

Education In Building

STUDENT INFORMATION HANDBOOK





Education In Building

Home Energy Efficiency & Sustainability Training

Responsible entity:

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1. ABOUT THE COURSE

EDUCATION IN BUILDING (EIB) is a Nationally Registered Training Organisation (RTO No 32418), fully Australian owned and operated by Paul Kearney & Associates Pty Ltd offering Nationally Recognised Qualifications to students throughout Australia

For over 14 years now, EIB has specialised in providing Training & Assessments in the nationally accredited qualification

❖ **CPP41119 Certificate IV in Home Energy Efficiency and Sustainability**

We recognise that most participants who wish to gain this formal qualification have lots of life skills and experience in their current field of work, which is why we offer Recognition of Prior Learning (RPL), Credit Transfer, or combinations of Self-paced online, Video Tutorial, Training and Assessment to transition to this qualification.



2. TRAINING OPTIONS

This qualification can be obtained by either;

- **Training - self paced (100% online) including software training**
- **Recognition of Prior Learning (RPL) / Skill Assessment**
- **A combination of Training and Recognition of Prior Learning**

3. WE WILL RECOGNISE YOUR CURRENT SKILLS

For EIB to calculate the most economical fee for you to achieve this qualification, we need to determine the amount of recognition you can be granted, any credits you are eligible for, and any training that you may need to undertake.

You may simply be able to achieve this qualification by way of Recognition of Prior Learning (RPL) and undertaking a skills assessment.

Recognition of Prior Learning (RPL) is not an exemption for any part of the course.

For RPL we recognise that you already have skills and experience and we don't expect you to repeat learning that you have already attained through work/life experience or prior study.

To have skills formally recognised by the NatHERS Assessor Accrediting Organisations (HERA, ABSA or Design Matters), we must make sure you have the skills and knowledge to meet the standards set. This means you must be involved in a careful and comprehensive process that covers the content of all units you can be recognised for.

- [House Energy Rater Association \(HERA\)](#)
- [Australian Building Sustainability Association \(ABSA\)](#)
- [Design Matters](#)



4. YOUR INDIVIDUAL QUOTE

We provide each of our students an individual quote.

For EIB to provide you with a quote you need to let us know about your skills and experience. These details can be written on the quote form or you can add attachments to the quote form if you wish.

It is important you provide as much information of your previous experience as available. Information that may include but is not limited to:

- brief CV or work history
- a list of any
 - Licenses/certificates/results of training assessment
 - results/statement of attendance/ certificates – in house courses, workshops, seminars, symposiums
 - membership of relevant professional associations
 - references/letters from previous employers/supervisors
- any other documentation you feel will help us in recognising your work/life experiences

You will also be eligible for a credit transfer if you have completed **identical** units of competency at another Registered Training Organisation and can provide a statement of attainment for these units.

5. YOUR TRAINING

The EIB training program is self-paced study On-Line. The materials will direct you to undertake your own research into key concepts, information, requirements, methods and skills, and will provide starting points for this research where useful and practical.

The materials contain research activities to allow you to consider and apply key concepts, information, and requirements and to practice important methods and skills. Where appropriate, these activities direct you to investigate or make use of information and resources that are available at your workplace or general environment.

The resources contain content of relevance to assessors in all States and Territories and summarises the key differences between the different jurisdictions, but not describe or list every difference in detail. You are expected to research the requirements within the jurisdictions within which you typically work.

NatHERS is a national scheme, which is implemented and regulated slightly differently across the different States and Territories. Energy efficiency standards and NatHERS assessment requirements can also be subject to rapid change. The information in this guide was correct at the time of its production but does not cover all the differences in requirements that might exist around the country and may not have been updated to reflect recent changes.



As a NatHERS accredited assessor, you are responsible for ensuring that you can locate, understand and apply the specific requirements that apply to any particular NatHERS assessment, including:

- All national requirements mandated by the NatHERS National Administrator, such as the accredited software tools that can be used, the minimum information that must be included in an assessment and requirements for consistent data entry.
- The specific requirements of the particular State or Territory, which can include the energy efficiency standards that apply to different types of housing, and the requirements for training, registration, accreditation or licensing of NatHERS assessors, as well as the requirements of a range of supporting legislation.
- Additional requirements imposed by local government authorities (such as local councils). Education In Building offer the following units for you to obtain your formal qualification by way of On-Line Self-paced Learning.

6. ENROLMENT

Enrolments can be made at any time of the year with an immediate start.

Enrolment in this course is for 12months from commencement. Should you not be complete by this time you will need to request in writing an extension of time.

There is an activity function built into the online portal whereby, should you not carryout any study for a period greater than three months you will be locked out of the system and be required to email EIB requesting access.

7. FEES & CHARGES

At Education In Building we believe that formal training should be affordable. As such, we offer the lowest prices guaranteed. This qualification is GST exempt. The payment of all fees and charges is receipted and dated at the time of payment.

Where additional resources are required, (reference material, research documents, own computer for example) you will be clearly advised of exactly what is required for the qualification you apply for.

8. PAYMENT PLANS

Education In Building does not expect you to make full payment up front, that is why we offer monthly payment plans that make it easier for you to pay for the course as you study over a period of time.

Payment plan options are available.



9. TIME FRAME

For this course, EIB offer a twelve month enrolment period.

In some cases, gap training/tutoring may be required to complete the full qualification.

10. CREDIT TRANSFER

You will be eligible for credit if you have completed similar units of competency at another Registered Training Organisation and can provide a statement of attainment for these units.

