

Schrole ETAS Client Handbook 2018

Contents

Welcome to ETAS Group.....	3
About Us	3
Getting here.....	4
Nationally Accredited Training.....	5
Selection and Induction	7
Competency Based Training	7
Flexible Delivery	7
Recognition of competencies issued by other RTOs (Credit Transfer)	7
Recognition of Prior Learning.....	8
Assessment.....	8
Principles of assessment	9
Language, Literacy and Numeracy (LLN)	10
Access and Equity (Reasonable Adjustment)	10
Student Support.....	10
Records Management	11
Occupational Safety and Health	11
Breaches of Discipline	12
Appeals and Complaints	12
Privacy Policy.....	12
Issuance of Certification, Testamurs, Statements of Attainment.....	14
Eligible learners and timeframes	14
Unique Student Identifier Compliance	14
Replacement / Re-issue of documentation	14
Legislative Compliance	14
Discrimination.....	15
Harassment.....	16
Types of harassment	16
Examples of verbal harassment.....	16
Examples of non-verbal harassment.....	16
Examples of physical harassment	17
What to do if you are harassed	17
What ETAS Group will do	17
Responsibilities of Contractors/Staff (Employees).....	18
Unique Student Identifier (USI)	18

Version	V3.1 April 2018	Page 2 of 19
Title	Client Handbook	

How to Obtain a USI18

Welcome to ETAS Group

Welcome to ETAS Group, and congratulations on your commitment to furthering your skills and knowledge to improve on your business or career.

We are pleased to welcome you as a course participant on one of our many high quality and industry relevant programs to help you achieve your goals.

Our Customer Service strategies are key to our success as an RTO. Our phone is always answered promptly and courteously. Our Business Development staff are client managers, and they all work closely with our clients to ensure an outstanding experience for all.

This Client Handbook outlines a range of processes, procedures and information designed to support, assist and guide you through your chosen course of study. Enclosed you will find information relating to all aspects of undertaking a training course with ETAS Group. If you are commencing the TAE40116 Certificate IV in Training and Assessment program there are specific criteria that must be met before being accepted on to this course. Please see the information outlined on page 6.

All participants in ETAS Group training and assessment services have the right to lodge an appeal or complaint if they are dissatisfied with the services provided. Before instituting an appeal or making a complaint, where reasonable it is preferred that the person or people concerned attempt resolution through discussion. You can find further information within this handbook or by downloading our complaints and appeals policy on our website.

If you have any concerns or questions that are not covered in this handbook, please initially direct them to your facilitator, if they are unable to assist, you are welcome to approach any member of the ETAS Group team.

We trust you will enjoy your course with us and thank you for choosing to enrol with ETAS Group.

About Us

ETAS Group is a leading Registered Training Organisation (RTO) specialising in delivering qualifications through highly customised training programs. ETAS Group prides itself on effective preparation, project management, quality assurance, and compliance with Vocational Education and Training Standards; resulting in a robust and effective training service.

Through collaborative work with our clients to ensure that each organisation’s unique training needs are met, ETAS Group has become the RTO of choice for innovative partnerships with Australian and international companies. ETAS Group’s international expansion has proven

Version	V3.1 April 2018	Page 3 of 19
Title	Client Handbook	

extremely successful; winning the support of the Mongolian government, mining companies and a number of international schools.

ETAS Group delivers qualifications from Certificate I to Advanced Diploma levels supporting a range of industries. Qualifications can be delivered through public workshops, contextualised onsite courses, self-paced learning and traineeships.

Our business values guide all our actions and decisions. These values are the principles that determine how we interact with our clients and with each other.

Quality	We are committed to providing quality services
Efficiency	We strive to continually improve how we do things
Integrity	We act with integrity at all times
Professionalism	We are professional in everything we do
Respect	We respect ourselves, each other and our client needs
Social Responsibility	We give back to our local community

Getting here

ETAS Group is located on the Ground Floor, 142 Hasler Road Osborne Park WA 6017.

