

# Learner Playbook



## Hello & Welcome!

Hello Learner!

It is with great pleasure we welcome you to the STUFFit Student Film Festival 24Crew learning experience.

We are thrilled that you are now a member of the STUFFit 24Crew, a group of young people working together to deliver the 13th annual STUFFit Student Film Festival.

We have a big year ahead. Planning and running the festival itself and engagement and attachments to other local festivals and events will be thrilling and we hope you enjoy every minute. You will meet people in the events and screen industries, you'll have opportunities to view other workspaces and you can bring all your creative thinking to the delivery of our international film festival.

STUFFit Student Enterprises will make all attempts to provide its learning environment and assessment opportunity services in a spirit of cooperation, mutual respect and long term sustainability.

To help you understand the way our organisation works and to help you get the most from your STUFFit experience and gather your assessment evidence for recognition of prior learning, we are providing this Playbook. This booklet helps to address questions you have about your experience working with us.

As you are enrolling in a recognition of prior learning process to gain a qualification, please take the time to read this guide end to end.

If after you read through this you still have a few questions, please feel free to ask our friendly team. Any changes affecting your studies or learning environment will be emailed to all currently enrolled learners/clients. Please ensure you keep STUFFit Student Enterprises informed of any changes to your email address. This can be done by completing the Change of Address Notification Form which you'll find on our website under Forms.

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

We trust that your time with STUFFit Student Film festival is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

Warmest welcome to you.

Robyn Cook

Chief Executive Officer/Founder

## About STUFFit Student Enterprises

STUFFit Student Enterprises is a social enterprise education business based in the Nambour region and delivering creative, engaging educational opportunities for people aged 12 to 19.

In 2024 STUFFit is collaborating with Learning Coast RTO45570 to offer students the opportunity to qualify their experience using RPL for a Certificate III in Events (SIT30522).

A social enterprise is a business which devotes 50% of profit to the mission of the business, which, in the case of STUFFit is to support the creative education of young people.

Robyn Cook is the CEO and Founder and is a resident of Palmwoods since 2001.



# Learner Playbook

For recognition of prior (RPL) purposes,  
a Learner may also be known as a 'Client' of STUFFit Student Enterprises.

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# Introduction

A successful business is one that has effective policies, procedures, processes and guidelines for operation. To lead by example please find below a summary of our business policies, procedures and forms that may assist you during your journey learning with us. To support the inclusions in this guide, hyperlinks have been provided in this document to the latest versions of our learner/client policies. Simply click on the links and you will be taken to the latest version of each policy.

## Accidents

All accidents must be recorded on the [Incident Report Form](#), which must be signed by the Chief Executive Officer or their nominated representative. Any action taken must be recorded. Follow-up will be completed the following day to ensure the learner/client's well-being.

## Change of enrolment details

It is your responsibility to notify us of any change of name, address or employment, which occurs during the term of your studies with us.

Please use the [Change of Address Notification](#) to do this.

At the conclusion of your Program, STUFFit Student Enterprises will send a Certificate/Statement of Attainment to the most recent address recorded in the records management system. It is, therefore, imperative that you keep us informed of any changes to your personal details.

**Complaints** Please use the [Complaint form](#)

## Course Withdrawals

If a learner/client desires to withdraw from a qualification or its units of competency prior to completion of the normal expected assessment period offered by us, notice must be given in writing, using STUFFit Student Enterprises course [Withdrawal Form](#).

As a general rule, no refund will be payable after the course has commenced, however, exceptions will be considered on a case-by-case basis. See [Refund policy](#).

The learner/client will be issued with a nationally recognised Statement of Attainment for any units in which the learner/client has been assessed as competent as recognition of completion of those units of study.

## Induction and Code of Conduct

On or prior to the first day all new learners/clients are requested to read through this booklet which is our formal induction into our code of conduct. For learners/clients attending a campus for the first time a verbal induction will also be issued covering the following information:

- Floor Plan Orientation (toilets, fire exits, kitchen, Legislation folder etc.)
- Overview of the Evacuation procedure conducted

## Plagiarism and Cheating

Collusion, plagiarism or cheating in RPL evidence such as within competency conversations or observations will not be tolerated.