11. PREREQUISITES

To undertake the CPP41119 Certificate IV in Home Energy efficiency and Sustainability the entry requirements are to:

- Have the ability to effectively read and extract information from plans, drawings and specifications for residential buildings
- Have an understanding of the National Construction Code
- Manage own work, professional development and ethical behaviour in a satisfactory manner.
- Be able to use a personal computer, including basic word processing, spreadsheet, and email programs and internet search engines.
- Have a demonstrated capacity in literacy and numeracy
- Have demonstrated interpersonal communication skills

12. COMMUNICATION DURING THE COURSE

This course has been developed as a fully autonomous online course. That way you can study at any time day or night, weekends even public holidays.

If you are studying outside normal working hours there may be times that you will want to ask questions and we will not be available, therefore the best way to ask questions of us is via email. Send any questions you have by email, and we will reply to you the next working day.

Our facilitators use pre-recorded lessons to guide you through. It can be completed using all the material provided without the need for face-to-face instruction from a Trainer.

We understand that On-line training may be difficult at times, if you have any concerns or questions regarding the material provided please feel free to reach out to us via email.



Education In Building offer the following units for you to obtain your formal qualification by way of On-Line Self-paced Learning.

Unit Code	Unit Description
CPPCMN4008	Read plans, drawings and specifications for residential buildings
CPCCBC4014	Prepare simple building sketches and drawings
CPPHES4002	Advise clients on thermal performance of residential buildings
CPPHES4004	Conduct thermal performance assessment of residential buildings
CPPHES4003	Operate and maintain computer system to support thermal performance assessments
CPPHES4001	Research and assess impact of building elements on thermal performance of residential buildings
CPPHES4005	Assess household energy use and efficiency improvements
CPPHES4006	Assess household water use and efficiency improvements
CPPHES4007	Assess thermal performance of existing residential buildings
BSBRISK401A	Identify risk and apply risk management processes
CPPCOM4002	Implement safe work practices in the property industry
CPPCOM4001	Manage own work, professional development and ethical behaviour
CPPCMN3004	Respond to enquiries and complaints
CPPHES5001	Conduct thermal performance assessment of complex residential buildings
CPCHE4009	Promote the adoption of home sustainability practices

Note; CPPHES4003, CPPHES4004 & CPPHES5001 are the units involving software training which is included with your course.

Whole of Home training is also included in this course.



13. RECOGNITION OF PRIOR LEARNING (RPL)

We will recognise your current skills through recognition of prior learning (RPL), where possible.

RPL assessment enables you to forego the training component and move directly to having your skills assessed, thus avoiding the need for unnecessary training that brings with it additional costs, including time and effort.

Recognition describes the way we evaluate your current skills and previous study to see if they relate to the standard expected in the workplace.

Our RPL skills assessment service doesn't expect you to repeat learning that you have attained through work/life experience or prior study if it covers the same content. We offer the RPL assessment process to ensure that you may only have to do gap training in the areas you haven't done before. This can save you time and money!

To satisfy all of the required competencies you must complete written challenge questions, skills assessment and scenarios which are provided to you On-Line.

RPL evidence method:

At Education In Building we believe the most structured way for you to provide the evidence required for each of the units you have been granted RPL for, is to complete the tasks or answer the questions that have been designed to meet the competency standards for that unit.

The RPL modules are for gathering evidence of your skills and knowledge. You are assessed on the basis of what you get correct. Should you get any questions wrong we will make a determination on if we request any further evidence from you to cover the topic you have not answered correctly. If you wish you can review your answers to see if you have answered any incorrectly.

Competency is granted if you are able to verify that you have achieved the elements of competency standards being assessed. For example, you may have completed some or all units of competence in another course or gained experience in a job.

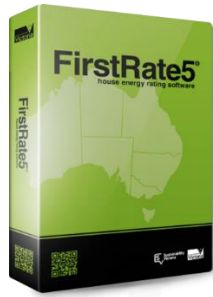
14. SOFTWARE TRAINING

Our quotes includes Energy Rating Software training which is delivered by way of On-Line pre-recorded tutorials using the EIB Learning Management System and authored by our highly skilled and qualified trainers. During the tutorials, students submit their work progressively for our trainers to assess and provide feedback ensuring that they are on the right track.



15. NATHERS SOFTWARE

As a course requirement, you must complete Building Thermal Performance assessments using NatHERS accredited software in either FirstRate5 or HERO



EIB is an Australian Registered Training provider offering training in any your choice of one of the latest versions of software tools accredited by the NatHERS administrator Firstrate5 and HERO in the course. We will help you decide which is the most suitable software that will suit your needs. Other providers of this course may not include software training when offering you a price or do not include software training at all.

You will also need to have access to The National Construction Code of Australia (NCC, BCA) if you do not already have it.

NOTE: Education In Building does not grant Recognition of Prior Learning (RPL) for any prior experience in the use of software.

16. EQUIPMENT

Note – It is a requirement of this course to run the software programs on PC with windows.

FirstRate5 does not run using Apple Mac computer systems.

Require

- Windows 10 or 11 (64bit)
- Java 11.x.x (64bit)
- 8 GB RAM or greater recommended
- 200MB disk space
- 19520 x 1010 resolution with default scaling
- 2GHz or faster processor

It is recommended when undertaking this training you have two display monitors.



Education In Building operates under a sustainability principle whereby we do not require students to print out any documents within the course. In particular the plans and specifications required to carryout a Thermal Performance assessment.

17. TRAINING PLAN

This course has been designed to teach you in unit order. It is extremely important that you follow the units in order on the training plan we have provided you with. You are to complete the course in numerical order starting at Unit 1 through to Unit 20. This includes units that you may have been granted RPL for. 5 Points are deducted should you not follow the training plan provided to you.

NOTE: When completing the quiz questions, you will find that not all the questions relate to the material provided for that particular unit. You will come across questions that not only require reference from the unit you are doing but also reference from previous units you have already completed. This is done intentionally. We use this as a repeat method of learning.

