

Trainer Assessor Group Pty Ltd
RTO 91530
Trading as eduClick



STUDENT HANDBOOK

July 2025

Welcome to eduClick!

Welcome to your educational journey with eduClick (RTO:91530). We are delighted you have chosen us to support you in your training and professional development. This handbook contains valuable information about our philosophy, regulations, policies, and procedures to help make your time with us simple, enjoyable, and successful. If you have any questions, please don't hesitate to ask your trainer or contact us at info@educlick.com.au.

We are a Registered Training Organisation (RTO), and the qualifications and individual units of competency we deliver are nationally recognised. We need to ensure that you are informed and aware of your responsibilities during your program and our commitment to you.

Enjoy your journey.

Contact Information

Head Office. Unit 26 131 Hyde St, FOOTSCRAY, VIC, 3011

CEO: Zane Davidson

Phone: 0455 716 777

Email: info@educlick.com.au

Web: www.educlick.com.au

We operate every weekday (excluding public holidays), from 9am to 4.30pm. If you need to contact us outside these hours, please email info@educlick.com.au and we will respond as quickly as possible.

About EduClick

EduClick provides high-quality training to learners in Victoria with a direct focus on delivering Vocational Education and Training to secondary students and teachers in secondary schools.

We aim to:

- Provide you with quality education to enable you to practice and promote your services in your chosen field.
- Assist you to achieve competency.
- Provide you with additional resource information.

EduClick is dedicated to ensuring that all students receive the support and guidance needed to succeed in their studies. We strive to maintain high standards of training and assessment, complying with the Australian Quality Framework (AQF).

Course Information

Our current course offerings: www.educlick.com.au

Our scope of registration: <https://training.gov.au/organisation/details/91530/qualifications>

RTO Responsibilities

Compliance requirements

EduClick is committed to following the National Vocational Education and Training Regulator (NVR) standards set for 2025. These standards ensure that our training is of high quality and meets the needs of our students and the industry. EduClick's obligations are set out in

- The Outcome Standards for RTOs - Instrument 2025,
- The Compliance Standards for RTOs 2025, and
- The credential Policy for RTOs 2025.

The NVR standards are aligned to how eduClick operates in the following ways:

- **Quality Training:** We design our courses to meet these high standards, ensuring students learn the right skills for their careers.
- **Support for Students:** Our support services are enhanced to help students succeed academically and personally.
- **Continuous Improvement:** We always look for ways to improve our courses and services based on feedback and industry needs.
- **Good Management:** Our policies and practices are transparent and accountable, ensuring we operate ethically.

Work Health and Safety (WHS)

- eduClick is committed to providing a safe and healthy environment for students.
- eduClick have policies and procedures to ensure all training venues are fit for purpose and safe for students and trainers
- eduClick strives for excellence in workplace health and safety and is committed to providing an environment free from risks and conducive to the productivity and efficiency needs of its students and others.

Child Safety

EduClick is committed to the safety and wellbeing of all children and young people.

EduClick has zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our policies and procedures. We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.

Trainer Responsibilities

All trainers at EduClick are required to act in a professional manner and maintain training qualifications and currency in industry. This is broadly outlined in the following statements:

- All trainers must act in the best interest of the student and support them through their studies.
- Maintain student confidentiality.
- Avoid personal bias when training and assessing.
- Maintain up-to-date knowledge of the industry sector and current trends.
- Maintain professional relationships with students and employers.
- Avoid and report any potential conflicts of interest (RTO staff, employers, or students).
- Report instances of cheating or plagiarism to management.
- Stay up to date with changes to policies and procedures.
- Mark and return student work promptly with comments and feedback (Satisfactory or Not Yet Satisfactory).
- Ensure assessment decisions are made in line with the Principles of Assessment and Rules of Evidence.
- Report potential instances of student abuse or neglect (Child Safe Policy).
- Respect each student's personal, religious, and spiritual beliefs.

Student Responsibilities

Student Code of Conduct

You are expected to treat our staff and fellow students with respect regarding the conditions in this Student Handbook.

- Treat all people with fairness and respect and do not do anything to offend, embarrass, or threaten others.
- Not harass, victimise, discriminate against, or disrupt others.
- Inappropriate language and actions will not be tolerated.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Not bring into our premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Complete all assessment tasks, learning activities, and assignments honestly and without plagiarism.
- Hand in all assessment tasks, assignments, and other evidence of work with a completed and signed cover sheet.

Where your behaviour is affecting the learning process, you may be asked to leave the program.

Work Health and Safety (WHS)

Students have an obligation to the trainer and other students regarding health and safety. Students must:

- Not wilfully or recklessly interfere or misuse any resources provided by EduClick in the interests of health, safety, or welfare.
- cooperate with health and safety directives given by trainers.
- ensure you are not affected by the consumption of drugs or alcohol, as to endanger your own health and safety or the health and safety of another person.
- Should you be involved in any accident resulting in personal injury and/or damage to equipment or facilities, notify your Trainer immediately.
- Emergency procedures and exit plans must be followed. If you hear an alarm or a staff member advising of an emergency, you must leave the building. Emergency procedures and exit plans are covered on the first session of a new training program.

