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Our Guarantee to You (v2.2)
We are committed to providing a pleasant, friendly environment for the duration of your selected course of study. We guarantee you our full support for the whole duration of your course of study through to your completion.

All participants in Express Online Training courses and programs have the right to:

- Be treated with respect and dignity
- A safe learning environment free from danger, abuse or harassment
- Recognition of their particular needs and circumstances including taking account of beliefs, ethnicity, cultural and religious practices
- The provision of the best possible services by skilled staff
- The opportunity for feedback on the services provided
- Receive a copy of and have access to our complaints process
- Have access to your own records on request. This can be done by calling (02) 8259 0320

Access & Equity
Staff and clients of Express Online Training shall be afforded the opportunity of an environment free from discrimination irrespective of their sex; pregnancy; race, colour, nationality, ethnic or ethno-religious background; marital status; physical, intellectual or psychiatric disability or any other organism capable of causing disease; homosexuality; or age (but only in relation to compulsory retirement).

It is also the responsibility of Express Online Training to:

- Provide a conducive environment which welcomes and respects differences in individuals and their cultural diversity.
- Recognise the prior learning of staff and clients and encourage credit transfers.
- Encourage staff and clients to undertake further higher education or personal development programs.
- Provide staff and clients with physical disabilities access to our programs and services.

Anti-Discrimination, Harassment & Bullying Policy
Express Online Training is committed to the provision of an environment that is free from harassment, discrimination and bullying. We believe it is a fundamental right of all students to enjoy an environment free from any forms of harassment and a fundamental obligation of everyone to behave appropriately whilst participating in any course. Unacceptable behaviour will be subject to disciplinary action including termination of enrolment.
Commitment to the Student Experience (v1.8)

Express Online is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations 2015. Through continuous improvement measures and the maintenance of compliance with its registration requirements and the five phases of the student experience, Express Online Training has endeavoured to shape our policies and procedures around these changes.

Express Online Training’s commitment to the five phases of the student experience are outlined below in the areas of:

1. Marketing
2. Enrolment
3. Support and Progression
4. Training and/or Assessment
5. Completion

Marketing

Express Online Training ensures that the marketing and advertising of AQF certification to prospective students is:

- Ethical, accurate, accessible and consistent with its scope of registration and includes the organisation’s RTO provider code.
- All marketing material will include the code and the full title of the unit of competency or accredited course.
- The NRT logo will be used in marketing material in accordance with its conditions of use specified in Schedule 4 of the Standards for Registered Training Organisations (RTOs) 2015.

Most importantly, EOT does not guarantee that:

- A student will successfully complete the course.
- A student will obtain a particular employment outcome.
- A course can be completed in a manner that does not meet the standards.

Enrolment Procedures

Express Online Training is inclusive of all students regardless of sex, race, impairment, or any other factor. In ensuring that all students receive a quality learning experience and have equal access to support in order to complete their course, Express Online Training requires students to review our Student Handbook and complete a Terms and Conditions checklist during enrolment. The checklist serves to help students determine whether or not Express Online Training courses are right for them, and helps our Trainers and Assessors to determine which students may require additional support.

Express Online Training requires that students complete an LLN Self-Assessment to determine whether or not they require assistance to successfully complete Express Online Training (EOT) courses.

Support and Progression

The student experience is important to EOT, which is why we focus on ensuring we provide support through every step of the learning process from enrolment to course completion.
Information concerning the available education and support services learners can access with EOT can be obtained through the following channels:

- Communication with EOT staff via telephone or email
- Student Handbook
- Orientation at the beginning of the course

EOT’s assessment process will be fully equitable for all persons and will take into account the cultural, linguistic, and other individual participants’ needs in relation to assessment tasks. If a student requires additional support every effort will be made to accommodate the student and to better assist them to complete their course. EOT will:

- Make adjustments where possible for students with disabilities and other special needs when developing assessments.
- Provide for and document all reasonable and allowable accommodations for the administration of the assessment to persons with disabilities or special needs.

**Training and Assessment**

Express Online Training will deliver and assess all training products currently on its scope of registration in accordance with the delivery and assessment strategies in place for each training product. All assessment processes will adhere to the principles of assessment in ensuring that the assessment guidelines contained within the nationally endorsed Training Packages are met.

In developing the assessment (including RPL) for each course, EOT will ensure:

- Compliance with the assessment guidelines from the relevant Training Package or accredited course.
- Assessment leads to a statement of attainment under the Australian Qualifications Framework (AQF).
- Assessment complies with the principles of assessment (i.e. assessment is valid, reliable, flexible and fair) and informs the student of the context and purpose of the assessment.
- The rules of evidence (valid, sufficient, current and authentic) guide the collection of evidence to support the principles of validity and reliability.
- There is a focus on the application of knowledge and skills to the standard expected in the workplace.
- Timely and appropriate feedback is given to students.
- Assessment complies with EOT’s access and equity policy.

**Skilled Trainers and Assessors**

Express Online Training ensures that all Trainers and Assessors who are directly or indirectly involved in the administration of assessments and in the interpreting and recording of assessment results are ‘skilled’ according to Standard 1 of the Standards for RTOs 2015.

Under Standard 1.13-1.16, Express Online Training ensures that:

- All Trainers employed hold:
  - A TAE40110 - Certificate IV in Training and Assessment, or
  - A qualification in adult education at a diploma or higher level.
- Anyone who provides assessment only holds one or more of:
  - Assessor Skill Set:
    - TAEASS401 - Plan assessment activities and processes
- TAEASS402 - Assess competence
- TAEASS403 - Participate in assessment validation
- TAEASS502 - Design and develop assessment tools
  - TAE401 - Certificate IV in Training and Assessment
  - A qualification in adult education at a diploma or higher level.

- All employed Trainers and Assessors have:
  - Vocational competencies at least to the level being delivered and assessed;
  - For the white card course CPCCWHS1001 Prepare to work safely in the construction industry, assessors hold the unit CPCCOHS2001A Apply OHS requirements, policies and procedures in the construction industry, or its successor.
  - Current industry skills directly relevant to the training and assessment being provided;
  - For the assessment of SITHFAB002 Provide responsible service of alcohol and SITHGAM001 Provide responsible gambling services, all assessors have worked in industry for at least three years where they have applied the skills and knowledge of these unit of competency;
  - and
  - Current knowledge and skills in vocational training and learning that informs their training and assessment.
  - A professional development plan to support their ongoing professional development in training and assessment practices

**Completion**

All assessment results are treated as strictly confidential and EOT will provide feedback to students about the outcomes of the assessment and provide further guidance on future options.

Individual assessment items are marked as either “Satisfactory” or “Not Yet Satisfactory”. In a situation of an assessment being marked as “Not Yet Satisfactory” students will be provided with an opportunity to revisit the assessment or assessment item after more study.

If any participant in a course is dissatisfied with the results of their assessment they have the right to appeal the results.