To minimise ETAS Group’s impact on the environment, public transport is recommended as the best method for participants. We are located within walking distance from the Glendalough Train Station (1209 metres) and Transperth Bus 407 passes by our front door. The Transperth website can help you plan your journey:

www.transperth.wa.gov.au

Private Vehicle Parking: Please see below information for local area street parking and paid parking information.



Nationally Accredited Training

ETAS Group offers the following accredited training as part of our [scope of registration](#):

- [BSB40215- Certificate IV in Business](#)
- [BSB42015- Certificate IV in Leadership and Management](#)
- [BSB51915- Diploma of Leadership and Management](#)
- [BSB61015- Advanced Diploma of Leadership and Management](#)
- [TAE40116 – Certificate IV in Training and Assessment](#)
- [TAE50216- Diploma of Training Design and Development](#)

TAE40116 Certificate IV in Training and Assessment eligibility requirements

The Certificate IV in Training and Assessment qualification is our most popular course and therefore it is important that we are clear about the entry requirements for this program.

This qualification focuses on designing and conducting training and assessment activities in the Vocational Training Industry. ETAS Group has contextualised this program specifically for the resources and construction industry. The learning program and the case studies/scenarios in the course require a level of knowledge of the resources/construction industry and of training and assessing in the workplace.

Version	V3.1 April 2018	Page 5 of 19
Title	Client Handbook	

Printed copy is UNCONTROLLED COPY. Please check with ETAS Group for the latest version of this document.

This qualification is suitable for people working in a training or assessment role in the resources/construction industry. **People attending the course are required to demonstrate a substantial level of knowledge and skill in training and assessment prior to acceptance on to the program**; this is achieved through the submitting of a self-assessment, third party (employer) endorsement and supporting documentation (CV and Job Description) along with your application form.

Those entering this program must be able to demonstrate vocational competency in their proposed teaching and assessing area. Vocational competency is defined as broad industry knowledge and experience, and may include, but is not limited to, holding a relevant unit of competency or qualification.

This program is only for participants who have been nominated by their employers to become on-the-job trainers/assessors as they have been deemed to have suitable vocational competence/ subject matter expertise for their area of training delivery/assessment. Please see the linked application form for further details: [TAE Application Form](#). If you have not been nominated by your employer, please contact our team prior to enrolling.

Version	V3.1 April 2018	Page 6 of 19
Title	Client Handbook	

Our Facilitators

Our facilitators are highly experienced having been trained at the highest level. All our trainers and assessors hold the necessary qualifications to train and assess in the VET sector.

Our facilitators will be available to assist you throughout your studies regardless of which mode of training you are participating in. This is to ensure you have the best opportunity to successfully reach your study goals.

Selection and Induction

Programs offered publicly are open to all learners, subject to any pre-requisites or special enrolment conditions that apply to a specific program. An application must be made by completion of the enrolment form. Clients will be made aware of the contents of the program, any special conditions, and the assessment requirements prior to enrolment.

Competency Based Training

Qualifications are comprised of Units of Competency, which have been determined by the relevant industry bodies and categorised into National Competency Standards for specific industry areas.

The Standards provide a framework for training and assessment and specify what Competencies an employee at a particular level within a particular industry should be reasonably expected to achieve.

Competency is defined as:

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

Flexible Delivery

Flexible delivery means providing training when it best suits the client and / or employer.

Flexible delivery focuses on **learning** rather than **teaching** and to provide the best possible learning experience for the client. This means that the client has greater control over what, when and how they learn.

Recognition of competencies issued by other RTOs (Credit Transfer)

As per clause 3.5 of the Standards for RTO's 2015; ETAS will accept and provide credit to learners for units of competency where these are evidenced by either an AQF certification document issued by any other RTO or AQF authorised issuing organisation, or, an authenticated VET transcript issued by the Registrar.

Please request a copy of our Recognition Policy for further information or speak to one of our team.