Student Rights

All students have the right to:

- be treated fairly and with respect by all students and staff.
- Not be harassed, victimised, or discriminated against on any basis.
- Learn in a supportive environment free from harassment, discrimination, and victimisation.
- Learn in a healthy and safe environment.
- Have your personal details and records kept private and secure.
- Have access to the information EduClick holds about you.
- Have your complaints dealt with fairly, promptly, confidentially, and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment, and support services that meet your individual needs.
- Be given clear and accurate information about your course, training and assessment arrangements, and your progress.
- Access the support you need to effectively participate in your training program.
- Provide feedback to EduClick on the client services, training, assessment, and support services you receive.

Student Misconduct

Serious misconduct may result in immediate termination and withdrawal from your course. Refunds for units not started may be given in this instance.

Student misconduct will result in a formal meeting followed by a written warning. Further incidents will result in termination and withdrawal from your course without refund.

Misconduct includes:

- Theft
- Fraud
- Violence/ assault
- Discrimination, harassment, intimidation, or victimisation on all EEO and non EEO grounds
- Serious negligence including OH&S noncompliance.
- Breaches of policy
- Serious breach of confidentiality
- Refusing to conduct lawful and reasonable instructions.
- Wilful disobedience
- Plagiarism
- Being affected by alcohol or drugs (both illegal and prescription) so impaired you are unfit to participate in activities.

Plagiarism, Cheating and Collusion

EduClick takes very seriously instances of plagiarism, cheating or collusion. Students are expected to always act with integrity and ensure the work they are submitting is their own. When you submit your assessments, you will be required to sign a declaration stating that the work you are submitting is your own work, that you have not cheated or plagiarised any work.

Disciplinary Procedures

We may choose to suspend or dismiss you from your course according to the gravity of the following circumstances:

- Improper conduct
- Verbally, sexually, or physically harass any other student, staff member, or lecturer.
- Endanger students, staff, or lecturers by reckless or unsafe behaviour.
- Cause disturbance or classroom disruption.
- Steal property belonging to EduClick, staff, lecturers, or other students.
- Commit violence against, or intimidate, another person.
- Damage property of the EduClick or students, staff, or lecturers.
- Threaten harm to self or others.
- Cheat, plagiarise or collude (see separate section below).

Course Entry Requirements

Pre Training Review

To ensure students are placed in a course with an appropriate delivery and assessment strategy we are required to review their existing knowledge, skills, and experience relevant to the course for which they are applying. The Pre-training review will be conducted to determine if the course is appropriate for addressing the students' learning needs.

When working in a schools environment this may be done by either the RTO or the school.

Language literacy numeracy and digital skills assessment

To ensure that you will be successful in your chosen course, eduClick require all students to complete a Language. Literacy, numeracy and digital skills assessment. Our entry requirements ensure that the course is suitable for you and that you have any necessary supports to participate in the course.

Reasonable Adjustment / Special Consideration

Where support services are identified, eduClick will provide access to support services that will support you through your educational journey. Your trainer will follow procedures to access the appropriate assistance for all students with specific needs. Learning needs can include:

- Intellectual, psychological, physical, or medical conditions
- Vision or hearing impairments.

We can assist by providing resources and assessments in languages other than English, provide resources in large font or audio support for hearing impaired students. As each student's needs are unique, we recommend that you reach out and discuss your needs with our team. EduClick is committed to encouraging participation from students from diverse cultural backgrounds and people with disabilities.

Access and Equity

EduClick abides by access and equity principles and provides information, advice, and support services to assist students to identify and achieve their learning outcomes. EduClick is committed to providing an environment free from discrimination and harassment. Students will not be discriminated against based on certain attributes.

EduClick's policy sets out the Access and Equity principles and processes to:

Reflect fair and reasonable opportunity, for all students and staff, regardless of race, colour, religion, gender, or physical disability, regardless of the prevailing community values.

Equity for all people through the fair and appropriate allocation of resources and involvement in vocational education and training.

Equality of outcome within vocational education and training for all people, without discrimination.

Access for all people to appropriate quality vocational education and training programs and services.

The intention of EduClick is all students have an equal opportunity to successfully gain skills, knowledge and experience through the training and assessment services of EduClick.

National Unique Student Identifier (USI)

For you to be able to enrol into a nationally recognised qualification/course, you will need to hold a Unique Student Identifier (USI). You will be required to provide your USI on enrolment.

Enrolment

If you want to enrol into your course of study and have completed the LLND, eduClick will formally enrol you into the course of study. During this process eduClick you must provide your personal information to complete your enrolment. We only request mandatory information required by our regulatory obligations and data reporting requirements.

You are required to provide your personal details, educational history, and the provision of a Unique Student Identifier (USI) if you have one. If you do not have a USI, you need to create one as eduClick are unable to issue any certificates or statements of attainment unless you provide a USI to us.