You will also find the same or similar information on several occasions in various locations throughout the course. This information may be in the form of different scenarios or alternative wording. This is done intentionally. We use this as a repeat method of learning.

18. GRADES

The questionnaires in each unit have been developed specifically to assist students meet the required competencies in the specific field of meeting the regulatory requirements associated with Nationwide House Energy Rating Scheme (NatHERS) assessments. It involves identifying relevant regulatory requirements, complying with them when undertaking NatHERS assessments, and responding to incidents of non-compliance.

These units of competency support the work of Nationwide House Energy Rating Scheme (NatHERS) assessors engaged in assessing, and making recommendations for improving, the thermal performance of planned and existing residential buildings.

The evidence you provide may take a variety of forms and must be:

- Authentic (your own work)
- Valid (related to the competency)
- Reliable (show that you meet the competency in numerous opportunities over time)
- Current (show that your competence is current)
- Sufficient (covers the full range of elements in the unit)

When marking your trainer will be looking for these characters.



It is important that you take time with the questionnaire as you are graded on the results submitted. You can go to the questionnaire as many times as you wish. There is no time limit to the questionnaire and it is open book. All the answers are within the material you have been given or the research you need to carry out.

There is really no reason why you should not be able to answer every question correctly. That is why we have set the pass mark to be greater than 80%. When you are satisfied that you have correctly answered all the questions to the best of your ability you click on the submit button at the bottom of the questionnaire. Once you hit the submit button you do not have any further opportunity to attempt the questionnaire.

If your performance in any of the activities is deemed not satisfactory, the trainer/assessor will provide you with feedback regarding what was not satisfactory and why. Should additional support, assistance or training be required this is to be conducted prior to the next attempt demonstrating performance. Once you are ready the reassessment is to be scheduled and conducted.

You are permitted two (2) reassessment attempts if required. If you are unable to satisfactorily demonstrate the required tasks after two (2) reassessments, you are required to undertake further training and will be deemed not yet competent on the units until you are able to satisfactorily complete all required assessment tasks.

There is no time limit to the multiple-choice questionnaires, and they are open book. That is why we would expect your pass mark to be greater than 80%.

19. Assignments

During the course you are to carry out an assignment by undertaking a recorded demonstration of the tasks in real work conditions, with detail to confirm your ability to consistently identify and correctly interpret the essential underpinning knowledge required for practical application.

20. Software submissions

Software training is delivered by our certified and suitably qualified energy rating experts. These pre-recorded tutorials will guide you through the entire process of energy rating using the NatHERS software. Starting with how to download and understand the software through to completing an energy rating of a complex dwelling.

While viewing each tutorial you are required to work through your own energy rating on the same plan set. From your own energy rating, you are to answer the questions provided in the submission section

You will see your results instantly. You have the opportunity to re-attempt the submission simply by clicking on the "submission" button again then click on "Re-attempt quiz".



21. Final Assessment

The final assessment is your first real job and possibly the most important one you will have in your career. A failure here may see you deemed not yet competent in the course.

You are required to complete your own energy rating on the plan set as if it were a real job. This is your opportunity to put all the information you have learnt during this course into action. The purpose of this assignment is to ensure that once you become a NatHERS accredited assessor you will be able to successfully pass a Quality Assurance review that you may be subject to by your AAO.

Remember in the real world, 80% would not be a good result if you were modelling for a customer, and you don't get three goes at getting it right. It could cost your customer many thousands of dollars in un-necessary thermal enhancing material. You also need to be mindful of your Professional Indemnity insurance should your customer make a claim against you for not achieving the correct energy rating.

Should you not receive a satisfactory result you will be required to undertake further modelling tasks.

22. Your Award

Should you be awarded as 'successful' in all units you have been assessed against, EDUCATION IN BUILDING will forward to you a Nationally Recognised Certificate bearing the award of CPP41119 Certificate IV Home Energy Efficiency and Sustainability. A record of result describing the units you were assessed against within the training package will also accompany the award. This Certificate is recognised in all states and territories of Australia

When undertaking software training it is a requirement of your registration that you receive a Nationally Recognised Certificate issued by a Registered Training Organisation (RTO) such as Education In Building.

23. Copyright ©

The pre-recorded tutorials in this course have been developed by Education In Building under copyright © for the sole use of EIB students. Copying or downloading is not permitted. Each recording has been watermarked and has built in security whereby downloading is restricted. EIB is notified when downloading or copying has been attempted.

24. Proof of Identity

You are required to provide EIB with a copy of Photo Identification i.e. Passport or Driver's Licence.

EIB will not forward the final outcome of assessment documents until all projects, assignments and questions have been received and reviewed. Only then will the assessment be complete.



25. Our price promise

At Education In Building we believe that formal training should be affordable. This is why we offer a price promise on identical training. In the unlikely event, you receive a lower priced written quote on the same training we will beat it.

26. Assessor Accreditation

To practice as a NatHERS Accredited Assessor, you must maintain your accreditation with one of three NatHERS Assessor Accrediting Organisations

(AAOs) operating nationally.

To achieve this accreditation, you must receive your Certificate from a Registered Training Organisation.

27. Continuing Professional Development

Once a NatHERS house energy assessor becomes accredited, it is a requirement each year to renew their accreditation. This is achieved by completing Continuing Professional Development (CPD). Each year Thermal performance assessors are required to achieve 12 CPD Points.