Version	V3.1 April 2018	Page 7 of 19
Title	Client Handbook	

Recognition of Prior Learning

Recognition of prior learning is simply a form of assessment of a learner's competence. Recognition of prior learning uses evidence from formal, non-formal and informal learning (rather than from specific assessment activities directed by ETAS). This evidence is often combined with assessment activities sometimes known as 'challenge testing'. As such, recognition of prior learning must be conducted with the same rigour as any other form of assessment and meet the principles of assessment and rules of evidence (see ETAS Assessment Policy).

RPL can be used to determine advanced standing or to determine a reduction in learning duration, within a training program, or could be used a process to bypass learning altogether.

In all cases, the onus is on the client to document and present a convincing case to justify a claim for RPL. Clients are to be advised that their enrolment will be cancelled and fees forfeited after 12 months of inactivity in any RPL process.

Clients seeking RPL must complete an application form, and provide documentation to support that application. All learners at ETAS are entitled to apply for recognition in the course or qualification in which they are currently or wish to be enrolled in. It is recommended that the application for recognition be made as soon as possible to avoid any fee alterations or unnecessary training. Please request a copy of our Recognition Policy for further information or speak to one of our team.

Assessment

Assessment is defined as "the process of gathering and judging evidence in order to decide whether a person has achieved a standard or objective."

In simple terms, Assessment is the process of **collecting evidence and making judgements** on whether competency has been achieved. To achieve a '**COMPETENT**' outcome you must satisfactorily complete all the requirements of your Unit of Competency. This means that you are assessed in terms of being able to do the job to the required industry standard.

Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual's achievements of defined outcomes, rather than relating their performance to that of other learners or trainees.

Assessment methods used may include:

- a) Demonstration
- b) Observation
- c) Work samples
- d) Workbook activities
- e) Oral presentations
- f) Role-plays
- g) Simulation
- h) Projects
- i) Written tests

Version	V3.1 April 2018	Page 8 of 19
Title	Client Handbook	

Principles of assessment

PRINCIPLES OF ASSESSMENT	
Fairness	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by ETAS to consider the individual learner's needs. ETAS informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual learner by: <ul style="list-style-type: none"> • Reflecting the learners needs; • Assessing competencies held by the learner no matter how or where they have been acquired; and • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual
Validity	Any assessment decision of ETAS is justified, based on the evidence of performance of the individual learner. Validity requires: <ul style="list-style-type: none"> • Assessment against unit (s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance • Assessment of knowledge and skills is integrated with their practical application • Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • Judgement of competence is based on evidence of learner performance that is aligned to the units of competency and associated assessment requirements
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment

Language, Literacy and Numeracy (LLN)

To assist in identifying any special learning needs, ETAS Group may ask that you provide us with information regarding your Language, Literacy and Numeracy skills on your enrolment form or prior to the start of the training program. As ETAS Group predominantly works directly with organisations, often learner needs will be highlighted by the employer/manager and actions/support will be put in place prior to attendance.

Access and Equity (Reasonable Adjustment)

ETAS Group is committed to providing opportunities to all people for advancement, regardless of their background. We support government policy initiatives and provide access to our training for all those seeking to undertake it.

We ensure that our client selection criteria are non-discriminatory and provide fair access to training for the disadvantaged. In addition, we liaise with agencies and government departments for assistance in matters of language, literacy and numeracy difficulties.

Trainers and assessors apply the principle of reasonable adjustment where it is relevant and appropriate. If a learner/client has a concern or query about an issue they should speak with the trainer in the first instance or any member of the ETAS Group team.

Where a learner identifies as a person with special and/or specific needs requiring reasonable adjustment, then strategies contained in the Government of Western Australia, Department of Training and Workforce Development, Reasonable adjustment: A guide to working with students with disability, 2nd Edition 2013, will be reviewed and used where appropriate.

