full from the College's website.

## EQC Institute's Materials and IP rights

- Strictly observe, respect, act at all times to preserve, and adhere to all copyright and other intellectual property rights of EQC Institute, including without limitation acknowledging and agreeing that all copyright and other intellectual property rights (including all moral rights) relating to any learning, assessment or other material of any nature ("Material") whether in the online learning platform known as the Learning Hub or on any other platform or in any other form whatsoever, are retained by EQC Institute at all times and nothing in this Student Handbook, the Student Agreement, the Enrolment Form, any of EQC Institute policies and procedures or any other publication of or statement by EQC Institute confers any intellectual property rights of any description on any student.
  - Without limiting the foregoing, and as a condition of enrolment, no student may:
    - in whole or part, sub-licence, sell, publish, distribute, retransmit or otherwise provide access to any Material (in whole or part);
    - reproduce, republish, rearrange, adapt or modify any Material (in whole or part), or create any derivative work based on or containing any Material in any manner or using any platform or medium, or store any Material other than as expressly authorised in writing by EQC Institute;
    - make a local copy of any Material (in whole or part), via digital or film photography of content that is displayed on a screen, third-party screen-capture programs or any other means;
    - display, post, frame, rip or scrape any Material (in whole or part) for use on another website, app, blog, product or service of any nature; or
    - share any Material, in whole or part, with any third party whatsoever. Material is strictly for use by students of EQC Institute only, in accordance with the instructions given by EQC Institute in respect of that Material.
-





All students are required to comply with the EQC Institute Student Code of Conduct at all times and during all activities performed as part of their study, wherever conducted, and enrolment with EQC Institute is taken as an agreement on the student's part to comply with the Student Code of Conduct as published in the Student Handbook.

Students identified as being in breach of the Student Code of Conduct will be informed in writing of the allegation and requested to respond to the allegation in writing within 7 days. If this occurs in your case, you should retain copies of any documentation submitted in your response.

The EQC Institute Academic Board will review your response and may request further information or material from you, in which case you must comply with this request. Upon receipt of all requested information, if the board determines that you have breached the Student Code of Conduct, the Academic Board may, at its sole discretion:

- impose disciplinary action including a formal warning letter;
- issue an unsatisfactory result for assessments or a not yet competent finding for units;
- suspend enrolment in the course for a determinate period;
- cancel enrolment and withdraw you from the course which may be without compensation or refund;
- or
- impose any other sanction or take any other action that the Academic Board determines as appropriate.

The determination by the Academic Board will be issued within 21 business days of receiving your written response to the issue and any information or material subsequently requested by the Academic Board. The decision of the Academic Board is final. In cases of extremely serious breaches of the Student Code of Conduct of a criminal nature the board must, where required by law, refer the matter to the appropriate authorities which may include the police.

# ADMINISTRATIVE MATTERS

Students are required to notify the College Student Services Team immediately of any change of name, mailing address, email address or telephone number.

If a student misplaces any hard copy practical subject manual or workbook and requests a replacement, a fee will be charged as per the Administration Fee Schedule which is available as a download on the College's website.

Assessment results will not be given over the telephone. Students will be advised of assessment results by email in writing or via the Learning Hub.

Assessment documents will not be returned to students. Students should keep a copy of their assessment material.

The College Administration Office is unable to provide students with the address, email address and/or telephone number of other students or Trainers/Assessors.

College administration hours for making enquiries are: Monday to Friday 9:00am – 5:00pm (AEST).







## TERMINATION OF ENROLMENT

EQC Institute reserves the right to exclude a student from further participation in the course they are currently enrolled in, where:



The student has refused or failed to comply with the terms of the Enrolment Form, the Student Agreement and/or information contained in this Student Handbook; or

The student has breached the Student Code of Conduct and/or brought or been or is likely to bring the industry the course relates to, EQC Institute, or any of its officers, representatives or agents, into any disrepute (determined at EQC Institute's sole discretion).

EQC Institute will act in accordance with the Student Agreement in relation to any decision made in this regard. If you have any queries in relation to the Student Code of Conduct and your requirements as a student, please do not hesitate to contact our Student Services Team.

---



# SUMMARY OF KEY POLICIES

Please refer to our website for our current and up-to-date policies and procedures. It is important for all students to familiarise themselves with the policies and procedures outlined on our website. These guidelines are designed to ensure a positive and respectful environment for everyone at EQC Institute. By regularly reviewing the policies, you will stay informed about your rights, responsibilities, and expectations during your time with us. Understanding these rules helps you navigate academic and social situations more effectively, avoid potential misunderstandings, and contribute to a supportive, safe community. We encourage you to refer to the website as your primary resource for any questions or concerns.

## RELEVANT LEGISLATION

All information provided by EQC Institute complies with the relevant legislation applicable to Registered Training Organisations, such as, but not limited to:

- Work place health and safety legislation;
  - Industrial relations;
  - Insurance;
  - Access and equity principles and anti-discrimination;
  - Privacy;
  - Copyright;
  - Complaints and appeals;
  - Legislation relating to the National VET Regulator and the VET industry;
  - Australian Consumer Law;
  - Fair Work Australia legislation and regulations;
  - Child protection.
-

# Thank You

Our Trainers and Assessors, and our entire Student Services and Admin Team are here to support our students in full as you undertake study with us.

To us, you are never a piece of paper or a student number – you are a person, and the service we provide to you is in full reflection of the fact that at EQC Institute, our training is all about developing you, in preparation and readiness for all that lays ahead of you, in whatever career or field that you may enter.

We thank you for choosing to  
study with us.

At EQC Institute, we bring our all, to support you, our students, to bring your all, to the clients (the public) you will serve on graduation. This to us, is the meaning of education. Education, therefore, is about more than the basic knowledge and skills to do the job. It also is about your confidence as a worker, and your purpose in entering your chosen industry as a job-ready worker – to add value to the workplace, clients and industry as a whole. We are here to help prepare you to be that worker.

Working together in this way, education can help re-shape workplaces, and support productivity and achievements of industry, which is so important to the economic performance of Australia as a nation, and the well-being and fulfilment of the people who live and study here (of all cultures and nations).

## Get in touch



1800 338 883



team@equinimcollege.com



<https://www.eqc.edu.au/>