**Assessment Validation**

EOT is dedicated to the improvement of assessment and evaluation practices in education.

Express Online Training will undertake an annual review of its assessment systems and procedures and the outcomes of assessment to ensure that they are appropriate and current and in line with the requirements of the relevant industry groups. This review and validation process is essential in maintaining the integrity of EOT assessment system.

Our online system automatically provides us with 100% inspection of our online courses against the principles of assessment. For this reason, our validation procedure for our online courses is limited to pre-assessment validation of the training products on our scope. Trainers and assessors conduct pre-assessment and post-assessment validation on all correspondence courses on our scope of registration delivered by EOT.
Notification of Changes to Services, Arrangements or Legislation

Where there are any changes to agreed services or relevant legislation, EOT will advise any affected learners as soon as practicable, including in relation to any changes in training or assessment, new third party arrangements or a change in ownership or changes to existing third party arrangements.

Changes to legislation are also often addressed in articles which are regularly posted to EOT’s website, and important notifications may be highlighted on the relevant course information pages as well as in the student handbook.
OHS/WHS Policy & Procedure (v1.4)

Online training delivery requires learners to spend several hours at their computers. Express Online Training focuses on providing a quality learning experience while ensuring the health and safety of its learners. Here are a few tips to keep in mind when you start your course.

Chair

It is very important to ensure you have an appropriate and comfortable chair to sit on before you commence your course. The chair should be positioned in a manner that allows you to sit in an upright position and promote a downward slope of the thighs. This will provide the necessary support you and your back need.

Some helpful tips:

- Adjust the angle of your chair to allow normal upright alignment of the spine. Try to maintain the three natural curves.
- Provide full support to your back when doing computer work.
- Use the chair backrest to provide different postures e.g. angle back when chatting on the phone.
- Frequent posture changes encourage blood flow in different muscle groups which helps minimise back fatigue when sitting for prolonged periods.

![Correct Position](image1.png) ![Incorrect Position](image2.png)

Computer Screen

The position of your computer screen is an important consideration for many reasons. Positioning the screen so that it is approximately the same height as your seated eye level and distancing the monitor far enough on the desk so the face of the monitor is at least a full arm’s length away from your seated position will ensure you reduce strain and fatigue associated with staring at computer screens for long periods of time.

If you are using a laptop, it is best to set up your work station to include a separate mouse, keyboard and conventional monitor so you can control the distance of the screen. However, if this is not possible be sure to place the laptop on an elevated stand to position the screen at eye level. Staring down at a laptop screen for extended periods of time can cause serious strain on neck muscles.
Eyes
Eye strain and fatigue from using computers can cause physical fatigue, decreased productivity and increased number of errors. Here are some tips to reduce your risk:

- Remove excessive or bright light. You can do this by ensuring excessive bright lighting is not used in the room and to position the computer away from windows. It is best to ensure that windows are at the side of the computer and not in front or behind your computer.
- Cover windows where possible to reduce glare on your computer screen.
- Take a break every 20 minutes by looking away from the computer screen. It is recommended you look away from the screen and focus on an object some distance away, more than 3 meters, to relax your eyes. Do so for at least 20 seconds or longer if possible.

Take Breaks
Sitting for long periods of time is not good for your health. Remember to take breaks and generate blood flow by moving around. Change postures frequently and try to stand up every 30 minutes. Remember, your muscles tense when you are feeling stressed and can also feel fatigued. Take control of your activities to avoid the stress factors that produce muscle fatigue.
Unique Student Identifier (USI) Policy (v1.2)

Purpose
To ensure the Privacy Act and Student Identifiers Act obligations and responsibilities, and that government funded or subsidised training contract requirements for the data provision of student USI’s are met.

Scope
This policy applies to all training products students of EOT who are current or new as of 1 January 2015, and who are either residents of, or have a current visa that provides permission to study in Australia (please see the “Overseas Students Policy” for details of restrictions that apply to the enrolment of people who hold certain subclasses of visa).

Policy
EOT will implement the national requirements for the Unique Student Identifier from 1 January 2015. EOT will adhere to all legislative requirements under the USI legislation and regulations (2014) and any amendments; this includes all Privacy requirements.

Procedure
- All students will be required to provide their USI before being issued a statement of attainment.
- Students are provided with the following information:
  - What a USI is
  - How to apply for a USI – with a link to the USI website
  - A short checklist to help the student identify if they are exempt from needing a USI
  - A link to the USI website for more information
- Students can skip this step and submit their enrolment information without their USI, but until they add their USI to their enrolment data they will not be issued a Statement of Attainment.
- If a student chooses to skip this step they are sent an email outlining how to add their USI though their account at www.eot.edu.au
- USIs are validated automatically and securely against the USI database using software installed on EOT’s web server.
- The student is immediately notified if the USI they have provided is incorrect and are able to make additional attempts to submit a valid USI.
- The privacy of USI will be protected within all administrative tasks.
- USI information is submitted as part of EOT’s regular AVETMISS reporting to State Training Authorities.

Related Standards & Legislation
- Standards for Registered Training Organisations (RTOs) 2015
- Student Identifiers Act 2014
- Education and Training Reform Act 2006
- Privacy Act 1988
Overseas Student Policy (v1.5)

Express Online Training (EOT) can provide accredited training services to people from Australia and any other country as long as they are not considered to be an “Overseas Student”.

An “Overseas Student” is defined in the ESOS Act 2000 as a person (whether inside or outside Australia) who holds a student visa (as defined in regulation 1.03 of the Migration Regulations 1994). This includes the following subclasses of visa:

- a Subclass 500 (Student) visa;
- a Subclass 570 (Independent ELICOS Sector) visa;
- a Subclass 571 (Schools Sector) visa;
- a Subclass 572 (Vocational Education and Training Sector) visa;
- a Subclass 573 (Higher Education Sector) visa;
- a Subclass 574 (Postgraduate Research Sector) visa;
- a Subclass 575 (Non-Award Sector) visa;
- a Subclass 576 (Foreign Affairs or Defence Sector) visa.

“Overseas Students” can only be trained by training organisations who are registered on CRICOS as specified in the ESOS Act 2000. EOT is not registered on CRICOS and have no plans to register on CRICOS in the future.

Before any student who is not an Australian citizen is allowed to enrol in any accredited EOT course EOT must verify that they are not an “Overseas Student”. Any persons who are identified as an “Overseas Student” cannot enrol in any accredited courses with EOT.

Any student who is not an Australian citizen must have their visa status verified before they can enrol in an accredited course. This check requires the submission of the student’s passport/immiCard number and country of issuance, which is then verified automatically using the Department of Immigration and Border Protection VEVO system.
Recognition of Prior Learning (RPL) Policy (v1.0)

Express Online Training makes an undertaking that all participants, potential or actual, of Express Online Training programs are provided with full recognition of their current skills and knowledge no matter how, why, where and when they were gained.