Student Support

Where there is perceived difficulty in achieving learning goals, discussion with the student will be encouraged. Information will be provided about possible alternative pathways to achieve goals, options/choice to overcome barriers and ways to access a supportive network. This information will vary according to the individual needs of the student.

ETAS Group will identify learner needs and offer the following support services:

- Mentoring sessions with an ETAS facilitator where required
- Internal IT support
- Learning materials printed in larger size where required
- Reasonable adjustment during assessments
- Limited Language, Literacy and Numeracy support internally, or referral to external agencies such as the Australian Dyslexia Association, Read Write Now, Reading and Writing Hotline, TIS – Translation and Interpreting Service
- Referral to external agencies for mental health and general well-being such as ACA-Australian Counselling Association, Beyond Blue, Life without barriers, Lifeline, Mission Australia, National Disability Services, Senses, VISABILITY (formally the Association for the Blind of WA) and the WA Deaf Society Inc.

Version	V3.1 April 2018	Page 10 of 19
Title	Client Handbook	

Records Management

We maintain records of training and assessment for every learner. If a learner does not have an up-to-date copy of their training record (indicating progress) they are welcome to request one from the trainer or administration at any stage. In the event that a learner needs a replacement Statement of Attainment or qualification after they have completed training, they must submit a written request to administration. (There may be additional costs for re-prints that have been lost or destroyed by students)

Occupational Safety and Health

ETAS Group is committed to implementing, maintaining and continuously improving Occupational Safety and Health in all of its training locations. The management of ETAS Group recognises that it has a responsibility to provide and maintain a safe environment for staff, clients and visitors alike.

This responsibility, obligation and involvement is transmitted to all staff to ensure a safe and healthy workplace is maintained.

Your rights and responsibilities

ETAS asks that you participate in the training with an open mind and maintain a positive attitude to your learning program, we ask that you:

- Be cognizant and respectful of cultural and social diversity whilst training with us
- Comply with our policies and procedures whilst training with our organisation
- Be actively involved in the training program to give yourself the best learning outcomes. Observations of your participation are part of the assessment process
- Manage your study time effectively to give yourself the best opportunity to meet the performance criteria

You will:

- Be treated with respect
- Have access to your personal information
- Be able to appeal assessment decisions or make complaints with confidence of no victimisation
- Pursue your learning goals with support and understanding
- Be provided with all necessary resources to undertake their enrolled program

Learner Code of Conduct:

It is your responsibility to:

- Actively engage in your learning
- Demonstrate your knowledge and understanding, skills and capabilities through evidence
- Review your learning journey
- Collaborate and contribute to the learning environment with your peers
- Show respect and adhere to the learner 'code of conduct;' at all times

Version	V3.1 April 2018	Page 11 of 19
Title	Client Handbook	

Breaches of Discipline

All ETAS Group clients are expected to take responsibility for their own learning and behaviour during both training and assessment. Any breaches of discipline will result in the client being given a 'verbal warning'. Further breaches will result in a client being asked to 'show cause' as to why they should not be excluded from further participation in the program. A third breach will result in instant removal from the training environment.

Where a client is removed from the training environment for a breach of discipline all fees paid will be non-refundable.

Appeals and Complaints

Clients have the right to submit an Appeal (including Academic Appeals) or Complaint in writing, if they feel that they have been unfairly treated in some way. Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by clients, and provide an opportunity to improve our business and/or the delivery of our training programs.

An Appeal or Complaint should be lodged as soon as possible in writing on an Appeal/Complaint Form addressed to the Chief Executive Officer (CEO). These forms are available on request or from our website.

ETAS Group CEO or their nominated representative will conduct an investigation, assess the situation and take appropriate action.

If the complaint is related to training, the CEO will arrange a meeting with the trainer and client to discuss the issue and seek resolution. Appeals or complaints related to administration matters will be investigated openly and as quickly as possible to resolve the issue.

