

Student Handbook





Table of Contents

1	We	elcome	4				
2	Ab	About EPEC					
	2.1	Our Mission, Vision and Values	4				
	2.2	Contact EPEC	5				
3	Ab	out this Handbook	5				
4	Eni	rolment	5				
	4.1	How to Enrol	5				
	4.2	Entry Requirements	6				
	4.3	Unique Student Identifier (USI)	6				
	4.4	Language, Literacy and Numeracy Test	6				
	4.5	Cooling Off Period	6				
	4.6	Credit Transfer	6				
	4.7	Recognised Prior Learning (RPL)	7				
5	Fee	es	7				
	5.1	Fees and Charges	7				
	5.2	Enrolment Fee	8				
	5.3	Payment Methods	8				
	5.4	Payment Plans	8				
6	Co	urse Information	8				
	6.1	Delivery and Learning Materials	8				
	6.1	.1 Unit Inductions	9				
	6.2	Foundation Skills	9				
	6.3	Work Placement	9				
7	Ass	Assessment Information					
	7.1	Principles of Training and Assessment	9				
	7.2	Principles for Evidence	10				
	7.3	Submission	11				
	7.4	Extensions	11				
	7.5	Referencing	11				
	7.6	Appeals	11				



pec	ATION	
8 Issue of C	Certificates	12
8.1 Cert	ificate Issue	12
8.2 Re-is	ssue Request	12

	8.1 C		tificate Issue	12
	8.2	Re-i	ssue Request	12
9	Cou	ırse V	Vithdrawal or Cancellation	12
	9.1	Cou	rse Withdrawal	12
	9.2	Cou	Course Cancellation by EPEC Education	
10) R	efun	ds	13
11	L E	PEC E	Education's Responsibilities	13
	11.1	Con	tinuous Improvement	13
	11.2	Acc	ess and Equity	14
	11.2	2.1	Additional Support	14
	11.2	2.2	Learning, Literacy and Numeracy	14
	11.2	2.3	Support Services	14
12	2 S	tude	nt Responsibilities	15
	12.1	Cod	e of Conduct	15
	12.3	1.1	Academic Misconduct	15
	12.3	1.2	Plagiarism	15
	12.3	1.3	Unacceptable Behaviour	16
	12.3	1.4	Social Media and Online Publications	16
	12.3	1.5	Non-Compliance	17
	12.2	Stud	dent Obligations	17
	12.3	Fee	dback	17
13	3 P	olicie	es and Procedures	18
	13.1	Priv	acy	18
	13.2	Con	nplaints	18
	13 3	Inte	llectual Property Rights	18



1 Welcome

Welcome to EPEC Education!

Thank you for choosing EPEC Education to assist you on your education journey.

We are committed to a high standard of excellence in educating and mentoring students to achieve their goals. All of our students are supported by a dedicated team who are committed to ensuring you achieve a successful outcome in your chosen area of study.

Please take some time to read through this Student Handbook to ensure you acquire all of the information necessary to reach your study goals.

We look forward to supporting you during your time at EPEC Education and we wish you every success on your journey.

2 About EPEC

2.1 Our Mission, Vision and Values

EPEC Education has a very simple vision – "To make education available to everyone".

We were founded by an industry leader in the Education sector, Dr Mary Anne Hall, who wanted to provide courses to empower students to reach their full potential, in both their personal and professional lives.

EPEC Education strives to be recognised as leaders in empowering students to gain the knowledge and skills in becoming professionally competent, resilient and effective contributors to the education and care sectors. We have developed relevant, innovative and effective ways for our students to maximise their success during their learning journey. This includes courses that have been designed to ensure students study needs are inclusive, practical, engaging and rewarding.