Express Online Training will ensure that Recognition of Prior Learning (RPL) is available to all applicants before enrolment and that the process is structured to minimise time to applicant, and provides adequate information and support to enable applicants to gather reliable evidence to support their claim for recognition of competencies currently held, regardless of how, when or where the learning occurred.

RPL Process

Applicants who consider that they have completed appropriate training or have skills gained through prior learning and experience stipulated for the training may be granted RPL upon substantiation of that claim.

The RPL application process identifies what a person has learned from life experience and work experience and measures these experiences against the learning outcomes of the training the student is doing or wants to do.

The assessment will be professionally conducted and will be valid, reliable, flexible and fair. Evidence of prior learning may include:

- Evidence of current competence Performance, demonstration or skill test
- Portfolio, logbook, task book, projects or assignments.
- Written presentation
- Interview Case studies

RPL is available for all units. EOT may conduct an assessment process upon your request that assesses the competency which you may have acquired through formal, non-formal and informal learning to determine the extent to which you meet the requirements specified in the training package.

If there is sufficient evidence in the application and supporting documentation, no further assessment may be necessary. If sufficient evidence is not provided an assessment may be negotiated with the student and may consist of interview, written assignment, exam or other assessment conducted by a qualified assessor.

All applications for RPL will require payment as there is a requirement for the assessor to review and confirm that all evidence meets the requirements of the training package. All students who apply for RPL will be required to pay the advertised price for the standard course for which they are seeking RPL.

Successful students are notified promptly of the RPL outcome. The assessor advises unsuccessful students of the reason for non-recognition and steps they can take to have a successful RPL claim, including appeal mechanism.

RPL Procedure

If a candidate is applying for RPL, the candidate must complete RPL forms and submit evidence such as statements of attainment, certificates, work experience and/or academic transcripts of competence against the learning outcomes.
An application for RPL can be made at any time prior to the commencement of the actual training.

**Evidence Checklist**
Listed below is a range of evidence that may be used in support of an application for RPL. This list should be used as a guide only.

- Certificate of achievement
- Reference /letter of support –work/social
- Demonstration of skill
- Record of academic results
- Video/Audio/photos
- Duty statement/job specifications
- Letter/memos at work
- Curriculum vitae
- Portfolio
Educational & Support Services Policy (v2.5)
Express Online Training is committed to providing high quality education and training to all students.

In accordance with Express Online Training’s access and equity policy, we offer the relevant assistance to students with identified additional educational and support needs. Where appropriate and necessary, reasonable adjustments will be made to the delivery of training and/or assessment to ensure that each student is afforded every opportunity to achieve competency in the unit.

This policy and procedure establishes the guidelines concerning how Express Online Training adheres to the principles of access and equity in order to provide the best possible outcome for our students, including how we:

- Identify learner’s needs
- Deliver services to meet these needs
- Advise of the available support strategies, internal and external to the organisation
- Provide adequate staff training to assist students with additional needs

When a need is identified Express Online training will address additional learner needs in the following manner:

- Customise learning resources, activities and assessments where necessary
- Provide learner support within the learning environment
- Access specialist LLN practitioner support where necessary
- Provide referrals to external service where required
  - Referral for counselling
  - Mediation services

Support
The student experience is important to Express Online Training, which is why we focus on ensuring we provide support through every step of the education process from enrolment to course completion.

The range of educational support services that Express Online Training provides to students is outlined below.

Pre-enrolment:
- Performance Criteria, required skills and knowledge of each unit of competency
- A range of demonstration videos to provide industry contextualisation
- Training Manual

Training support:
- Training and assessment programs contextualised to the workplace
- Training material in alternate formats
  - HTML slides
  - Downloadable PDF training manual
- Flexible training and assessment strategies
  - Flexible course durations
  - Provision of additional instructions
  - Necessary adjustments for identified additional support and LLN support
**Access:**
- Communication with EOT staff via telephone or email
- Resources available on EOT site, pre and post completion of training

**External Support**
- Referral to services, where applicable, to aid in the completion of assessments

**Language, Literacy & Numeracy (LLN) Support**
As part of our responsibility to ensure we are meeting the education and support needs of each learner, Express Online Training implements an enrolment diagnostic assessment to determine the LLN levels of learners prior to course commencement.

All students are provided with a functional description of the LLN skill level requirements of completing the assessment in which they have enrolled, are asked to confirm that they believe they have the required skill levels before they begin the assessment, are offered the use of a simple LLN self-assessment to assist them in diagnosing their skill levels, and are informed that they can contact EOT support staff if they have any questions or require any assistance.

It is the responsibility of the learner, to not only honestly complete the assessment if applicable, but to reveal any information about LLN needs to Express Online Training staff prior to or during the enrolment process. This enables our team to better assist each learner through the creation of individual learning plans and reasonable adjustments to assessments where appropriate.

These measures will aim to help prospective learners make informed decisions about whether EOT courses are suited to their needs.

**LLN Need Identified**
Where a learner’s LLN level is identified as being lower than the specified requirements for the course, EOT will:
- provide advice and information about alternative course choices or
- offer the student LLN assistance

While we offer support services for LLN issues, Express Online Training recognises and respects each student’s choice concerning whether or not we are the best fit for their education needs. Ultimately, the decision of whether or not a student wishes to continue to learn with Express Online Training is that of the student only.

Where LLN issues are identified beyond the scope of Express Online Training staff, we will refer students to outside services.

Some services that are available outside Express Online Training include:

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Reading Writing Hotline</td>
<td>1300 6555 06</td>
</tr>
</tbody>
</table>
**Staff Training in LLN**

All staff working for EOT continually build on their skills to better assist students with their training. Through participation in LLN courses, staff have been equipped with the knowledge of LLN issues in adults within a training environment. To further support trainers in their understanding and application of LLN support, EOT conducts in-house training for applications of LLN support, including how to deal with LLN issues and the literacy and numeracy standards expected within EOT courses.

Express Online Training also employs a qualified English Language specialist, trained in providing training and assessment for English as a Second Language, to ensure staff have access to assistance, information and resources on how to provide LLN support to students when required.

**Record Keeping**

When a student is identified as needing assistance with LLN issues, trainers and assessors are to record all concerns, conversations with the student and other staff, and actions taken on the student’s account on the student portal.

At all times we respect the privacy and confidentiality of all our students. Information pertaining to a student’s LLN issues will not be discussed with or shared with other students, staff members who are not involved with providing specialist support, or other third parties, unless agreed to by the student in question. Further information regarding the confidentiality of students who require additional support services are in accordance with EOT’s Privacy Policy.
Misconduct Policy (v2.2)

Academic misconduct

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so.

Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a trainer/assessor about their knowledge, identity, ability, or the amount of original work they have done.

General misconduct

Students are expected to respect other students & staff so that learning and teaching can take place freely, safely and without barriers due to the misconduct of others.

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; damages or steals Express Online Training property or the property of others; alters/defaces Express Online Training documents or records; prejudices the good name of Express Online Training, or otherwise acts in an improper manner.