In the event of an appeal or complaint against ETAS Group trainers and/or assessors involving an alleged breach of civil law, the matter should be reported in the same way so that the appropriate action may be taken. If the issue is not resolved to the satisfaction of the complainant, the matter will be referred to the appropriate authority.

ETAS Group supports the rights of a client to lodge a grievance or complaint and will not impair that right in any way. ETAS Group will do everything possible to address all grievances or complaints in an unbiased and professional manner.

We endeavour to resolve all complaints and appeals within 10 working days of the initial application.

Privacy Policy

ETAS Group manages personal information in an open and transparent way. This is evident in the implementation of practices, procedures, and system we outline in this policy, that ensure our compliance with the APPs and any binding registered APP code, and provide suitable procedures for ETAS Group staff to be able to deal with related inquiries and complaints that may be received from time to time.

Version	V3.1 April 2018	Page 12 of 19
Title	Client Handbook	

- The 13 APPs are summarised as follows:
 - **APP 1 — Open and transparent management of personal information**
Ensures that APP entities manage personal information in an open and transparent way. This includes having a clearly expressed and up to date APP privacy policy.
 - **APP 2 — Anonymity and pseudonymity**
Requires APP entities to give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.
 - **APP 3 — Collection of solicited personal information**
Outlines when an APP entity can collect personal information that is solicited. It applies higher standards to the collection of ‘sensitive’ information.
 - **APP 4 — Dealing with unsolicited personal information**
Outlines how APP entities must deal with unsolicited personal information.
 - **APP 5 — Notification of the collection of personal information**
Outlines when and in what circumstances an APP entity that collects personal information must notify an individual of certain matters
 - **APP 6 — Use or disclosure of personal information**
Outlines the circumstances in which an APP entity may use or disclose personal information that it holds.
 - **APP 7 — Direct marketing**
An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met
 - **APP 8 — Cross-border disclosure of personal information**
Outlines the steps an APP entity must take to protect personal information before it is disclosed overseas.
 - **APP 9 — Adoption, use or disclosure of government related identifiers**
Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier, or use or disclose a government related identifier of an individual.
 - **APP 10 — Quality of personal information**
An APP entity must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. An entity must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.
 - **APP 11 — Security of personal information**
An APP entity must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. An entity has obligations to destroy or de-identify personal information in certain circumstances.
 - **APP 12 — Access to personal information**
Outlines an APP entity’s obligations when an individual requests to be given access to personal information held about them by the entity. This includes a requirement to provide access unless a specific exception applies.

Version	V3.1 April 2018	Page 13 of 19
Title	Client Handbook	

- **APP 13 — Correction of personal information**
Outlines an APP entity's obligations in relation to correcting the personal information it holds about individuals.

For further information please refer to the ETAS APP Privacy Policy available on www.etasgroup.com.au

Issuance of Certification, Testamurs, Statements of Attainment

All ETAS Group graduates who have completed a program of learning that leads to the award of an AQF qualification are entitled to receive the following certification documentation on award of their qualification:

- A testamur, and
- A record of results.

Students who complete **part** of the requirements of an AQF qualification **in which they are enrolled** are also entitled to receive a record of results.

The issuance of a Statement of Attainment recognises that students do not always study a whole AQF qualification. They may choose to complete only a unit or selection of units of competence with ETAS Group. Students who enroll into and complete a unit or selection of units are to be issued either a Statement of Attainment or a Record of Results. The ETAS Group Statement of Attainment is in a form that ensures it cannot be mistaken for a testamur for a full AQF qualification and includes the statement 'A statement of attainment is issued when an individual has completed one or more accredited units'.

Eligible learners and timeframes

ETAS Group will only issue AQF certification documentation to a learner whom we have assessed as meeting the requirements of the training product as specified in the relevant training package, this award will be issued within 30 calendar days of the learner being assessed as meeting the requirements of the training product, and providing all agreed fees the learner owes to ETAS Group have been paid.

Unique Student Identifier Compliance

ETAS Group will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014.