Assessors will advise all learners/clients of the many different ways to avoid plagiarism. Clients who are proven to be involved in such activities will not be permitted to continue their course. Plagiarism and Cheating fall under the category of Academic Misconduct.



## Academic Misconduct

If it has been determined that dishonest behaviour has occurred, STUFFit Student Enterprises's CEO will notify you by email. With the email will include the steps that will be taken on dealing with the behaviour.

### **Dishonest behaviour includes:**

- Deliberate copying or attempting to copy the work of other learners/clients.
- Using or attempting to use information is prohibited from use in that sort of assessment.
- Submitting the work of another learner/client as their own work.
- Plagiarism (i.e. taking and using as their own, the thoughts and writings of another with the intent to claim the work as their own)
- Consulting with peers throughout formal assessments.

Two verbal warnings will be given before cancelling the assessment marking assessment NYC. Client/Learners involved in any of the above will be set for a new assessment and will be counselled by the Chief Executive Officer.

Further occurrence of academic misconduct will be recorded on the learner/client's file and suspension/ dismissal will be at the discretion of the Chief Executive Officer.

## Discipline

STUFFit Student Enterprises will make all attempts to provide it's assessment services in a spirit of cooperation and mutual respect. There are times however when disciplinary action must be taken to ensure the safety and well-being of all learners/clients and staff.

Examples of when disciplinary action may be required to be taken include when a learner/client:

- brings onto, or consumes on the premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner)
- brings onto or consumes on the premises any alcohol
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol
- damages or removes any property or resource belonging to STUFFit Student Enterprises or any assessment venue hired by STUFFit Student Enterprises assaults (physically or verbally) any person or persons on the premises or any assessment venue hired by STUFFit Student Enterprises
- fails to comply with any instructions given by a member of the staff relating to the safety of any person or persons on the premises
- exhibits any form of conduct whilst on the premises that are considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present
- enters any part of STUFFit Student Enterprises premises or any other place to which learner/clients have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave said premises

When disciplinary action is taken, the Chief Executive Officer will notify the learner/client of the reason for the action:

- A verbal warning will be given to the learner/client and documented on the individual's file
- Where the behaviour continues after the verbal warning, the Chief Executive Officer will counsel the learner/client and a written warning will be provided to the learner/client. A copy of this warning will be noted and kept on the individual's file
- In the event that the behaviour continues beyond the written warning, the learner/client will be removed from the RPL program. Notification of removal will be made in writing and a noted copy will be placed on the learner/client's individual file

If a learner/client wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow the STUFFit Student Enterprises complaints procedure see appendix.



STUFFit Student Enterprises expects that staff will maintain a professional and ethical working relationship with all other staff, management and learner/clients. Any breach of our disciplinary standards will be discussed with the Trainer and the Chief Executive Officer and the appropriate action will be taken.

## Dress Code

Dress requirements for those attending a campus are neat casual attire.

Please note that for health and safety reasons, only closed shoes are permitted in our campus.

## Behaviour on Campus

Every learner/client is expected to reflect the ideals and code of behaviour of STUFFit Student Enterprises in their dealings with fellow learner/clients, members of staff and the general public. Client/Learners are expected to adhere to the rules and to cooperate in the effective running of STUFFit Student Enterprises.

STUFFit Student Enterprises strives to achieve the following “basic principles” of interpersonal behaviour:

- to be focused on the situation, issue or behaviour, not on the person
- to assist in maintaining the self-confidence and self-esteem of others
- to maintain constructive relationships with all staff and fellow learner/clients
- to take the initiative to assist in making things better
- to always lead by example
- to always respect the property of STUFFit Student Enterprises, staff and fellow learner/clients
- to refrain from using inappropriate language with the understanding that to do so will not be tolerated
- to always turn off Mobile phones during meetings
- to refrain from consuming food or drinks in non-designated areas at STUFFit Student Enterprises encourage the use of water bottles in meeting rooms

Every staff member and learner/client should hold every other staff member and fellow learner/client responsible for living up to these principles at all times.