We are committed to:

- ensuring students will develop the skills to become team players and to develop the ability to support one another in all aspects of their workplace
- encouraging students to accept responsibility for their study and in the workplace and be ethical and honest in their dealings with all people in the workplace
- encouraging students to respect and embrace diversity
- ensuring students have a comprehensive understanding of legislative standards relevant to their chosen industry
- valuing the contribution of people from culturally diverse backgrounds and aiming to assist them in being job ready in their chosen field.

Doc ID: Student Handbook Uncontrolled if printed Page 4 of 18



2.2 Contact EPEC

Please contact us with any query you may have regarding your learning journey with EPEC Education. We can be contacted via the methods outlined below.

Telephone

1800 373 233

(07) 4616 8111

New Enquiries

hello@epeceducation.com.au

Student Support

training@epeceducation.com.au

Head Office

EPEC Education

1A, 10 Russell Street

TOOWOOMBA QLD 4350 Australia

3 About this Handbook

This Handbook is designed to provide information that is pertinent to your enrolment with EPEC Education and to guide you during your course. Please read the information carefully as it provides an overview of the processes and procedures that will apply during your course.

EPEC Education reserves the right to amend this Handbook at any time without notice. You agree to familiarise and comply with its contents, including any amendments that will be published on our website from time to time.

4 Enrolment

4.1 How to Enrol



To apply to study with EPEC Education, you must complete an Enrolment Form in full and submit it to EPEC Education. The enrolment process is online and can be accessed by clicking on the "Enrol Now" button on the webpage of your chosen course on our website: www.epeceducation.com.au

You must complete the enrolment form in full and provide any required evidence with your application, including two (2) forms of Identification, previously obtained qualifications, National Police Check and a Blue Card/Working with Children Check as required.

Please note EPEC Education is not a CRICOS provider and is unable to enrol any person who is in Australia on a Student Visa. It is the responsibility of the student to advise EPEC Education of their Visa status.

4.2 Entry Requirements

Some qualifications offered have entry requirements where applicable. Please see our website www.epeceducation.com.au for further details on your chosen course's entry requirements.

4.3 Unique Student Identifier (USI)

All students are required to have a USI prior to undertaking nationally recognised training. This allows the Government and relevant agencies to consolidate the information of students regardless of the training provider.

EPEC Education is required to submit your USI to the Government as part of the enrolment process. We cannot issue a Certificate or Statement of Attainment without the USI.

If you do not have a USI, you can obtain a USI by going to https://www.usi.gov.au/students/get-a-usi

4.4 Language, Literacy and Numeracy Test

All students must complete a Language, Literacy and Numeracy Test (LLN) upon enrolment. This test will assist EPEC Education in determining your learning level and what support can be provided to assist you in completing your course.

Please note EPEC Education upholds our commitment to the Access and Equity Principles (see section 11.2 for further information).

4.5 Cooling Off Period

Once you have submitted your LLN and an EZI-Debit Form (if required) a 24-hour cooling off period will commence. During this time you can cancel your enrolment by submitting the request in writing to hello@epeceducation.com.au

4.6 Credit Transfer



A Credit Transfer can assist students by crediting any prior training that has already been achieved. By completing a credit transfer, the time required to complete the course will be reduced by the number of units that are able to be credited.

The student must provide relevant Statements of Attainment, Certificates or other qualifications held. These documents must be authenticated with the issuing RTO or via checking your USI. You will be required to consent for EPEC Education to authenticate these documents.

It is preferred that the student provide these documents upon enrolment to ensure your training plan shows any available credits. Further information on the credit transfer process can be found in the Credit Transfer FAQ on our website.

4.7 Recognised Prior Learning (RPL)

Recognised Prior Learning (RPL) is a way to assess your current skills, knowledge or previous tertiary study to determine the extent to which you meet the requirements specified in your chosen course of study.

RPL can be utilised for part of, or a full qualification. It is the responsibility of the student to provide a fully complete RPL application with sufficient supporting evidence to justify that your prior learning meets the unit requirements. EPEC Education will support the student as much as possible in compiling their RPL application. This application must be reviewed and approved by an EPEC Education Trainer/Assessor prior to competency being achieved.