Express Online Training will report all criminal acts committed by its students to the relevant authorities. The following examples indicate the kinds of behaviour which constitute student misconduct. Behaviour which:

- Contravenes any rules or acts;
- Prejudices the good name or reputation of Express Online Training;
- Fails to comply with conditions agreed in the contract;
- Wilfully disobeys or disregards any lawful order or direction;
- Refuses to identify him or herself when lawfully asked to do so by a staff member of Express Online Training;
- Fails to comply with any penalty imposed for breach of discipline;
- Obstructs any member of staff in the performance of their duties;
- Acts dishonestly in relation to admissions to Express Online Training;
- Alters any documents or records;
- Harasses or intimidates another student, a member of staff, a visitor to Express Online Training, or any other person while the student is engaged in study or other activity as an act student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- Breaches any confidence of Express Online Training;
- Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from act premises while acting as an act student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- Steals, destroys or damages a facility or property of Express Online Training or for which act is responsible; or
- Is guilty of any improper conduct.
Student’s responsibilities
A student may be excluded from an assessment for any of the following reasons:

- Failure to meet requirements
- Academic misconduct
- General misconduct

Express Online Training’s Responsibilities
- Students must be treated fairly, with dignity and with due consideration to their privacy
- Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry to have so behaved.
- Past misconduct is not evidence that a student has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the proviso that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

Penalties
- Penalties imposed will take into account the nature and the extent of the misconduct
- Penalties imposed will take into account the students’ stage in the learning process
- Penalties imposed will take into account the conventions of the field of study
- A student’s second offence is penalised more severely than their first offence and a third offence will result in exclusion from Express Online Training.
- The following penalties may be imposed:
  - A warning
  - Being restricted to written communication with Express Online Training
  - Being stopped from proceeding or receiving the unit of competency
  - Having to re-start a process or assessment
  - Exclusion from Express Online Training

Notifications & Appeals
- Students must be notified in writing of penalties as a consequence of any misconduct
- The grounds for appeal are:
  - Procedural irregularities, and/or
  - Factual errors on which the decision was based and which were of such magnitude as to invalidate the decision
- Appeals must be lodged in writing with the Training & Operations Manager by writing at appeals@eot.edu.au within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student’s appeal.
- Process for making an appeal depends on the nature of the alleged misconduct. It may require one of the following:
  - A written statement
  - A statutory declaration
  - Evidence disputing the charge of misconduct
Complaints & Appeals (v3.4)
The purpose of EOT complaints and appeals process is to provide every student with an opportunity to easily engage with the EOT’s management, trainers, assessors & students support staff about any concerns they have. Information about the procedure for making a complaint or appeal is publicly available on our website www.eot.edu.au.

EOT strives to maintain a culture that views complaints as an opportunity to improve our training products and student support. The ultimate goal is to ensure all complaints are resolved promptly, objectively and with sensitivity while in a manner that aims to prevent future complaints from recurring.

All complaints and appeals brought by students against other students or general performance of EOT or its staff will be dealt with under EOT’s complaints and appeals handling process.

Informal complaints resolution process

Wherever possible, EOT encourages students to resolve any complaints or appeals directly with the person concerned. EOT believes that complaints and appeals are best handled with direct communication between the student and the party involved.

If the matter cannot be resolved through mediation between the student and the trainer, assessor or student support staff, it will be referred to the Complaints Handling Officer or delegated person(s) for further investigation. When this occurs, the formal complaints handling process will be followed.

Formal complaints handling process:

- All complaints will be handled promptly, objectively, fairly, and confidentially.
- Internal complaints and appeal services are free of charge.
- A student must notify EOT of the nature and details of their complaint or appeal either:
  - by an email to complaints@eot.edu.au, OR
  - by completing our Complaints & Appeals Form at www.eot.edu.au/complaints
- Written complaints and appeals will be referred to EOT Complaints Handling Officer or delegated person(s)
- A student will receive a confirmation email upon lodgement of a complaint or appeal
- Formal complaints handling process will begin within 10 working days of the lodgement date of a complaint or appeal
- Once the decision has been made regarding the complaint or appeal, the student will be provided with a written outcome of their case, and action to be taken. A copy will be kept on EOT’s file and on the student’s file
- EOT will implement the decision and any required corrective and/or preventative action immediately
- EOT aims to finalise all formal complaints within 20 working days. However in unlikely event when the process takes more than 30 working days to finalise, the parties concerned will be given written explanation for the delay.
- A student must exhaust the RTO’s internal complaints and appeals process before lodging a complaint with external bodies
- EOT is unlikely to consider a complaint from a former student whose enrolment was finalised six (6) months or more prior to the time of lodging the complaint unless special circumstances apply.
• As a result of the complaint or appeal EOT will identify potential causes of the complaint or appeal and take appropriate action to eliminate or mitigate the likelihood of occurrence. All complaints are used to stimulate organisational improvements.

**External Appeals**
Where no mutually acceptable resolution can be found, you may wish to have the matter dealt with through an external resolution process facilitated by the relevant agency:

**Training Quality Complaints**
- Western Australia: [www.tac.wa.gov.au](http://www.tac.wa.gov.au)
- Northern Territory: [www.ombudsman.nt.gov.au](http://www.ombudsman.nt.gov.au)

**Training Fees Complaints**
- Western Australia: [www.commerce.wa.gov.au](http://www.commerce.wa.gov.au)
- Northern Territory: [www.consumeraffairs.nt.gov.au](http://www.consumeraffairs.nt.gov.au)
Assessment Procedures (v3.1)
Express Online Training complies with all training package requirements and meets all needs, and license requirements while ensuring assessment procedures follow the principles of assessment and rules of evidence.

Knowledge Assessment (Nationally Recognised Training)
SITHFAB002 Provide responsible service of alcohol in Qld, WA, SA, NT, ACT
SITHGAM001 Provide responsible gambling services in Qld, WA, NT
- Part of the knowledge-based component of the assessment is delivered online with the rest being delivered verbally. It includes all assessment questions and interactive simulated scenarios.
- The online assessment and training material is split into 4 sections.
- At the beginning of each section the student can read the learning material for that section online as HTML slides. They can also download the entire learner guide as a PDF at any time.
- Once the student has completed the learning material for a section, they can progress to the assessment questions for that section.
- These questions are asked in direct reference to information found in the learning material.
- The answers are either multiple choice, true/false or fill-in-the-blanks.
- The student can return to the HTML slides or review their PDF learner guide at any time during the assessment without losing their progress.
- To complete this type of assessment the student must provide or have access to:
  - A computer, smart phone or tablet device running a recent version of a common browser such as Internet Explorer, Safari, Google Chrome or Firefox.
  - An email account.
  - The student experience is optimized if they have access to speakers, but they are not required.