## First Aid

In the event of a learner/client requiring First Aid, a trainer or staff member will administer First Aid and the learner/client must complete the [Incident Report Form](#). Should medication be required, learners/clients will be referred to a medical assistant and if necessary will be accompanied by a staff member. In the case of an emergency, staff will call an ambulance and stay with the learner/client until it arrives.

## Smoking

STUFFit Student Enterprises premises (including meeting rooms, toilets, and general office areas) are smoke-free zones. If learners/clients wish to smoke, they should do so outside the buildings in designated smoking areas.

## Theft

As the premises of STUFFit Student Enterprises are open to the public, learners/clients are advised not to leave their valuables unsupervised. STUFFit Student Enterprises cannot be held responsible for anything which may be stolen from its premises.



## The VET Quality Framework

The course in which you are enrolled may result in your achieving a nationally accredited qualification. If you complete all requirements of the course you may be awarded a Certificate. If you exit prior to completing all requirements, you may be awarded a Statement of Attainment for units successfully completed and all other relevant requirements are met prior to exiting.

The course requirements are outlined in the VET Quality Framework and the Australian Qualification Framework (AQF). Australian Skills Quality Authority (ASQA) audits Learning Coach RTO 45570 to ensure compliance against these frameworks.

## Qualifying your STUFFit 24Crew experience

Through a collaboration with Learning Coach RTO 45570, STUFFit Student Enterprises can put forward those learner/clients who wish to achieve a Certificate III in Events (SIT30522). Through this collaboration, STUFFit Student Enterprises will ensure all learner/clients are engaged in learning which meets AQF Standards. Learner/clients will have multiple and diverse ways to develop the skills, meet the competencies and gather the evidence of their experience required for assessment.

## Assessment

STUFFit Student Enterprises collaborates with Learning Coach RTO45570.

All enquiries directly related to the Certificate III in Events (SIT30522) including but not limited to Training and Assessment should be directed to Learning Coach [www.learningcoach.com.au](http://www.learningcoach.com.au)

## Learner's Rights

STUFFit Student Enterprises recognises that learner/clients have the right to:

- Expect STUFFit to provide resources of a high quality that recognises and appreciated their individual learning styles and needs.
- Expect STUFFit to provide assessments of a high quality that recognises and appreciate their individual learning styles and needs.
- Have access to all STUFFit services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for assessment.
- Be advised of the learning outcomes and prescribed assessment tasks for the assessment program of their choice prior to its commencement.
- Appeal for a review of the results of an assessment.
- Expect to achieve the published learning outcomes from their assessment program, if they, in turn, devote the necessary time and diligence to it.
- Learn from appropriately qualified, competent and diligent Trainers who observe their responsibility to address learners/clients' learning needs, assist them in achieving the course outcomes, and assess their learners/clients' work fairly.
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination.
- Be treated with dignity and fairness.
- Expect that STUFFit will be ethical and open in their dealings, their communications and their advertising.
- Expect that STUFFit will observe their duty of care to them.
- Efficient handling of administrative matters and in the processing of fees, concessions, refunds etc.
- Privacy and confidentiality, and secure storage of learner/client records in accordance with the organisation's policies to the extent permitted by law.



## Learner's Responsibilities

- Understanding and accepting the enrolment conditions for the courses they undertake.
- Providing accurate information about themselves at time of enrolment, and to advise STUFFit of any changes to their address or phone numbers within 7 days.
- Paying of all fees and charges associated with their learning program.
- Recognising the rights of staff and other learner/clients to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them.
- Regular and punctual attendance.
- Ensuring they attend meetings sober and drug-free, and smoke only in open areas away from other people.
- The security of their personal possessions while attending a course.
- Promptly report all incidents of harassment or injury to the STUFFit administration office.
- Respecting STUFFit property and observing policy guidelines and instructions for the use of equipment.
- Seeking clarification of their rights and responsibilities when in doubt.
- Abstaining from bullying, harassing, and any other unlawful activity or behaviour whilst on STUFFit's place of work or engaged in a STUFFit controlled or sponsored activity.
- Abstaining from acts of self-harm.