Further information on the RPL process can be found in the RPL FAQ on our website.

5 Fees

5.1 Fees and Charges

The fees and charges for each course are noted on our website. Fees are subject to change and can be adjusted dependent on:

- Which course you study
- Any Credit Transfers available
- Any RPL applications

The total fees payable for any course will be communicated to the student prior to commencement.

If you leave or abandon your course prior to the completion date for any reason will cancel any possibility of a refund. Cancellations made within the first 30 days of enrolment will incur a course administration fee of 25% of the course fee plus any full unit fees incurred charged at a pro-rata rate.

Cancellations made after 30 days from the date of enrolment will incur the full course fees.



A Certificate or Statement of Attainment will not be issued until the course fee has been paid in full.

5.2 Enrolment Fee

EPEC Education charges an enrolment fee payable on submission of the Enrolment Form. The cost the enrolment fee is noted on the Enrolment Form for your course. This fee is deducted from the total cost of your course and is non-refundable.

5.3 Payment Methods

EPEC Education accepts the following methods of payment:

- Credit Card
- Payment Plan
- Online electronic funds transfer

5.4 Payment Plans

EPEC Education offers interest free payment plans to all students studying a full qualification. These payment plans require regular payments made during the enrolment period. You can apply for a payment plan by filling out the form provided with the Enrolment Form, or you can request a copy from EPEC Education at any time.

If you miss a payment, the payment will be re-attempted, and you will incur a Failed Payment Fee. If you consistently miss regular payments, your enrolment will be suspended until payment has been received. The suspension of any course will be communicated to you prior to suspension.

Continuous failures to make payment may result in your enrolment being cancelled.

Please note – any time lost during the suspension of your course will not be added to your course. Your due date for completion will remain the same.

6 Course Information

6.1 Delivery and Learning Materials

EPEC Education provides a self-paced, fully online training service for both full nationally accredited qualifications and single units as well as professional development short courses and webinars.

This allows students nationwide an opportunity to complete training regardless of their location or personal needs. All you need is a computer or smart device and an internet connection to get started.

All learning materials are provided to students via our online learning platform. A sign in link to the applicable platform will be provided upon enrolment.



Hard copy materials can be purchased for all full qualification units and a quote can be provided to you upon request.

6.1.1 Unit Inductions

Prior to your enrolment in each unit of competency required for your course, you will be provided with a Unit Induction for that unit or units.

This document is an overview of the unit you will be completing and provides you with the knowledge and practical elements you will be required to demonstrate to achieve competency in the unit. The Unit Induction allows you an opportunity to raise any questions or potential issues with your EPEC Education Trainer/Assessor that you may have with the topics of the unit prior to your commencement.

6.2 Foundation Skills

Foundation Skills are mandatory components of the Units you must complete as part of your course.

These Foundation Skills are skills that support your ability to participate within the workplace and your community. These Foundation Skills include but are not limited to reading skills, writing skills, numeracy skills, problem-solving skills, communication skills, ability to work as part of a team and planning and organisation.

6.3 Work Placement

For some courses, you will be required to complete a work-based practical placement that will assist to demonstrate your understanding of the knowledge learned in the theory component of your unit. Please check your chosen course to see if work practical placement is required.

Please note it is your responsibility to find an approved organisation to complete your placement. This can be your workplace or a volunteer organisation. Your course information will note the specific requirements you must complete for your course.

In some circumstances, you may be required to hold certificates or complete checks prior to you commencing your placement. These can include first aid certifications, police checks, immunisations or a blue card or working with children check.

You must complete the work placement requirements during your enrolment, and you can only commence when the work placement documents and agreements have been completed.