Replacement / Re-issue of documentation

ETAS Group permits the replacement of certification documentation upon application to administration and confirmation of previously awarded documentation.

Legislative Compliance

ETAS Group is subject to a variety of legislation which can impact on our training and assessment practices as well as general business practices. This legislation includes:

Version	V3.1 April 2018	Page 14 of 19
Title	Client Handbook	

- [Standards for Registered Training Organisations 2015](#)
- [Vocational Education and Training Act 1996](#)
- [Equal Opportunity Act 1984](#)
- [Health Act 1911](#)
- [Workers' Compensation and Injury Management Act 1981](#)
- [Occupational Safety and Health Act 1984](#)
- [Human Rights Commission Act 1986](#)
- [Human Rights \(Sexual Conduct\) Act 1994](#)
- [Workplace Gender Equality Act 2012](#)
- [Sex Discrimination Act 1984](#)
- [Disability Discrimination Act 1992](#)
- [Disability Standards for Education 2005](#)
- [Racial Discrimination Act 1975](#)
- [Age Discrimination Act 2004](#)
- [Privacy Act 1988 including the National Privacy Principles \(Regulations 2013\)](#)
- [Skilling Australia's Workforce Act 2005](#)
- [Copyright Act 1968](#)
- [Copyright Amendment \(Online Infringement\) Act 2015](#)
- [Copyright Amendment \(Digital Agenda\) Act 2000](#)
- [Industrial Relations Act 1979](#)
- [Archives Act 1983](#)
- [Fair Work Act 2009](#)

All legislation can be accessed via www.comlaw.gov.au and www.slp.wa.gov.au. ETAS Group will monitor changes to this legislation and where those changes affect ETAS Group operations, staff, clients or stakeholders we will notify all personnel concerned. Monitoring will occur by an appointed appropriate person subscribing to the above websites.

Discrimination

Discrimination means treating a person less favourably than another because of a personal attribute that they may have. Under State and Federal equal opportunity laws, discrimination based on attributes is unlawful. The attributes that can initiate a discrimination claim include:

- a) Gender
- b) Age
- c) Race
- d) Religion
- e) Marital status
- f) Disability
- g) Nationality
- h) Ethnicity
- i) National origin

It is ETAS Group policy to ensure that these attributes are discounted when employment or training decisions are made.

Version	V3.1 April 2018	Page 15 of 19
Title	Client Handbook	

Harassment

Harassment is any behaviour which is unwelcome, offends, humiliates or intimidates the person being harassed. The most common form of harassment is sexual harassment. Examples of sexual harassment include, but are not limited to:

- a) Unwanted touching
- b) Sexual innuendo
- c) Sexual propositions
- d) Nude pin-ups and posters
- e) Obscene telephone calls
- f) Wolf whistles

Sexual or any other form of harassment will not be tolerated at ETAS Group and disciplinary action will be taken against any employee or student involved in such behaviour. From a staff perspective this may include termination of employment and from a student perspective, removal from a training course.

Types of harassment

There are many types of harassment. These can range from direct forms such as abuse, threats, name calling and sexual advances; to less direct forms such as the creation of a hostile work environment, but no direct attacks are made on an individual.

Examples of verbal harassment

- a) Sexual comments, advances or propositions
- b) Lewd jokes or innuendos
- c) Racist comments or jokes
- d) Spreading rumours
- e) Comments or jokes about a person's disability, pregnancy, sexuality, age religion etc
- f) Repeated questions about one's personal life
- g) Belittling someone's work or contribution in a meeting
- h) Threats, insults or abuse
- i) Repeated unwelcome invitations
- j) Offensive obscene language
- k) Obscene telephone calls, unsolicited letters, faxes, emails

Examples of non-verbal harassment

- a) Leering, e.g. staring at a woman's breasts
- b) Putting offensive material on notice boards, computer screen savers, emails etc
- c) Wolf whistling
- d) Nude or pornographic posters
- e) Displaying sexist or racist cartoons or literature
- f) Demoting, failing to promote, or transferring someone because they refuse requests for sexual favours
- g) Following someone home from work