We are committed to providing CPD programs specifically for Thermal Performance Assessors, focusing on continuous improvement and helping energy assessors stay up to date and continually build skills, knowledge, and expertise in the energy efficiency sector

28. Your Privacy

We respect the privacy of individuals. We understand that much of the information that you have provided to, or may be asked to provide, to EIB is personal information. As a general rule, personal information is not released by us to any other organisation (except in response to legal requirements) and information regarding an individual will not be disclosed to a third party without the individual's consent.

This information is normally collected for the purpose of processing your enrolment. We collect information through forms or internet registration. Please remember that any information that is disclosed in these areas becomes public information and you should exercise caution when deciding to disclose your personal information.

Any personal information that we collect is held with the strictest confidence. EIB uses and implements industry standards for the security and protection of information collected, and this information is securely stored, and access is restricted to authorised personnel only, ensuring your personal information is protected.



ABOUT EIB

EDUCATION IN BUILDING (EIB) is a Nationally Registered Training Organisation (Provider No 32418), which allows us to deliver nationally recognised qualifications and we are committed to high standards in the provision of vocational education training and assessment services. We strive to assist participants achieve the best possible outcome.

As a Registered Training Organisation (RTO) we must comply in accordance with the standards for Registered Training Organisations 2015. These standards are audited by ASQA to ensure all participants undertaking training and assessment can expect an efficient, effective and flexible service.

COURSE INFORMATION

Before finalising and accepting your enrolment, EIB wants to make sure that prospective students have been provided with enough information to make an informed decision about undertaking training with EIB.

Recruitment of students will be responsible and ethical at all times. EIB is committed to non-discrimination and complies with equal opportunity and anti-discrimination legislation.

EIB is committed to best practice and is continually seeking improvement in the development and delivery of programs. EIB program milestones and outcomes are compared against the National indicators to identify areas of competency and improvement.

ENTRY REQUIREMENTS

Students must be :

Over 18 years of age to undertake our courses on offer.

Be an Australian Citizen or a New Zealand Citizen or a permanent resident.

CODE OF PRACTICE

EIB operates within the Principles and Standards of the Australian Quality Framework. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.

QUALITY MANAGEMENT FOCUS

EIB has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from participants, staff and employers to ensure future programs continue to meet the needs of our participants.

MANAGEMENT AND ADMINISTRATION

EIB has policies and management strategies which ensure sound financial and administrative practices. Participant records are managed securely and confidentially and are available for participant perusal on request.

EXTERNAL REVIEW

EIB has agreed to participate in external monitoring and audit processes required by ASQA. This covers random quality audits, audit following complaint and audit for the purposes of re-registration.

CONTINUOUS IMPROVEMENT

Continuous improvement is an integral part of the standards. Continuous improvement processes refer to the continual enhancement of an RTO's performance so that the changing needs of clients and industry continue to be met. Continuous improvement does not relate to actions to achieve compliance as such actions are considered rectifications.

An effective quality system includes processes that encourage and achieve continuous improvement. For EIB this means developing a planned and ongoing process to systematically review and improve policies, procedures, products and services through analysis of relevant information and collection of data from clients and other interested parties, including staff. Data from the Quality Indicators provides a key tool for continuous improvement.

The value for EIB of adopting a continuous improvement cycle is in its potential to create a stronger, more sustainable business that meets the needs of clients and stakeholders.

Such a cycle also enables us to adapt quickly to changing external environments, such as economic factors and skills needs. Types of continuous improvement processes and tools are not prescribed and we have the flexibility to consider our own business context and make improvements based on feedback from our clients and stakeholders.

RECORDS MANAGEMENT

EIB is required to keep records of each participant's full name, current contact address (as supplied by the participant), commencement and completion dates of the participant's course, and competency outcomes. All records are confidential and available to individual participants on request and all records are kept accurately, current and secure.

EIB is required to keep copies of participant records for a period of 30 years.

PRE-REQUISITES

In some instances, the Training Package may require pre-requisite units to be completed and formally recognised prior to engagement in the course. We will assist you to achieve these pre-requisites where possible.

ENTRY REQUIREMENTS

Entry requirements are the informal requirements of the course and may include prior industry experience and Language, Literacy and Numeracy skills appropriate to the employment outcomes of the qualification.

Appropriately qualified persons will assess the extent to which you are likely to achieve the stated competency standards and outcomes of the course, based on your qualifications and proficiencies.

RECOGNITION OF QUALIFICATIONS FROM OTHER RTOs

EIB recognises AQF Qualifications and Statements of Attainment issued by other RTOs. EIB reserve the right to verify the authenticity of such documents and to determine the currency of the units of competency/modules.



CREDIT TRANSFER

If a student has previously completed identical units of competency of the course in which they have applied, they are able to apply for an exemption from those units through Credit Transfer. EIB will provide credit transfer to participants enrolled in any of their courses subject to the provision of adequate supporting documentation.

This documentation is to include the statement of results outlining competency for the applicable unit. If they can verify that they have achieved some of the competencies already, they will not have to complete those units again.

RPL SKILLS ASSESSMENT

RPL Skills Assessment is exemption from part or all of a course of study. The objective of the skills assessment process is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experiences is appropriately recognised.

Competency is granted if you are able to verify that you have achieved the elements of competency standards being assessed. For example, you may have completed some or all units of competence in another course or gained experience in a job.

Successful completion of the skills assessment enables you to receive a Nationally Recognised qualification.

You will be recognised for what you already know and gain a qualification in a shorter period of time. You don't have to undertake training where you can prove you already have the skills and knowledge to do the job. The qualification you gain through the EIB skills assessment has the same value as those gained through normal face to face or on-line training.

The Folio of Evidence

To satisfy all of the required competencies you must complete and submit a folio of evidence and complete assignment tasks and short answer questions which will be provided to you on-line. EIB will explain in greater detail the manner in which the folio and other assessment items are to be presented.