Skills Assessment (Nationally Recognised Training)
SITHFAB002 Provide responsible service of alcohol in Qld, WA, SA, NT, ACT, NSW
SITHGAM001 Provide responsible gambling services in Qld, WA, NT
- After the online component of the assessment has been completed the student will need to complete a verbal skills assessment conducted verbally over the phone.
- The verbal skills assessment is participation in a role-play which requires the learner to engage in a discussion with the trainer about real world scenarios which are designed to test the student’s skills relevant to the unit of competency. The assessor will record the student’s responses as well as confirm if they have satisfied the set criteria for each question in the nationally accredited course.

Skills Assessment (Nationally Recognised Training)
CPCCWHS1001 Prepare to work safely in the construction industry
- The Skills Assessment has five (5) different scenarios that the student is required to demonstrate via video for the assessor to demonstrate their ability to perform certain practical tasks, demonstrate their verbal, comprehension and oral communication skills as well as provide further evidence to authenticate their identity.
- You are required to complete a live video using freely available Skype software. Skype can be
used on any of the following devices that you agreed that you had access to before you enrolled in the nationally recognised course:
  - A phone or tablet device with video and audio capability with internet connection;
  - A computer with a webcam and microphone;
  - Skype Software

- You will need to call Express Online Training during our support hours to undertake your live video assessment. Before calling, you should familiarise yourself with the practical demonstration scenarios and the performance that will be expected and you should have available all Personal Protective Equipment (PPE) listed below that you agreed that you had access to before you enrolled in the nationally recognised course:
  - Hard hat;
  - Eye protection;
  - Hearing protection; and
  - High visibility retro reflective vest

- You will be required to wear certain PPE when conducting work on a construction site. To complete this assessment task you are required to demonstrate how you correctly fit each piece of PPE listed. If you do not have access to the PPE listed, there are instructions on the website where you might find suitable equipment. You are also required at the beginning of the video assessment to introduce yourself and confirm your identity verbally and using the same photographic identification that you used during the enrolment process, hold it up to the camera and state for the record your name and date of birth.

- If you do not meet these requirements, you will not be able to undertake the video assessment. If you are unable to perform the demonstration to the required standard, or you are unable to complete the assessment in its entirety for any reason including technology failure, your assessor will negotiate a suitable time to perform the assessment again at no additional cost.

**Simulated Assessment (Nationally Recognised Training)**
SITHFAB002 Provide responsible service of alcohol in Qld, WA, SA, NT, ACT, NSW

- The EOT simulated environment is a virtual bar with real people with whom the student interacts. There are a range of customers who present as though they would present at a bar in a hotel at various times of the evening and various states of intoxication. The student is required to make decisions about the responsible service of alcohol based on house policies, legislative requirements and time. Having been filmed in a real bar with real customers, the virtual environment includes aspects of the real working environment including the sound of other customers, signage and equipment. If the student responds correctly to the questions, they can progress to the next question however if they respond incorrectly, they are advised to try again or, if the drink is wrong, the patron will advise them accordingly. If they make more than three (3) mistakes in the simulated assessment, they are required to commence the entire simulated assessment again. All progress through the simulated assessment is recorded and maintained in the student’s electronic account and where the assessor feels it may be required, this is revisited as part of the verbal assessment prior to final competency being granted.
Simulated Assessment (Nationally Recognised Training)
SITHGAM001 Provide responsible gambling services in Qld, WA, NT

- The EOT simulated environment is a virtual gambling environment with real people with whom the student interacts. There is a Client Liaison Officer, Venue Manager, Police Officer and other customers with whom the affected gambler communicates. The student is required to make decisions about the responsible gambling services based on legislative requirements and various scenarios. Having been filmed in a real gambling environment with real customers, the virtual environment includes aspects of the real working environment including the sound of other customers, signage and equipment. If the student responds correctly to the questions, they can progress to the next question however if they respond incorrectly, they are advised to try again. If they make more than three (3) mistakes in the simulated assessment, they are required to commence the entire simulated assessment again. All progress through the simulated assessment is recorded and maintained in the student’s electronic account and where the assessor feels it may be required, this is revisited as part of the verbal assessment prior to final competency being granted.

Knowledge Assessment (Nationally Recognised Training)
SITHFAB002 Provide responsible service of alcohol in NSW

- Part of the knowledge-based component of the assessment is delivered via stand-alone software which can be downloaded from our website.
- The assessment and training material is split into 4 sections/elements.
- At the beginning of each section the student can read the training material for that section online as HTML slides. They can also download the entire training material workbook as a PDF at any time.
- Once the training material for a section has been read the student can progress to the assessment questions for that section.
- These questions are asked in direct reference to information found in the training material.
- The answers are either multiple choice, true/false, fill-in-the-blanks or short answer.
- The student can return to their PDF workbook at any time during the assessment without losing their progress.
- Once the assessment has been completed it should be submitted to our trainers for marking. The Assessment software will contain instructions for the submission process.
- To complete this type of assessment the student must provide or have access to:
  - An email account.
  - A printer.
  - The learner does NOT need to have access to speakers or headphones although it is recommended.
Completion (Nationally Recognised Training)
SITHFAB002 Provide responsible service of alcohol in Qld, WA, SA, NT, ACT
SITHGAM001 Provide responsible gambling services in Qld, WA, NT
CPCCWHS1001 Prepare to work safely in the construction industry

- All accredited courses must be completed within 12 months of enrolment in that course. If a student wishes to continue their study after 12 months has passed they will need to start the course from the beginning.
- The knowledge assessment should be able to be completed within 3-6 hours
- The skills assessment should be able to be completed within 20 minutes
- The simulated assessment should be able to be completed within 20 minutes (RSA & RSG only)
- Once the student has completed the assessment they are offered enrolment and certification in the nationally recognized program.
- Enrolment process includes
  - A link to Visa Entitlement Verification Online (VEVO) for students in the non-accredited course to allow prospective students confirm their eligibility for potential future enrolment;
  - During the formal enrolment process in the nationally recognised course, prospective students will be required to complete the entire visa entitlement verification process before their enrolment will be accepted;
  - Language, Literacy and Numeracy Assessment.
- Once an overall result of satisfactory in all assessment requirements is obtained and enrolment process is successfully completed, students’ details will be submitted to Liquor and Gaming NSW

Completion (Nationally Recognised Training)
SITHFAB002 Provide responsible service of alcohol in NSW

- The knowledge assessment should be able to be completed within 3-6 hours
- The verbal skills assessment should be able to be completed within 20 minutes
- The simulated assessment should be able to be completed within 20 minutes
- Once the student has completed the assessment they are offered enrolment and certification in the nationally recognized program.
- Enrolment process includes
  - A link to Visa Entitlement Verification Online (VEVO) to confirm eligibility for enrolment;
  - Language, Literacy and Numeracy Assessment
  - Providing Unique Student Identifier (USI)
  - Providing all the required enrolment details
  - Payment of any relevant fees
- Once an overall result of satisfactory in all assessment requirements is obtained and enrolment process is successfully completed, students’ details will be submitted to Liquor and Gaming NSW
within 6 business hours, and students will be emailed a copy of their interim certificate, which contains instructions on obtaining a NSW photo competency card. At the same time a statement of attainment is produced as a PDF file and emailed to the student. The student can return to the website at any time to download their statement of attainment.