7 Assessment Information

7.1 Principles of Training and Assessment



EPEC Education is committed to the delivery of quality training and assessment with the following principles underpinning this commitment:

- Validity assessment is conducted against the broad range of skills and knowledge identified within each unit of competence and which is integrated with their practical application.
- Reliability assessment is designed to gather and interpret evidence in a consistent manner
 that provides for reliable assessment both for the student and EPEC Education
 Trainers/Assessors. This is achieved by using assessors who have the required competencies
 in assessment and the relevant vocational competencies. Assessment resources also provide
 for standardised outcomes supported by model answers to guide assessments in their
 judgements.
- **Flexibility** assessment opportunities that reflect learner needs are provided. The chosen assessment strategies provide for recognition of a student's prior learning and current competence by offering recognition of prior learning and credit transfer to all learners.
- Fairness the assessment approach encourages fairness in assessment through
 consideration of the student's needs and characteristics and through making reasonable
 adjustments when it is required. EPEC Education Trainers/Assessors achieve this through
 clear communication with the student to ensure they are fully informed about, understands
 and can participate in the assessment process.

7.2 Principles for Evidence

Where evidence is provided to support an application for Credit Transfers or Recognised Prior Learning, the evidence must meet the principles of evidence to ensure:

- **Sufficiency** the collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly.
- Validity the collection of evidence that is specified in the benchmarks for assessment, with
 a significant emphasis on direct evidence that is gathered in a simulated fully equipped
 working environment through observation of performance and questioning related to
 underpinning knowledge.
- Authenticity the collection of evidence must be authentic. To support this, EPEC Education
 Trainers/Assessors must be assured that the evidence presented for assessment is the
 student's own work. For all assessments, the student is required to state that the
 assessment is entirely their own work and has been completed according to the instructions
 provided.
- **Currency** satisfaction that the student currently holds the skills and knowledge relating to an assessment. This will mostly relate to recognition applications where a student has been in the workplace for many years and is seeking recognition of skills and knowledge obtained through workplace experience or previous training.



7.3 Submission

You must complete and submit all assessments required for the units in your qualification. Assessments for a Unit of Competency can include more than one task such as assessment questions, case studies, performance tasks and projects.

All assessments must be submitted via one of the below as notified by EPEC Education:

- E-Learning Management System; or
- Email to training@epeceducation.com.au

EPEC Education aims to provide you with your marked results within twenty-one (21) days of receipt of your submission. If this timeframe will extend beyond twenty-one (21) days, we will advise you in writing.

7.4 Extensions

If you would like to apply for an extension at any time during your course, you must request an extension in writing to hello@epeceducation.com.au

You will need to outline the reason for the extension request and provide any evidence as required (for example medical certificate). Any extension request will be accepted at the discretion of EPEC Education and may be subject to an extension fee.

Further information can be found in the Extension Policy on our website.

7.5 Referencing

Throughout your course, you may be required to conduct independent research to complete your assessment tasks. If you use someone else's work within your answers to your assessment tasks, you must acknowledge and reference your source material. This means you must include information on the materials you used to show your EPEC Education Trainer/Assessor where your ideas for this assessment came from and that you have read and researched widely to support and back up your ideas within your assessment.

For information on how to reference your work in your assessment tasks please see the Student Referencing Guide on our website.

7.6 Appeals

An appeal is a request to review a decision made by EPEC Education, including decisions about assessments.

If you wish to appeal an assessment decision made by an EPEC Education Trainer/Assessor, a Student Appeal Form must be completed and submitted via email to hello@epeceducation.com.au



8 Issue of Certificates

8.1 Certificate Issue

Upon successful completion of all Units of Competency in your chosen qualification, you will be issued a Certificate or Statement of Attainment within 30 calendar days of you being assessed as meeting all requirements for your course and all outstanding fees have been paid.

In the event you complete one or more nationally recognised Units of Competency, but do not complete a full qualification, you will be issued with a Statement of Attainment for the Units of Competency you have successfully completed.