It is acknowledged that EIB will not be forwarding the final outcome of assessment documents until all projects, assignments and questions have been received and reviewed. Only then will the assessment be complete.

Performance Criteria

RPL skills assessment is structured, where possible, according to the Performance Criteria for each unit. Each major heading represents a competency unit. All questions and tasks under that heading relate to a competency. When the skills assessment is followed in its entirety, questions and tasks will have been completed that demonstrate each of the competencies.

To have skills formally recognised in the Australian national system, EIB must make sure you have the skills and knowledge to meet the industry standard. This means you must be involved in a careful and comprehensive process that covers the content of all unit/s or qualification/s you can be recognised for.

FEES & CHARGES

All details of fees and charges relating to training or assessment for any course are provided prior to enrolment. The payment of all fees and charges is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured in a safe location.

TOTAL COURSE FEE:

EIB provides training services to student's on a 'fee for service' basis.

It is EIB policy that the course fee will be all inclusive. Students will not be 'surprised' by unexpected requirements, fees or expenses.

Where additional resources normally associated with a program of study are required, (reference material, research documents, own computer for example) the student will be clearly advised of exactly what is required in the student study guide for that program.

The payment of the full fee will be made by the student regardless of being deemed competent or not competent.

FEES PAYABLE:

Fees are payable within 7 days of students receiving an invoice from EIB. The initial payment must be paid prior to commencing training. EIB may discontinue training if fees are not paid as required.

ENROLMENT EXTENSION FEE:

Where students require an extension to their 12-month enrolment period a fee of **\$175** per month will be incurred

RE-ENROLMENT FEE:

Where students require re-enrolment a fee of **\$520** will be incurred

WITHDRAWAL FEE:

No withdrawal fee is applicable should withdrawal fall in the time required.

RE-ASSESSMENT FEE:

Students are offered two (2) assessment opportunities during a normal training program for each assessment event. A re-assessment fee of **\$330** will apply if a student chooses to continue the assessment to demonstrate competence and complete the qualification. The re-assessment service includes individual retraining to prepare the student for the re-assessment.

PRODUCE PARTIAL COMPLETION STATEMENT OF ATTAINMENT:

No fee applies to produce a Statement of Attainment when the student has partially completed the training program and must withdraw.

RE-PRINT CERTIFICATION:

Where the student requests a new copy of his / her certification the following fees apply:

- Statement of Attainment **\$25.00**
- Qualification (with Academic Transcript) **\$40.00**

LATE PAYMENT FEE:

Where payments have not been made by the due date a late payment fee of **2%** will be incurred on the invoiced amount.



COLLECTING STUDENT FEES IN ADVANCE:

At the time of enrolment, the student will complete an enrolment form which will be accompanied by an information booklet for which they are enrolling, providing them with the following information in relation to fees and charges:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by EIB to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- the fees and charges for additional services, including such items as issuance of a replacement Qualification/Statement of Attainment testamur, the options available to students who are deemed not yet competent on completion of training and assessment; and

WHERE PAYMENT IS MADE IN ADVANCE:

A payment of up to but not exceeding \$1,500 from each student is required prior to the commencement of training.

- When fees are collected in advance, EIB will not accept payment of more than \$1500 from each individual student prior to the commencement of the course. Following course commencement, EIB will ensure that additional fees paid in advance will not exceed \$1,500 at any given time.
- EIB will provide each student with a payment fee schedule showing the required amount of fees payable on a monthly basis to ensure that no more than \$1500 has been collected during the course but the full balance is paid before any certificates will be issued. For example

If a student enrolls in a 10-week course that costs \$2000, the course costs \$200 per week. Then, EIB would collect \$1500 at the time of enrolment and the remaining \$500 after week seven or on successful completion of the course depending which comes first. Note certificates will not be issued until payment has been paid in full.

OUTSTANDING FEES

Your course may be suspended if payment has not been made in accordance with your signed Course Fee Agreement. We will attempt to recover outstanding fees by contacting you directly via the contact details you provided to us at enrolment (or updated throughout the training period).

Where applicable, we will discuss payment plan options and personal circumstances. If payment is not received in full at completion of training, any testamurs (Certificates, Diplomas) or Statement of Attainment will be withheld until all outstanding fees have been received.

If payment is still outstanding six (6) months from the planned completion date or the date upon which you were deemed competent in all units (which ever comes later), we will engage the services of a debt collecting agency to recover outstanding fees.

GST

All Nationally Recognised Qualifications, Accredited Courses and Units of Competency delivered by EIB are GST-Free in accordance with the Australian Taxation Office GST Rulings GSTR 2000/27, GSTR 2001/1 and GSTR 2003/1.

REFUNDS

EIB has a policy of 100% refund of any money paid prior to commencement of any course, if a request is received in writing 10 days prior to the course being commenced. For online courses refunds will not be made once a student has been issued with an online login and password.

Cancellation of enrolment less than ten (10) business days prior to the scheduled commencement date of the course will incur a \$200 cancellation fee. All fees paid in advance minus this cancellation fee will be refunded. Students will receive a \$200 credit towards another course with EIB if the booking is made within 10 business days of cancellation.

EIB does not offer refunds on or after commencement of the course. Students who fail to complete training and assessment will not be entitled to any refund or credit. Refund or Credit requests with exceptional circumstances will be considered on a case-by-case basis.

REFUNDS WILL BE ISSUED WHEN:

- Student provides written notice of withdrawal more than 48 hours prior to commencement of course
- Review of Credit transfer indicates that student does not have to undertake the course / part course

REFUNDS WILL NOT BE ISSUED WHEN:

- changes occur in student work hours
- a student moves interstate
- a student changes jobs or becomes retrenched
- a student leaves before finishing course / unit of competency.