- To help Express Online Training to improve and maintain the quality of training, students will be asked to fill out a student feedback form. This information will then be collated and used for continuous improvement purposes.
Verification Processes (v2.4)
Before receiving your certificate Express Online Training must be reasonably satisfied that you have achieved competency in expected skills and knowledge, that your identity is correct and that you have completed the assessment yourself.

Express Online Training identifies student identity in the following ways:

- **Online**
  - Student enrolment details may be automatically verified against online databases such as banking databases, voting enrolment log and phone books.

- **Phone & Video**
  - During any phone or video contact the trainer will ask for student identification details including the student’s full name and date of birth. These details will be compared to the already submitted enrolment details and recorded in our software.

- **Identification Audits**
  - We ensure that at least 5% of students are contacted and asked to confirm their identification details and some basic knowledge of the course to confirm that the named student was the person who participated in the learning.

Identification

Construction Induction White Card

For the White Card (CPCCWHS1001) course you will be asked to show a form of photo ID during the video assessment (see details of accepted identification documents below).

- Accepted identification documents include:
  - a current and valid driver’s licence issued by an Australian state or territory; or
  - an 18 plus card; or
  - a current and valid passport; or
  - school identity card;

- Or, where the participant is unable to provide photographic identification, certified copies of at least three (3) other forms of identification accepted under the Financial Transaction Reports Act 1988 (Cth) as contributing to proof of identity (such as a Medicare card, birth certificate, credit card, land title record) at least one of which shall bear the current address of the participant (such as a rates notice, public utility account, or land line telephone account)
Issuing of Statement of Attainments (v1.4)
Express Online Training issues all statements of attainment as prescribed in the VET Quality Framework.

Express Online Training issues Statements of Attainment in accordance with the Australian Qualifications Framework (AQF) 2013, for courses that are on our scope of registration with ASQA.

- Statements of attainment clearly identify the units of competency achieved (including codes), identify Express Online Training by its national training provider identification number, and include our address.
- NRT logos appear on the certificates and are used in accordance with the guidelines for the use of these logos.
- Statements of attainment are issued in accordance with the guidelines and rules defined within each Training Package.
- Express Online Training will issue Statements of Attainment within 7 days of successful achieving competency, completing payment and verification of student identity.
- Evidence of achievement of competency must be held for each student in order to issue the statement of attainment. Evidence can be obtained through delivery and assessment, recognition of prior training and/or credit transfer.

The following process takes place to ensure that Statements of Attainment are only issued once all the relevant requirements have been met:

- Completion of units is progressively and automatically recorded in the student management system.
- Statements of attainment are not issued unless the student has:
  - Satisfactorily completed the assessment
  - Provided all required enrolment information
  - Provided their USI and had it verified
  - Completed payment
  - Provided any additional documentation as required by EOT and had it verified if required
    - This may include, but is not limited to identification documents, statutory declarations, or documentation as required by licensing arrangements.
- Provided all evidence is received and approved a Statement of Attainment is automatically produced and issued by the EOT system.
- A register of all statements of attainment is maintained in the EOT database. Each student can access their own records at any time through their EOT student account. All records can be accessed by EOT staff through the EOT admin system.

Evidence of outcomes, student documents and Statements of Attainment are maintained for a period of 30 years in electronic format.
Student Fees (v1.7)
Information on fees is available through our website. This information includes:

- Course fees plus any other additional costs
- Payment terms, including the timing and amount of fees to be paid

Express Online Training will safeguard participant fees and has a refund policy that is fair and equitable.

Fees are payable upon completion of the online portion of the assessment for each course being undertaken. Payment can be made by credit card, PayPal or BPay. As an RTO we will not collect fees more than $1500 in advance.

Express Online Training will beat a competitor’s price by 10% under the following circumstances:

- The item in question is a nationally recognised course (training and assessment)
- The competitor’s course is for exactly the same course as the one we are providing
- The price is for a single course, not a bundled discount
- The fee for your course has not already been paid (we will not refund to provide a discount)

Course Fees – Current as of 30/08/2017
The following prices are our standard prices per student (Please note that in some cases prices may be reduced for promotional reasons):

- **Prepare to work safely in the construction industry (White Card)** $59.00
- **Replacement White Card** $30.00
- **Paper Statement of Attainment** $12.00

- **Provide responsible service of alcohol (RSA) – QLD, WA, SA, NT, ACT** $49.00
- **Paper Statement of Attainment** $12.00

- **Provide responsible service of alcohol (RSA) - NSW** $150.00
- **Paper Interim Certificate** $12.00
- **Paper Statement of Attainment** $12.00

- **Provide responsible gambling services (RGS/RSG) – QLD, WA, NT** $49.00
- **Paper Statement of Attainment** $12.00

Payment Methods
You will only be asked to make a payment for a course once you have completed free non-assessable course and the enrolment process. You can pay through your student account, or you can call one of our staff on (02) 8259 0320 if you are having trouble making payment. You have three different payment options available to you:

- **Credit Card**
  Credit card payments are processed instantly. Once the payment is made, if you have finished all the requirements of the course, for example, all assessment tasks, submitting your statutory declaration and certified ID for the White Card, you will automatically be sent your certificate and receipt of payment.

- **PayPal**
PayPal works very similarly to paying with a credit card. You can pay with your PayPal account or using a credit or debit card through the PayPal merchant facility. PayPal payments may not always process instantly. This depends on your account with PayPal. Please be aware of this before you choose to make a payment in this manner as your enrolment will be delayed until payment is processed.

**BPAY**

To make a BPAY payment you will need to enter the BPAY Biller Code and Customer Reference Number (CRN) provided to you on your student account when you are transferring from your online banking system.

**BPAY Processing Times**

It takes 1-3 business days for BPAY payments to clear. Once we receive the payment it is applied to your account automatically and you will receive a paid invoice via email.
Refund Policy (v3.9)
Circumstances in which a refund will be granted include:

- In the unlikely event when Express Online Training is unable to deliver the course, students will be issued with a full refund.
- If more money has been paid than is shown on the relevant invoice.

Circumstances in which a refund will NOT be granted include:

- Change of mind
- Incorrect choice
- Change of circumstances
- Financial hardship
- If you make payment, but want or have seen a different price
- Unwillingness or inability to comply with the requirements of a relevant course
- Employer or organisation not accepting a government recognised course

Any other reason a student provides as ground for refund will be assessed by Express Online Training on case by case basis.

Please take into account all information provided on our website, including the FAQ, course information resources, instructions and Student Handbook when considering your purchase.