8.2 Re-issue Request

If you misplace or damage your Certificate or Statement of Attainment, you can request the re-issue of your Certificate or Statement of Attainment by submitting the request in writing to hello@epeceducation.com.au

You may be requested to provide a form of identification to prove your identity to ensure your privacy is protected prior to the document being re-issued. A re-issue fee may be payable per Certificate or Statement of Attainment and the fee will be notified by EPEC Education upon receipt of the re-issue request.

The Certificate or Statement of Attainment will be issued within 10 calendar days of the submission of the written request, provision of any requested identification and payment of any applicable fees.

9 Course Withdrawal or Cancellation

9.1 Course Withdrawal

You can withdraw from your course at any time during your enrolment. To withdraw you must advise EPEC Education in writing as soon as practicable. Your request must be sent to training@epeceducation.com.au and must include the following information:

- Your name and contact details
- The course you are enrolled into
- The date you wish to withdraw
- Reason for withdrawal
- Any evidence required to support your withdrawal (e.g. medical certificate)

Upon receipt of your request for withdrawal, access to the E-Learning Management System will cease.



Your request will be reviewed by EPEC Education, and you will be notified in writing within 14 calendar days of any outstanding fees or additional information required to finalise your withdrawal.

You have the right to receive a Statement of Attainment for any Units of Competency you have successfully completed, however the Statement of Attainment will only be issued once all requirements for your course and outstanding fees have been received.

Further information can be found in the Student Withdrawal Policy on our website.

9.2 Course Cancellation by EPEC Education

EPEC Education reserves the right to cancel your enrolment if:

- there is no communication with EPEC Education after three (3) attempts to contact you;
- your enrolment date has lapsed, and no extension request has been received;
- you have not complied with the Code of Conduct or your obligations under this Handbook;
 or
- no fee payments have been made or if on a payment plan, your payments consistently fail.

EPEC Education will provide you written notification of the cancellation and the reason why your enrolment has been cancelled. Upon cancellation, access to the E-Learning Management System will cease and a request for any outstanding fees will be provided.

10 Refunds

An application for a refund must be made within 7 days of your request to withdraw from your course.

Refunds will be considered on a pro-rata basis for students who request to withdraw from their course for medical reasons, provided a supporting medical certificate or supporting evidence is supplied. When a withdrawal is for any other reason, refunds are at the discretion of the Director and can be negotiated on a case-by-case basis.

All refunds are subject to the Student Fee Policy and Refund Policy which can be found on our website.

11 EPEC Education's Responsibilities

11.1 Continuous Improvement

EPEC Education is committed to providing high quality training and assessment services and this involves systematically monitoring and evaluating those services to ensure that all aspects of our organisation comply with the Standards for Registered Training Organisations. We are committed to the continuous improvement of our operations and therefore use a range of information from several sources to inform about what could be improved or conducted differently. This information



includes feedback from students, feedback from EPEC Education Trainers/Assessors and employers and the outcomes of assessment validation activities and any complaints or appeals.

We encourage all students to provide any feedback about their training and assessment experience at any time during their course. Opportunities will be provided to students to provide feedback throughout the duration and finalisation of their qualification.

EPEC Education also provides an opportunity for students to provide feedback on their course with an exit interview which is conducted upon completion of their course.

11.2 Access and Equity

EPEC Education is committed to the principles of access and equity in education and training and strives to provide open access to all courses and training programs. We endeavour to make education available to everyone.

EPEC Education does not discriminate against any student on the grounds of gender, race, religion, nationality, cultural or ethnic backgrounds, marital status, sexuality, financial capability, disability, age, health status, location or any other unlawful grounds of discrimination. Exceptions may occur where we cannot complete enrolment due to legislation, regulations, government policies or course pre-requisites as applicable.

We aim to support all students and provide access to available educational and support services to assist you in successfully completing your course.

11.2.1 Additional Support

If at any time you feel you are having difficulty or require assistance, you can contact EPEC Education at any time. We endeavour to provide as much support as possible to allow students to succeed and achieve competency.