## STUFFit Responsibilities

- The quality of the experience conducted by any person engaged by us, ensuring their sound industry-relevant skills, their experience in a particular specialist field, their understanding of current workplace conventions and their Working with Children status.
- Provide a learning environment which addresses the needs of the learner/client, including safety and accessibility.
- Enabling the learner/client to meet AQF certification documentation and submit for assessment to Learning Coach RTO 45570.
- Managing learner/client data in a responsible manner.
- Maintaining records.

## Sustainability

STUFFit Student Enterprises is committed to ensuring that our actions and philosophies are environmentally sound, economically viable and socially equitable.

## Learner/client Records

STUFFit Student Enterprises has in place a policy and procedure for the collection, storage and protection of all the assessment records of individual learners/clients, to meet assessment activity requirements.

Each individual learner/client is assigned a personal file for the storage of assessment records.

Learner/client assessment documentation is stored in accordance with all relevant Privacy legislation, in a secure manner (individual files in locked cabinets; electronic files with access by password only).

## Statement of Authorship

All assessment evidence submitted to a RPL program, are expected to be the learner/client's own work. Learner/clients should always take great care to distinguish their own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material but also information and opinions gained directly from other people.

As mentioned above, all information taken from other sources must be clearly referenced and authorship acknowledged.

Any learner/client who, for whatever reason, submits work that is not their own or fails to acknowledge sources, will be contacted by the CEO with a mitigation process.

## Refunds

For information on refunds please see our [refund policy](#).

## (LLND) Language, Literacy, Numeracy and Digital

STUFFit Student Enterprises aims at all times to provide a positive and rewarding learning experience for all of its learners/clients. The enrolment form requests provision of information regarding each learner/client's LLND requirements or any other special learning needs.

STUFFit Student Enterprises will offer to any learner/client at enrolment a reading and comprehension exercise to ascertain suitability for enrolment into a course.

Where language, literacy and numeracy competency is essential for learner/clients, STUFFit Student Enterprises will make every effort to ensure that each participant is adequately supported to enable them to complete their training and or assessment.

Some examples of the type of support that STUFFit Student Enterprises can offer include:

### Literacy

- Providing learner/clients only essential writing tasks
- Provision of handouts in an audio format via either our online platform, USB or email
- Consideration of the use of group exercises so that the responsibility for writing rests with more than one person
- Provision of examples and models of completed tasks
- Ensure that documents and forms are written and formatted in plain English
- Use of clear headings, highlighted certain keywords or phrases and provided explanations of all technical terms used
- Assessments can be conducted using the interview technique where required

### Language

- Present information in small chunks
- Speak clearly, concisely and not too quickly
- Give clear instructions in a logical sequence
- Give lots of practical examples
- Encourage learner/clients to ask questions
- Ask all questions to ensure learners/clients understand

### Numeracy

- Ask learner/clients to identify in words, what the exact problem is and how they might solve it
- Show learner/clients how to do the calculations through step by step instructions and through examples of completed calculations
- Help learner/clients to work out what maths/calculations/measurements are required to complete the task
- Encourage the use of calculators (if applicable) and demonstrate how to use them.

## Access and Equity

STUFFit Student Enterprises is committed to providing opportunities to all people for advancement in training on an equitable basis.

All learners/clients have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.



Any issues or questions raised regarding access and equity can be directed to the Chief Executive Officer.

**Some examples of support offered include:**

- Language and Literacy support of learner/clients who have difficulty with written or spoken English
- Numeracy support
- Modification of learning and assessment tasks to accommodate the unique cultural or personal needs of learner/clients
- We can also support you with a range of referrals to specialist LLN support services, please let your assessor know if you would like a list of our preferred providers.

**Relevant legislation:**

- Disability Discrimination Act 1992
- Disability Act 2006
- Charter of Human Rights & Responsibilities Act 2006
- Disability Standards for Education 2005
- Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Privacy Act 1988
- Workplace Relations Act 1996
- Information Privacy Act 2000
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Protected Disclosure Act 2012

**Alcohol and Other Drugs (AOD)**

Do you have any questions about alcohol and other drugs (effects, risks)?