Where refunds are approved, such refunds will also require the cancellation of any statements of attainments being refunded. In the case of the Construction Induction White Card will require the physical card be returned to us as it will need to be sent back to the issuing state government agency.

Express Online Training offers a cooling off period of ten (10) days where credit for a course has been purchased and the student has not yet enrolled in that course. This cooling-off period is deemed to be waived if the student commences training and/or submits assessment material for that course.
Shipping & Re-Delivery Policy (v2.0)

Shipping

Shipping Fees
Shipping prices for regular delivery inside Australia are included in the prices unless otherwise indicated.

Some courses such as the RSA and RSG do not require the shipping of any items unless additional products are purchased.

Domestic & International
Shipping is available to all countries.

Delivery Timeframes
Delivery timeframes are calculated from the date your order was shipped.

- Aus Domestic Regular Post: 3-6 Business Days
- Aus Domestic Express Post: 1-3 Business Days
- International Post: 10-15 Business Days

Order Re-Delivery

Free Re-Delivery
Free domestic standard re-delivery is available if any of the following situations have occurred. For a detailed breakdown of the costs of reproduction and re-delivery please see “Cost Details” below.

Situation 1
- A mistake was made by EOT with the shipping of the order or the order contents

Situation 2
- The student has purchased Delivery Insurance from EOT in the original order, AND
- The item has arrived and is correct, but damaged

Situation 3
- The student has purchased Delivery Insurance from EOT in the original order, AND
- We are inside the Re-Delivery Window, OR the order has been returned to our return address, AND
- The address provided for the previous delivery attempt does not need to be altered, AND
- A free re-delivery attempt has not already been made at this address

Cost Details
- Order reproduction: FREE
- Domestic Standard Post: FREE
- Domestic Express Post:
  - If situation 1 or 2: FREE
  - If Express Post was purchased for original order: FREE
  - If Express Post was NOT purchased for original order: Half Price
• International Shipping: Half Price

Other Re-Delivery

If none of the above FREE delivery criteria fit your situation you will need to pay a fee before EOT will re-send your order. Please see below for how the fees are calculated.

Order Reproduction

• FREE:
  o The order has arrived and is incorrect or damaged, OR
  o The order has been returned to EOT’s return address OR
  o We are inside the Re-Delivery Window, AND Delivery Insurance has been purchased from EOT in the original order.

• Full Price - In all other circumstances order reproduction will be full price. Full price for order reproduction means:
  o The same price that was originally paid for any physical product such as:
    ▪ Certificates
    ▪ Statements of attainment
    ▪ Paper forms
    ▪ Other physical products
  o Replacement cost for any White Cards. There is a process and a cost involved in replacing a missing white card which is lower than the original cost.

Domestic Standard Post

• FREE if the postal address that was provided to EOT for the original order does NOT need to be changed for redelivery
• In all other circumstances there will be a shipping and handling fee

Domestic Express Post

• FREE:
  o The order has arrived and is incorrect OR
  o The order has arrived and is damaged, AND Delivery Insurance has been purchased from EOT in the original order, AND a free re-delivery attempt has not already been made at this address

• Half Price:
  o The order has arrived and is damaged, AND Delivery Insurance has NOT been purchased from EOT in the original order, OR
  o The postal address that was provided to EOT for the original order does NOT need to be changed for redelivery, AND:
    ▪ The order has been returned to EOT’s return address, OR we are inside the Re-Delivery Window, AND
    ▪ Domestic Express Post has been purchased from EOT in the original order, OR Express Post was purchased for original order

• Full Price - In all other circumstances Domestic Express Post will be full price.

Re-Delivery Window

The re-delivery window is:
• After the relevant RTS timeframe has passed, AND
• Before 90 business days have passed since your order was shipped

Return to Sender (RTS) Timeframes

RTS timeframes are calculated from the date your order was shipped.

• Aus Domestic Regular Post  14 Business Days
• Aus Domestic Express Post  7 Business Days
• International Post         30 Business Days
Statement of Attainment Replacement Process (v1.1)

If you have misplaced your Statement of Attainment from an Express Online Training course please log into your account to download another copy, or contact us to request we send you a copy electronically. If you purchased a hard copy of your statement of attainment and wish it to be replaced, you will need to purchase the Statement of Attainment again. You can repurchase an original order by calling or emailing with the request. Once the payment has been processed, your order will be printed and posted within one business day.

After verifying your identity, within 7 days, Express Online Training will either:

a) Issue a replacement Statement of Attainment

b) Contact you explaining why we cannot reissue your Statement of Attainment and what your options are.
White Card Replacement Policy & Procedure (v1.4)
Express Online Training has an agreement with Work Safe QLD to provide replacement White Cards for ANY lost, damaged or stolen card, whether or the White Card holder has previously trained with EOT or not. The replacement White Card issued is fully recognised and valid in all Australian states.

We will replace your white card for you if your White Card was:

- Lost, or
- Damaged, or
- Not Delivered, or
- Provided with incorrect details

NOTE: If you have NOT previously had a White Card, or your White Card has expired you MUST complete the Full Course.

Fees
The details (such as whether or not a fee is payable) depend on whether your card has been lost, damaged, not been delivered, or contains an error.

For more information concerning applicable fees please refer to our Shipping and Re-delivery policy available in this handbook and on our website.

Replacement Process
1. Enter your details and complete payment at www.eot.edu.au/lost-white-card/, OR contact EOT by email or phone
2. Download your Statutory Declaration form, and follow the instructions to complete and submit it to EOT
3. EOT will review your Statutory Declaration form
4. Once approved you will receive your new White Card number instantly by email, and your actual White Card will be shipped to you the next business day.

Replacing a CPCCWHS1001 Statement of Attainment
Please note that seeking a replacement of your white card is only for the replacement of your White Card and does not provide you with an additional or new Statement of Attainment for CPCCWHS1001 Prepare to work safely in the construction industry.

If wish to replace your Statement of Attainment for CPCCWHS1001 Prepare to work safely in the construction industry, please contact the Registered Training Organisation (RTO) who originally issued you the statement of attainment. You may also complete the vocational competencies required to obtain the White Card by completing the Online White Card Course.
Privacy Policy (v2.2)
Express Online Training respects your privacy and the confidentiality of information provided by you. We adhere to the national privacy principles established by the Privacy Act 1988 and the Australian Privacy Principles (2014). Please read our Privacy Policy below carefully.

Collection of Personal Information
Express Online Training will, from time to time, receive and store personal information you enter on our website or give to us in other forms. You may provide basic enrolment information such as your name, phone number, address, and email address to enable us to send information or process your product order. We may also collect additional information at other times, including but not limited to, when you provide feedback, enrol in an accredited course, change your content or email preferences, respond to a survey, or communicate with Express Online Training's customer support or queries. Express Online Training is required by law to gather enough information to verify your identity when providing you with a certificate. We are also required to gather information for the purposes of AVETMISS reporting to state and federal authorities. You may change your details at any time by advising us in writing via email.