EIB will make payment of all refunds within 4 weeks of receipt of a written application for refund. Refunds will be made to the person who entered into the contract with us.

REFUNDS PAID IF EIB DEFAULTS:

If EIB cannot provide a course for whatever reason, full refund will be made.

This agreement does not remove the right to take further action under Australia's consumer protection laws. The participant is able also to pursue other legal remedies that are appropriate.

PAYMENT PLANS

Where students take up the EIB offer of paying by way of payment plan it is to be noted that payments are made on an ongoing basis and **not** as progress payments where students need to be at a certain point in the course before payment is required. Payments are made monthly commencing from the date of the first payment.



OUR TRAINERS

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications. Their industry experience is continually updated by participating in professional development activities, therefore giving our students the best practical industry experience.

EIB trainers are all professionally qualified, have personal industry and job role experience, and deliver their training in a way that students will enjoy.

ASSESSMENT STANDARDS

EIB personnel are appropriately qualified and have the necessary experience to facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles.

In developing the assessment for each qualification and unit of competence, EIB has ensured:

Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of accredited course.

Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF).

Assessment complies with the principles of competency based assessment and informs the participant of the purpose and context of the assessment.

The rules of evidence guide the collection of evidence to support the principles of validity and reliability.

The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment.

Timely and appropriate feedback is given to participants.

All participants have access to reassessment on appeal.

RE-ASSESSMENTS

Your enrolment fees include two assessment attempts. This means if you are found Not Yet Competent for an assessment task, you can re-submit this assessment task a second time without charge. Further assessment attempts will incur a fee for each assessment re-submission. In some cases, after resubmission, a student may be deemed not-yet-competent.

Should you be found not yet competent EIB will offer suggestions on what you may require to gain competency in the use of the software, this may include completion sections of the lessons again or you may require tutoring from an external source.

Students who require additional re-assessment after they have exhausted their two opportunities will receive a result of 'Not Yet Competent' and will be required to undertake that unit and pay the associated fee for additional training and re-assessment. Please refer to the current fee schedule to identify the re-assessment fee.

Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be terminated through mutual agreement.

Note EIB does not offer internal tutoring. Students are required to source tutors externally.

ISSUING QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

EIB will issue all AQF certification documentation (qualifications or statements of attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product, if the training program in which the student is enrolled is successfully completed.

Please note EIB is not obliged to issue a certificate to a completed student if:

All agreed fees the student owes to UQ Skills have not been paid.

The student has not provided a valid Unique Student Identifier.

Students should be aware that a:

Qualification is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited program.

A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.

Statement of Attainment is issued when the student has achieved one or more units of competency as a result of completing a program which included units of competency only, or where the student achieved one or more units of competency as part of an enrolment in a qualification-based program but the student did not achieve all of the units of competency to receive the full qualification.

REQUEST AN EXTENSION OF TIME

We understand that there may be occasions where events can interfere with your ability to complete assessment tasks in the timeframes originally agreed. Requests for an extension must be made no later than 3 business days prior to the assessment due date. Failure to submit the assessment by the due date or request an extension may result in an outcome of Not Competent awarded for the unit(s).

If you are dissatisfied with an assessment outcome, then you should discuss the outcome with your assessor within 10 working days of receiving the assessment outcome. If you are not satisfied with the outcome of the informal review, you may request a formal resolution by writing to EIB within 5 working days of notification of the outcome of the informal review.

Each appeal and its outcomes will be recorded in writing.

Each appeal can be heard by an independent person (i.e. someone that is mutually agreed upon as independent)

Each appellant:

- Has the opportunity to formally present his or her case
- Is given a written statement of the appeal outcome, including reasons for the decision.

If you are dissatisfied with the outcome of the formal resolution, then you can formally appeal the assessment under the National Complaints Code.



PLAGIARISM

EIB assumes that participants are honest and expects from participants honesty in all their assessments. Good scholarship necessarily requires building on and borrowing from the work of others but this must be acknowledged, cheating, plagiarism, and falsification of data are dishonest practices, which contravene academic values of respect for knowledge.

These practices devalue the quality of learning; they also diminish the reputation of EIB.

EIB imposes strict penalties on participants who are found to contravene this plagiarism policy.

Plagiarism means claiming and using as your own the thoughts, writings or creative work of others without any acknowledgement.

This includes:

- Copying part or all of another's participant's assignment or answers to workbook exercises, allowing another person to write some or all of your assignment;
- Copying paragraphs, sentences or parts of sentences directly from texts or the internet without enclosing them in quotation marks or otherwise showing them to be copied. Even if the source is acknowledged, this is still plagiarism;
- Using concepts or developed ideas, even if paraphrased or summarized, from another person, from texts or the internet without acknowledging the source; and
- Copying graphics, architectural plans, multimedia works or other forms of intellectual property without acknowledgement.

Some acts of plagiarism may arise from genuine ignorance or lack of skill in using these academic conventions. This is considered "Unintentional Plagiarism". Plagiarism resulting from an intention to deceive is termed "Intentional Plagiarism". Intentional plagiarism is deemed by EIB to be a serious breach of academic integrity and will attract appropriate action.

COMPLAINTS

EIB has a fair and equitable procedure for dealing with participant complaints. The procedure is as follows:

The participant will be required to record their complaint in writing and send it to the CEO of EIB, identifying the following:

- The circumstances surrounding the complaint
- Who was involved
- Why you feel unfairly treated
- Any evidence you have
- Date the situation took place and where
- The name of any witnesses who could support your complaint.

The complaint will be evaluated and the participant will be advised of EIB's decision. If the participant is not satisfied with EIB's decision a mediator will be appointed if the participant does not agree with the outcome of the discussion with the CEO.