Are you concerned about your own alcohol or other drug use, or about the drug use of someone you care about?

Do you need to know the rules about alcohol and other drug use at STUFFit Student Enterprises?

STUFFit Student Enterprises will put you in touch with services aimed to assist in dealing with this issue. We recognise that many factors can contribute to alcohol and other drug use, and seek to respond to these with health promotion and early intervention approaches.

Alcohol and other drug use while undertaking STUFFit Student Enterprises activities is not permitted.

Relevant legislation:

Liquor Licensing Act 1997

**Harassment and Discrimination**

At all times STUFFit Student Enterprises will provide an environment that is free from all forms of harassment and discrimination (including victimisation and bullying).

Everyone, regardless of whether they are a learner/client, trainer, administration or support staff, is entitled to expect the following rights:

- The right to learn, teach or carry out their duties
- The right to be treated with respect and treated fairly
- The right to be safe in the workplace emotionally and physically
- The right to have all reports of harassment and discrimination treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated



- The right to inform STUFFit Student Enterprises management of any harassment or discrimination. Management has the responsibility to take immediate and appropriate action to address the issue
- The right to confidentiality and discretion when initiating or becoming involved with a complaint or appeal
- The right to the assurance that whenever possible, all complaints will be resolved by a process of discussion, cooperation and conciliation
- Both the person making the complaint, and the person against whom the complaint has been made, has the right to receive information, support and assistance in resolving the issue

**Client/Learners have the responsibility to:**

- allow others to learn
- keep STUFFit Student Enterprises premises safe by not threatening, bullying or hurting others in any way
- keep the meeting room safe by obeying instructions
- keep STUFFit Student Enterprises premises safe by not bringing illegal substances or weapons onto our premises
- refrain from stealing, damaging, or destroying the belongings of others

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comments and advice (including feedback) given appropriately by management or trainers.

Staff and learners/clients should not make any frivolous or malicious complaints. All staff and learners/clients are expected to participate in the complaint resolution process in good faith.

**Relevant legislation:**

- Disability Discrimination Act 1992
- Disability Act 2006
- Charter of Human Rights & Responsibilities Act 2006
- Disability Standards for Education 2005
- Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Workplace Relations Act 1996
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Protected Disclosure Act 2012

## Privacy

STUFFit Student Enterprises operates in compliance with current privacy legislation. We will ensure that all required procedures are followed to ensure your rights to privacy.

Any information gathered will only be utilised for the purposes of delivery of training and assessment services and the documentation compliance requirements according to the National Vocational Education and Training Regulator Act 2011.

STUFFit Student Enterprises is committed to maintaining and safeguarding the confidentiality and privacy of all of STUFFit Student Enterprises individual learner/client’s information. STUFFit Student Enterprises has documented and implemented procedures to assure the integrity, accuracy and currency of all learner/client records.

Hard copy learner/client records are stored in secure premises requiring key access.

Electronic records are backed up weekly to a backup system and are protected from unauthorised access by password controls and external backup.

Further protection of the electronic data and its computer systems is provided by the antivirus software systems which automatically update their virus definition files on a needs basis.



Computer system protection is provided by the firewall software which monitors and protects STUFFit Student Enterprises computer systems from unauthorised access from the internet.

Client/Learner results are archived for a period of not less than 30 years. Training records other than learner/client results will be collected and stored for a period of seven years unless otherwise required.

Relevant legislation:

Privacy Act 2014

## **Client/Learner Support, Welfare and Guidance**

STUFFit Student Enterprises wishes to ensure that all learners/clients are supported in their studies to the fullest extent possible, thus any learner/client who is experiencing any difficulties with their studies should see their Trainer or another member of STUFFit Student Enterprises staff. The staff member will ensure that the full resources of STUFFit Student Enterprises are made available to ensure that the learner/client achieves the required level of competency in all accredited courses.