EPEC Education also provides regularly scheduled Q&A sessions to allow all students an opportunity to ask questions about their course, assessments or general training queries.

11.2.2 Learning, Literacy and Numeracy

As noted in Clause 3.4 of this Handbook, all students must complete a Learning, Literacy and Numeracy test during enrolment. This enables EPEC Education to ensure that any assistance that may be required for you to successfully complete your course is available.

Please note that EPEC Education provides learning materials in English only.

11.2.3 Support Services

At EPEC Education we understand that students have different styles of learning and learn at various paces. If you have additional needs or simply require additional support to complete study, EPEC



Education can assist by working with you to develop strategies or access additional support. EPEC Education also provides its 'Active Pathways' program, which is designed to provide students with additional support across all areas of their studies.

We can assist you by providing student support sessions either in person (if you are able to attend the EPEC Education office) or via Zoom. Additionally, EPEC Education offers a text-to-trainer service to assist you in contacting your EPEC Education Trainer/Assessor with any queries you may have.

12 Student Responsibilities

12.1 Code of Conduct

EPEC Education has developed a Code of Conduct to ensure both staff and students have a clear understanding of the behaviours expected. It is required that all staff and students act in a manner that is respectful, understanding and professional.

We celebrate and provide equal opportunity for all and encourage cultural inclusion. EPEC Education is committed to providing a learning and working environment that is supportive for students and staff who experience or are affected by Domestic and Family Violence.

12.1.1 Academic Misconduct

EPEC Education does not tolerate any form of academic misconduct including plagiarism, cheating or collusion.

Any assessment material submitted by you during your course, must be your own work. You will be required to acknowledge and agree that the work submitted is your own upon submission of your assessment on the E-Learning Management System.

If it is found that you have committed any form of academic misconduct, your assessment result could be deleted, and severe sanctions imposed.

In the event academic misconduct results in the termination of your enrolment, no refund will be applicable.

12.1.2 Plagiarism

Plagiarism is using someone else's words or ideas and presenting them as your own without citing or acknowledging where you got the information from. It does not matter if you mean to steal someone's material, if you do not acknowledge your source, you are plagiarising.

All assessments will be reviewed to ensure that plagiarism does not occur. In the event your EPEC Education Trainer/Assessor believes you have plagiarised your work, you may be requested to provide evidence to provide no plagiarism has occurred.



The penalties associated with plagiarism are severe and extend from cancelling or revoking all results for that specific assessment item or for the entire unit of competency. It can also lead to exclusion from the course in which you are enrolled or expulsion from the qualification entirely.

12.1.3 Unacceptable Behaviour

EPEC Education has zero tolerance to anyone exhibiting the unethical, offensive and dangerous behaviours, or other actions deemed inappropriate by EPEC Education.

Unacceptable behaviour includes but is not limited to:

- written, verbal, emotional, physical, sexual or other abuse of persons connected with EPEC Education or other related services
- shouting at staff, students or other persons in your presence
- insubordination and disrespectful or disruptive communication towards any EPEC Education staff member or other persons in their presence or online
- using intimidating, aggressive, or inappropriate communication including shouting, lying, gossiping, tantrums, foul language or gestures to any persons associated with EPEC Education on the premises, while on work placement and/or through any online social media
- fighting or using any physical threatening actions to intimidate or assault a EPEC Education Trainer/Assessor or other student.

Disciplinary measures will be taken if a person is found to be exhibiting these unacceptable behaviours, up to and including cancellation of a students' enrolment.

12.1.4 Social Media and Online Publications

If you post on the EPEC Education Social Media pages or other online publications, you must not:

- Post material that infringes on the rights of any third party, including intellectual property; privacy or publicity rights.
- Post material that is unlawful, obscene, defamatory, threatening, harassing, abusive, slanderous, hateful, or embarrassing to any other person or entity as determined by EPEC Education in its sole discretion.
- Post advertisements or solicitations of business.
- Post chain letters or pyramid schemes.
- Impersonate another person.
- Allow any other person or entity to use your identification for posting or viewing comments.
- Post the same note more than once or "spam."