The results of the complaint will be appropriately recorded for the future. In the event that a complaint cannot be resolved internally, participants will be advised of the appropriate body where they can seek further assistance.

APPEALS

EIB has a fair and equitable procedure for dealing with participant appeals. The procedure is as follows:

If your initial submission is deemed "not yet competent" it will be returned to you with feedback for further work and re-submission. You are entitled to a maximum of two re-submissions for a particular assessment task.

FAILURE TO PROGRESS

Where students have had multiple attempts to demonstrate competency and it has been identified that the level of competency may not be reached, the CEO will evaluate with the Trainer and Assessor.

During this evaluation assessments will be reviewed by an independent assessor to reach a decision of continuation or withdrawal.

Where students have not attempted to submit or complete any or all assessment tasks during the enrolment period, access to the online portal will be suspended and the CEO will review these situations and discuss a plan of withdrawal with the student.

DEFERMENT, SUSPENSION OR WITHDRAWAL

EIB reserves the right to terminate, suspend or withdraw a student from a training program.

This process, referred to as RTO initiated termination, suspension or withdrawal, may be implemented on the grounds of:

- Your failure to uphold and maintain the EIB Training policies and procedures as set out in this Participant Handbook
- Repeated plagiarism or copying
- Cheating in an assessment task which has been reported by his/her trainer/assessor and following investigation, is proved to be correct
- In compassionate and compelling circumstances
- Demonstration of serious misconduct as outlined in this Participant Handbook
- Erratic course progress (for example, consistent unsatisfactory course progress or continuous absence from scheduled sessions)
- Non-payment of fees – courses are to be paid strictly in accordance with the EIB Training enrolment terms and conditions
- unsatisfactory course progress
- medical concerns.
- Verbal abuse, offensive language and disrespect are unacceptable and will not be tolerated;

A student may apply to defer or withdraw from their training program (student-initiated deferment or withdrawal). To do so they are required to provide written notification to Defer, Suspend or Withdraw/Cancel from Training and submit the written notification to EIB.

Refund of fees will only be made in accordance with the RTO Fees and Refund Policy and Procedures.

Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing at a future date.



EXPIRATION OF ENROLMENT

Students will be notified of a course completion date at the time of enrolment. Should a student not have completed a course by the course completion date they will be required to request an extension in writing to EIB. We reserve the right to increase course fees for an extension request.

COPYRIGHT

The material has been produced and communicated to you by or on behalf of Education In Building, (EIB) pursuant to part VB of the copyright act 1968 (the act) the material in this course is subject to copyright under the act. any further reproduction or communication of this material by you may be the subject of copyright under the act.

The pre-recorded tutorials have been developed by Education In Building under copyright © for the sole use of EIB students. Copying or downloading is not permitted. Each recording has been watermarked and has built in security whereby downloading is restricted. EIB is notified when downloading or copying has been attempted.

STUDENTS WHO ARE NOT CONTACTABLE OR NOT RESPONDING

Where a student is not contactable or fails to respond to requests by EIB, the student's enrolment may be terminated in absentia.

This action may only be taken where the EIB has made every reasonable attempt to engage with the student or contact the student to seek their instructions about their intentions to continue with or complete the applicable program.

Advice received from a student via email or phone conversation communicating their request is to be accepted. Email records and written records of phone conversations are to be retained on the student's file as evidence of these expressed instructions from the student.

Before a student's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

A minimum of two (2) attempts must be made using the last known contact details (email and phone) to contact the student and issue the student with a warning letter notifying them of the intent to terminate the enrolment.

Where the student fails to respond, the student's enrolment is to be terminated and the student's record within the student management system is to update with the outcome of 'withdrawn' entered into each unit of competency that has not been completed at the time.

PRIVACY

EIB respects the privacy of individuals. We advise that much of the information that you have provided to, or may be asked to provide, to us is personal information. As a general rule, personal information is not released by EIB to any other organisation (except in response to legal requirements) and information regarding an individual will not be disclosed to a third party without the individuals consent.

This information is normally collected for the purpose of processing your application. EIB collects information through forms or internet registration. Please remember that any information that is disclosed in these areas becomes public information and you should exercise caution when deciding to disclose your personal information.

Any personal information that we collect is held with the strictest confidence. EIB uses and implements industry standards for the security and protection of information collected, and this information is securely stored and access is restricted to authorised personnel only, ensuring the your personal information is protected.

Information we collect is used only for the purpose stipulated at the time that the information is collected. EIB is required by law not to reveal, disclose, sell, distribute, rent, licence, share or pass on to any third parties, any personal information that you may have provided us unless we have your express consent to do so. You have a right of access to, and alteration of personal information concerning yourself held by EIB, in accordance with government legislation.

ACCESS AND EQUITY

All training will be recruited in an ethical and responsible manner and be consistent with the requirements of the curriculum or National Training Package. Our Access and Equity Policy ensures that participant selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the competency standards and outcomes of the course, based on their qualifications and experience.

EIB actively implements procedures and practices that ensure that all groups have the opportunity to successfully gain skills, knowledge and experience through education and training.

In particular:

- resources are allocated fairly; educational outcomes are the same for all groups enrolled in the same course; and
- courses are accessible to all people who meet any course specific prerequisites; and
- EIB services are available to all participants equally.