Storage and Security of Personal Information
Express Online Training strives to ensure the security, integrity and privacy of personal information submitted to our site, and updates its security measures to keep up with current technologies. All information Express Online Training receives from its customers is protected from unauthorised use or access by our secure servers and all customer information is encrypted before it is sent to us. Credit/Debit card information is not stored by us on our servers.

Email Communication
Express Online Training may use personal information collected from you to provide you with information and updates regarding our website and changes to the law from time to time. Express Online Training may also make you aware of their new and additional products and services from time to time. This email newsletter service is free. You may change your email details at any time by advising us in writing via email. If you wish to cease receiving any such information you may unsubscribe or let us know by email and your request will be actioned as soon as possible.

Third Parties
Express Online Training does not and will not share, sell or deal in personal or customer information with any third party other than our regulators and service providers who assist us in providing the information and/or services we are providing to you. To the extent that we do share your personal information with a service provider, we would only do so if that party has agreed to comply with our privacy standards as described in this privacy policy. We may however use in a general sense, without any reference to your name, your information to create marketing statistics, identify user demands and to assist it in meeting customer needs generally. In addition, we may use the information that you provide to improve our website and services but not for any other use. We use Google and/or other third-party service providers to serve ads on our behalf across the Internet and sometimes on this website. They may collect anonymous information about your visits to our website (not including your name, address, email address or telephone number), and your interaction with our products and services. They may also use information about your visits to this and other websites to target more relevant advertisements for goods and services that may be of interest to you.
Disclosure of Your Personal Information

Personal information is only supplied to a third party supplier when it is required for delivery of goods or services which you have purchased, or for the purposes of audit, liaison with and reporting to regulators. We may from time to time need to disclose certain information, which may include your personal information, to comply with a legal requirement, such as a law, regulation, court order, subpoena, or warrant in the course of a legal proceeding or in response to a law enforcement agency request. Express Online Training may also use your personal information to protect the copyright, trademarks, legal rights, property or safety of Express Online Training, its customers or third parties. If there is a change of control in one of our businesses (whether by merger, sale, or otherwise), or a sale or transfer of its assets, customer information, which may include your personal details, could be disclosed to a potential purchaser under an agreement to maintain confidentiality, or could be sold or transferred as part of that transaction. We would only disclose your information in good faith and where required by any of the above circumstances.

Collection of Non-Personal Information

Any non-personal information, communications and material you send to this site or to us by email, or which we obtain from third parties without promises of confidentiality, may be kept, used and disclosed by us on a non-confidential basis. We are free to use and reproduce any such information freely, and for any purpose whatsoever. Specifically, we will be free to use any ideas, concepts, know-how or techniques contained in such information for any purpose, including developing, manufacturing or marketing products. You agree that any information you send to this site must be truthful, not violate the rights of others and be legal for us to possess and use.

Links to Other Websites

This website contains links to other sites. These links are meant for your convenience only. Links to third party websites do not constitute sponsorship or endorsement or approval of these websites. Please be aware that Express Online Training is not responsible for the privacy practices of such other websites. We encourage our users to be aware, when they leave our website, to read the privacy statements of each and every website that collects personally identifiable information. This privacy statement applies solely to information collected by this website.

Changes to Privacy Policy

To ensure our privacy policy remains current, this policy is subject to change. We may modify this policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on this site. Please return periodically to review our privacy policy.
Records Maintenance (v1.5)
Express Online Training will maintain effective, accurate, relevant records and reporting systems. Records maintenance is the responsibility of the Training & Operations Manager.

Express Online Training will abide by the Privacy Act 1988 including the Australian Privacy Principles, and the Privacy Regulations 2014. Student information is not disclosed to anyone outside Express Online Training without the student’s consent. Student records are confidential and available to the student only on request.

Express Online Training keeps all records of students’ results for 30 years in electronic format.

Training Records
These are kept for at least 5 years from the date of course completion and may include but are not limited to:

- Student enrolment details, fees and invoices
- Records detailing date and time of training together with trainer/assessor details
- Records of assessments
- Transcripts of students’ outcomes (kept for 30 years)
- Statements of Attainment (kept for 30 years)

Most information is automatically gathered and stored when the student enters their details and participates in their study online. Administration Staff are responsible for maintaining and filing other information and documents. This information is entered into a student management system which is AVETMISS compliant software.

RTO Closure
If EOT ceases to operate, it will, within 14 days of ceasing, forward all student results, including student records (name, address and any identifier, such as date of birth) to the relevant Government authority. The documentation is to be a complete, accurate and ordered copy of all student results/details since initial registration. The records must be in the form of an electronic copy or hard copy, and include software details if appropriate. Details of statements of attainment issued to students, and a list of the competencies achieved for each student, must be included.

Staff Records
Express Online Training reserves the right to verify qualifications presented by prospective staff by checking with the issuing body and/or contacting referees nominated by the applicant. Individual staff files are maintained. These contain records and/or copies of:

- Contact details
- Verified qualifications and résumé
- Record of discussions in process of verifying qualification (where relevant)
- Signed employment contract and induction checklist
- Declaration of having read, understood and agreeing to abide by the Policies and Procedures of Express Online Training
- Records of performance appraisal
- Evidence of participation in professional development opportunities

Staff files are confidential and may only be accessed by the individual staff member, the Director, and Training & Operations Manager.
Storage of files and Records
- All documents are securely stored and scanned
- Student records are entered into the student database accurately and efficiently by the Administration Staff on to the student database management system.
- The database is mirrored live to another secure database and backups are downloaded daily to a local computer.
- Records are permanently stored in a secured MYSQL database on a secure remote server set up with multiple Raid 1 mirrored drive pairs to minimise data corruption.
- Records of student results are kept for thirty years and will be transferred as advised by ASQA if Express Online Training ceases to operate as an RTO.

Archiving Files
- Hard copy files are archived chronologically for a period of 5 years.
- After 5 years they are destroyed by shredding and disposed of in an appropriate manner.

Records Retained for Audit
The following records shall be kept and maintained for each registration period and are subject to audit by ASQA:
- Policies and procedures
- Training and assessment strategies
- Assessment policies, tools and records
- All RPL records
- Complaints and Appeals and their outcomes
- Evidence of continuous improvement
- Samples of completed assessments
- Evidence of staff internal professional development and assessment validation
- Evidence of student enrolment and certification as per contractual and prescribed requirements
- Records of Professional Development

Reporting
Express Online Training maintains processes to meet the reporting requirements stated in any of its license agreements, accreditation conditions or with any relevant legislation.
Student Access to Training Records (v1.0)

Students can access their training records at any time by logging into their account on our website. Information available here includes:

- The student’s personal details
- A list of courses the student has completed
- A link to download any related invoices, certificates or other documents
- A list of courses the student has started
- The student’s progress in any current courses
- A link to resume the course
- The status of any forms or identification which have been submitted