EPEC Education reserves the right (but is not obligated) to do any or all the following:

 Remove communications that are abusive, illegal or disruptive, or that otherwise fail to conform to these requirements.



- Terminate or block your access to the EPEC Education social media or online publications.
- Edit or delete any communications posted, regardless of whether such communications violate these standards.

Finally, you agree to indemnify EPEC Education against any damages, losses, liabilities, judgments, costs or expenses (including reasonable legal fees and costs) arising out of a claim by a third party relating to any material you have posted or otherwise made available to a third-party or the public at large.

12.1.5 Non-Compliance

If you do not comply with the Code of Conduct or your obligations under this Handbook, you may be sanctioned, up to and including the termination of your enrolment.

You may be asked in writing to show cause and explain why you should not be sanctioned if you do not comply with your obligations.

12.2 Student Obligations

All students are obligated to comply with the requirements outlined below:

- Understand and behave in accordance with the Student Code of Conduct
- Pay all course fees in the manner agreed at the time of enrolment
- Take responsibilities for your own learning and progress and seek assistance or guidance as required
- Do not plagiarise any work submitted as part of your assessments for your course
- Complete your course prior to the due date for your course
- Represent EPEC Education in a professional manner whilst on work placement including dress code, health and safety obligations and respectful and courteous behaviour
- Ensure you have access to the internet and a computer or other smart device to complete your course
- Notifying EPEC Education of any personal detail changes.

12.3 Feedback

As part of EPEC Education's self-assessment and continual improvement process, you may be requested to provide feedback throughout the duration of your course. This can be via email or via a student survey.



Your participation and cooperation is appreciated. Any feedback you provide will be used to improve our processes and qualifications to ensure we are always maintaining a high standard.

13 Policies and Procedures

13.1 Privacy

EPEC Education recognises the importance of your privacy and strives to ensure all student information will be kept confidential and will not be released to any third party without prior written permission from you unless required to do so by law. This includes protecting your information from misuse or loss from unauthorised access or modification or disclosure.

EPEC Education complies with the Privacy Act 1988 (Cth) and the regulatory guidelines provided by the Australian Skills Quality Authority (ASQA) in compliance with the national Vocational and Training Regulation Act 2011.

Where required, EPEC Education may be required to provide your information in accordance with legislation or regulatory guidelines as instructed by ASQA or other government authority.

13.2 Complaints

EPEC Education is committed to providing a fair Complaint Management Process and respects your right to lodge complaints and requests for appeals about decisions.

To lodge a complaint, please read the Students Complaint Management Procedure available on our website for the complaint lodgement process.

13.3 Intellectual Property Rights

EPEC Education owns the Intellectual Property Rights to all materials or information provided by EPEC Education to you at any time during your course.

Students must not reproduce in part or full, or use for their own commercial or private purposes, any of EPEC Educations intellectual property, including its terms and conditions, student handbooks, course guides, website content, social media content, policies and procedures or workplace health and safety material. This includes publishing any EPEC Education material on any medium that allows viewing by others (information, photograph etc.) without the express permission of EPEC Education.

Doc ID: Student Handbook Uncontrolled if printed Page 18 of 18

Rev No	Change Date	Change Description	Author	Approval Date
1		First Release	Amy-Lee Taylor	30/04/2018
2	22/01/2020	Amended clauses and information	Amy-Lee Taylor	22/01/2020
3	25/03/2020	Amended clauses and information	Amy-Lee Taylor	20/04/2020
4	17/12/2020	Amended clauses and information	Amy-Lee Taylor	17/12/2020
5	02/08/2021	Amended clauses and information	Stacey Maurer	03/08/2021