EIB ensures that its philosophy and approach to learning and training identify support and comply with the relevant State and/or Territory laws and prohibits discrimination towards any group or individuals in any form, inclusive of but not limited to:

- People with disabilities
- People from culturally and linguistically diverse backgrounds, people from Aboriginal or Torres Strait Islander descent
- Long term unemployed



Relevant State and Territory legislation

ACT Anti-Discrimination Act 1991

http://www.austlii.edu.au/au/legis/act/consol_act/da1991164/

NSW Anti-discrimination Act 1977- Part 4A

http://www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204/

Victoria Equal Opportunity Act 1995

http://www.austlii.edu.au/au/legis/vic/consol_act/ea1995250/

NT Anti-Discrimination Act 2004

http://www.austlii.edu.au/au/legis/nt/consol_act/aa204/

QLD Anti-discrimination Act 1991

<http://www.legislation.qld.gov.au/LEGISLTN/ACTS/1991/91AC085.pdf>

SA Equal Opportunity Act 1984

http://www.austlii.edu.au/au/legis/sa/consol_act/ea1984250/

TAS Anti-discrimination Act 1998- Division 5

http://www.austlii.edu.au/au/legis/tas/consol_act/aa1998204/

WA Equal Opportunity Act 1984

http://www.austlii.edu.au/au/legis/wa/consol_act/ea1984250/

Commonwealth Acts

Age Discrimination

Young, old and everyone in between – Australians of all ages have a right to be treated fairly and have the same opportunities as everyone else.

This right is protected under the *Age Discrimination Act 2004*.

Disability Discrimination

People with disabilities have the same human rights as all members of the community.

The Disability Discrimination Act 1992 makes disability discrimination unlawful and aims to promote equal opportunity and access for people with disabilities.

Racial Discrimination

Almost one half of all Australians were either born overseas or had a parent born in another country. Our country is also home to the world's oldest continuing culture.

The *Racial Discrimination Act 1975* aims to ensure that Australians of all backgrounds are treated equally and have the same opportunities.

Sex Discrimination

Equality between men and women is a principle that lies at the heart of a fair and productive society. It is also the key goal of the Sex Discrimination Act 1984, which aims to eliminate discrimination and sexual harassment and promote greater equality in all aspects of the Australian community.

LEGISLATIVE REQUIREMENTS

EIB meets all legislative requirements of State and Federal Government. In particular, Workplace Health and Safety, Workplace Relations, Vocational Placement Standards and Vocational Education and Training.

Participants should be aware of the implications of relevant legislation that affects their duties.

Workplace Health & Safety Act 1995

<http://www.dir.qld.gov.au/workplace/law/index.htm>

The Workplace Health and Safety Act is about making workplaces and work practices safer for everyone.

The *Prevention of Workplace Harassment Advisory Standard 2004* (now known as a Code of Practice), provides information on the main health and safety problems linked to workplace harassment and gives practical advice on how to manage them.

Workers' Compensation and Rehabilitation Act 2003

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/W/WorkersCompR03.pdf>

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

This Act establishes a workers' compensation scheme for Queensland providing benefits for workers who sustain injury in their employment, for dependants if a worker's injury results in the worker's death. WorkCover Qld is a statutory body established under the WorkCover Qld Act 1996. WorkCover is committed to delivering a fair workers' compensation scheme providing maximum benefits to injured workers at minimum premium costs to Qld employers.

Commission for Children and Young People and Child Guardian Act 2000

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/C/CommisChildA00.pdf>

The Children and Young People and Child Guardian Act 2000, with amendments made in 2004, requires people seeking work with children (persons under 18 years of age) in a paid, voluntary or self-employed capacity to undergo a criminal history check – the 'working with children check'

Privacy Act 1988

<http://www.privacy.gov.au/act/index.html>

Vocational Education, Training and Employment Act 2000

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/V/VocEdTrEmA00.pdf>

The Vocational Education, Training and Employment Act 2000 was introduced by the Queensland Government to provide a legislative foundation for flexible high-quality training to support Queensland's workforce, both now and in the future. The legislation has introduced better regulation of the apprenticeship and traineeship system and a more effective structure for providing advice on vocational education, training and employment matters to the government.



Anti Discrimination Act 1991

<http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/A/AntiDiscrimA91.pdf>

This Act promotes equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity and from sexual harassment and certain associated objectionable conduct. The Anti-Discrimination Commission Queensland is an independent statutory authority which administers *the Anti-Discrimination Act 1991*.

The Act prohibits discrimination based on the following attributes:

- sex;
- relationship status;
- pregnancy;
- parental status;
- breastfeeding;
- age;
- race;
- impairment;
- religious belief or religious activity;
- political belief or activity;
- trade union activity;
- lawful sexual activity;
- gender identity;
- sexuality;
- family responsibilities;
- association with, a person identified on the basis of any of the above attributes.

Training and Employment Regulation 2000

<http://www.legislation.qld.gov.au/LEGISLTN/SLS2000/00SL267.pdf>

The Training and Employment Regulation 2000 is sub-ordinate legislation that supports the Vocational Education and Training and provides details on areas of that legislation, including:

- Registering training organisations and accrediting courses
- Apprentices and trainees
- Fair procedures
- Vocational placement
- institute fees

Copyright Act 1968

http://www.austlii.edu.au/au/legis/cth/consol_act/ca1968133/

Australian law recognises that individuals have the right to protect the moral and economic interests arising from their creative works. Copyright is a form of intellectual property that protects a variety of literary, artistic, musical and dramatic endeavours as well as other things such as sound recordings and films. It is not ideas but their expression that are protected by copyright law.

In Australia, copyright law is contained in the *Copyright Act 1968* (the Act), and in court decisions that have interpreted the provisions of the Act. The Act is amended from time to time to keep the law up to date.

In Australia, copyright law is contained in the *Copyright Act 1968* (the Act), and in court decisions that have interpreted the provisions of the Act. The Act is amended from time to time to keep the law up to date. The law gives owners of copyright exclusive rights to do certain things with their material. Copyright is intended to protect creative works from being used without the agreement of the owner and to provide an incentive for creators to continue to create new material.

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