Version	V3.1 April 2018	Page 16 of 19
Title	Client Handbook	

- h) Standing very close to someone or unnecessarily leaning over them
- i) Mimicking someone with a disability
- j) Practical jokes that are unwelcome
- k) Ignoring someone, or being cold and distant with them
- l) Crude hand or body gestures

Examples of physical harassment

- a) Unwelcome physical contact such as kissing, hugging, pinching, patting, touching, and brushing up against a person
- b) Indecent or sexual assault or attempted assault
- c) Hitting, pushing, shoving, spitting, and throwing objects at a person
- d) Unzipping a person's attire

What to do if you are harassed

If you feel that you are being harassed, tell the person to stop, that their behaviour is unacceptable and that they must not do it again. It is important to say these things to the person harassing as they may interpret silence as some form of acceptance or consent. If, however, you are too frightened or embarrassed to say anything, this does not mean that your complaint will be treated any less seriously.

If the behaviour does not stop, or even if it does but you still wish to report it, tell the Chief Executive Officer. It is a good idea to make a written note of any harassment, including details of dates, times, witnesses, what happened and what you said or felt. Be frank and honest with whoever is appointed to investigate your complaint, as this will enable the appropriate action to be taken.

What ETAS Group will do

It is ETAS Group's legal responsibility to ensure that harassment does not happen in the workplace. If it does occur, the company will take complaints of harassment very seriously. The complaint will be investigated in a sympathetic, fair and confidential manner. Action will be taken to ensure that the harassment stops. Appropriate warning or disciplinary action will be taken where harassment is found to have occurred.

You will not be victimised or treated unfairly for making a harassment complaint.

Version	V3.1 April 2018	Page 17 of 19
Title	Client Handbook	

Responsibilities of Contractors/Staff (Employees)

Employees are legally obliged to ensure that they do not harass other employees, managers, supervisors or clients of ETAS Group. Employees must also ensure that they do not encourage harassment.

If you become aware that someone you work with is being harassed, you can assist them in a number of ways. Tell them that you are willing to act as a witness if they decide to make a complaint. Back them or support them in saying 'no' to the person harassing them. However, it is not your responsibility to say anything to the alleged harasser or speak with others about the alleged harassment. Remember, if you are deemed to be spreading rumours about anyone, you may be the subject of a defamation action.

Unique Student Identifier (USI)

Every year, an estimated three million Australians build and sharpen their skills by undertaking nationally recognised training. From 1 January 2015, all students doing national recognised training need to have a Unique Student Identifier (USI).

A USI is a reference number made up of numbers and letters. Creating a USI is free. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life.

The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

How to Obtain a USI

It is free and easy to create your own USI.

➤ **Step 1** Have at least one (1) or preferably two (2) forms of ID ready from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian)
- Certificate of Registration by Descent
- Citizenship Certificate
- Immi Card.

Important: To ensure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID. If you do not have proof of ID from the list above, you can contact ETAS Group about the other forms of ID we can accept to help you get a USI.

Version	V3.1 April 2018	Page 18 of 19
Title	Client Handbook	

- **Step 2** Have your personal contact details ready (such as; email address, mobile number or address).
- **Step 3** Visit the USI website at: www.usi.gov.au
- **Step 4** Select the 'Create a USI' link and follow the steps.
- **Step 5** Agree to the Terms and Conditions.
- **Step 6** Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.
- **Step 7** You should then write down the USI and keep it somewhere handy and safe.

If you have any questions or require assistance you can visit the website www.usi.gov.au or contact the Department of Industry by email on: usi@industry.gov.au or alternatively, if you would like assistance in obtaining a USI please contact us for assistance.

Version	V3.1 April 2018	Page 19 of 19
Title	Client Handbook	