Furthermore, learners/clients seeking advice on Welfare or Guidance on other matters may make an appointment at any time to speak with a Supportive STUFFit Student Enterprises representative to receive guidance on:

- managing time
- setting and achieving goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself
- Language, numeracy or literacy support

in order to successfully complete the relevant RPL program/s.

## **National Vocational Education and Training Regulator Act 2011**

Under this legislation, STUFFit Student Enterprises has an obligation to ensure the learning environment will:

- allow others to learn
- keep STUFFit Student Enterprises's premises safe by not threatening, bullying or hurting others in any way
- keep the meeting room safe by obeying instructions
- keep STUFFit Student Enterprises's premises safe by not bringing illegal substances or weapons onto our premises
- refrain from stealing, damaging, or destroying the belongings of others

## **Client/Learners with special needs**

If you have any special learning difficulties or needs, please alert us either your dedicated assessor to these as we can make arrangements to provide you with support. You may elect to complete a special self-test to highlight areas of difficulties with language, comprehension or numeracy which will help us decide how best we may assist you with your learning.

We are able to assist you by providing mentoring or adjusting assessments for your special needs. Where the issue is one where we feel we are not able to provide you with the specialist help you require, we will refer you to people who can help you.

Help with Foundation Skills are integrated into course work and many assessment task help you develop:

- Reading and comprehension
- Communication with others, both orally and in writing
- Interacting with others
- Work planning and solving problems

## Victimisation, Bullying & Harassment

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised. Harassment or discrimination should not be confused with legitimate comments and advice (including feedback) given appropriately by management or Trainers. Staff and learners/clients should not make any frivolous or malicious complaints. All staff and learners/clients are expected to participate in the complaint resolution process in good faith.

## Work Health and Safety

The Work Health & Safety Legislation requires that the employer's duty of care is to provide a safe and healthy working environment for all employees, and the employee's duty of care is to take reasonable care for the health and safety of others in the workplace.

This includes the provision of:

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

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

- Maintain a safe, clean and efficient, working environment
- Store and dispose of waste according to health regulations
- All training rooms provided undergo a WHS check prior to learning being executed
- Check all equipment – especially electrical cords. If you are bringing cords onto the premises, they must be checked by your trainer to ensure the currency of the tag
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques maintained
- Ergonomic seating and desk guidelines provided by management, trainers and assessors

Relevant legislation

- Work Health & Safety Act 2011
- Consumer Protection
- The Australian Consumer Law sets out consumer rights that are called consumer guarantees. These among other things, include your rights to a refund if services promised are not provided. STUFFit Student Enterprises's refund policy outlines when a refund may be requested

## Definitions

**ASQA** – Australian Quality Skills Authority ASQA's functions include:

- Registering training providers as 'registered training organisations' (RTOs)
- Accrediting vocational education and training (VET) courses ensuring that organisations comply with the conditions and standards for registration, including by carrying out compliance audits

**Bullying** – unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone’s work or their ability to do their job by not providing them with vital information and resources.

**Meeting rooms** – rooms either owned or hired by STUFFit Student Enterprises for assessment purposes

**Confidentiality** - information kept in trust and divulged only to those who need to know.

**Discrimination** - treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

**Harassment** - any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

**Personnel** - all employees either full-time, part-time or contract of STUFFit Student Enterprises

**Racial Harassment** – any occurrence of a person being threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

**Sexual Harassment** - any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person’s private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

**Victimisation** - any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

**Assessment Records** - all types of documentation and information relating to assessment activities including but not limited to:

- commencement and completion dates for individuals of all competency units
- individual learner/client assessment information for each unit of competency
- information on awards issued (award, date, certificate number),
- individual learner/client participation data (assignments/assessments where practicable, attendance)
- documentation/records of complaints, appeals
- recognition (RPL/RCC) process documents (application and results)

## Forms

[Incident Report Form](#)

[New Student Enrolment Form](#)

[Film Photo Consent Form](#)

[Change of Address Form](#)

[Complaints Form](#)

[Withdrawal Form](#)

[Feedback Form](#)

[Refund Policy](#)