If you have personal health conditions, please advise EduClick staff before commencing the course. All information is treated in strict confidence and is needed so that EduClick can provide support or assistance should an emergency arise.

During the enrolment process, you can seek to gain credit transfer or recognition of prior learning based on existing qualifications or skills and knowledge that you have. For further information, read the section within this handbook about credit transfer and recognition of prior learning.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) acknowledges the full range of an individual's skills and knowledge, irrespective of how it has been acquired. This includes competencies gained through formal and informal study, work experience, employment, and other life experiences. Students undertaking training programs are entitled to have their prior learning recognised.

Students seeking RPL are provided with a copy of an RPL application form and advice on whether RPL is suitable, how to formally apply for RPL, and how to build a portfolio of evidence for the application.

RPL applications may incur a fee.

Credit transfer (CT)

EduClick (RTO:91530) recognizes qualifications and statements of attainment issued by other Registered Training Organisations, or by EduClick (RTO:91530) for other qualifications that you may have previously completed.

Students who have successfully completed whole units of competency with another RTO can apply for credit transfer.

Students can apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates/ statements of attainment to the Administration staff. The CT application form is available on request from the Administration staff.

Credit transfer applications do not incur a fee.

Course Information

Course information is available from our website, and will provide you with relevant information about our courses.

Privacy and Confidentiality

EduClick complies with the Privacy Act and the National VET Data Policy.

EduClick considers student privacy to be of utmost importance and will practice a high standard of care and concern about maintaining student privacy in all aspects of business operations.

As a registered training organisation (RTO), we collect your personal information to process and manage your VET course enrolment.

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will manage your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact EduClick using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

For more details, refer to our VET Data and Privacy Policy available on our website.

Please note that from time to time, you may be contacted by the Department of Education for quality purposes about your training. You may be asked to complete a student survey by a government department or an NCVER employee, agent, third-party contractor, or another authorised agency. You can opt out of the survey at the time of being contacted.

You can request access to your personal information, and correct your personal information at any time.

Training and Assessment

Our training methods integrate practical and theory work. Students are provided with set tasks to complete at home online to enhance and consolidate with their workplace-based training. Our courses are competency based, this means you must be able to demonstrate you can do the tasks to the prescribed level and provide evidence of your competence to an assessor.

Assessment decisions.

- Students that successfully complete all of the requirements in an assessment task will be deemed **satisfactory**
- Students that do not complete all the required tasks to a satisfactory level will be deemed **not yet satisfactory**
- Students that complete all assessment tasks in a unit of competency will be deemed **competent**.
- Students that do not complete all of the assessment tasks to a satisfactory standard will be deemed **not yet competent**

Students are given 3 attempts to demonstrate competency for each assessment task. If they are still unable to demonstrate competency, they will be deemed not yet competent (NYC) and must re-enroll and undertake the training again.

Evidence can be gathered using the following assessment methods:

- Role Play - students participate in a hypothetical situation to demonstrate their skills and knowledge.
- Demonstrations - students demonstrate their competency in the workplace.
- Projects, Case Studies & Written Questions - completed alone to assess students' competence.

Once you demonstrate competency for the required number of units specified in your course information, your qualification is awarded. A Statement of Attainment is issued to students who have demonstrated competency in some of the units listed in the course information.

Complaints and Appeals

EduClick is committed to providing an effective, efficient, timely, fair, and confidential non-academic grievance handling procedure for all students within 60 days of receiving the complaint. Complainants are entitled to access the grievance procedures regardless of the location of study, the complainant's place of residence or mode of study.

Non-academic matters include those matters which do not relate to student progress, assessment, course content or awards in a course and include complaints in relation to personal information that the provider holds in relation to the student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

For more details, refer to our Complaints and Appeals Policy and Procedure available on our website.

- Qualification Issuance Policy
- Certificate Policy

All certificates are issued within thirty business days after successful completion of training (provided that all fees have been paid). If requested, the certificates are mailed to the address which has been supplied by the student.

General information

Student Support

Throughout your training, you have access to several student support mechanisms. We monitor your progress and reach out with support if we feel that you are not engaging in your studies and falling behind.

Technical support is available from our administration team to help with passwords reset, navigating the Learning Management System (LMS), and general IT issues.

We understand that our students sometimes require extra support to help them cope with their training course. Sometimes there can be personal issues that impact their successful course completion. Our Welfare Officer and relationships with professional welfare services ensures that our students are provided with access to services if required.

Support service	Contact information
Academic support	Zane Davidson: 0455 716 777 Email: info@educlick.com.au
Emergency Services	Phone 000 to report any emergencies
Lifeline 24-hour Counselling Services	Phone 13 11 14 https://www.lifeline.org.au
Kids Helpline Free, private, and confidential 24/7 phone and online counselling service for young people aged 5 to 25.	1800 551 800 https://kidshelpline.com.au/
Headspace Supports young people aged 12-25	(03) 9027 0100 https://headspace.org.au/contact-us/
Beyond Blue Provides information and support to help with mental health.	1300 224 636 https://www.beyondblue.org.au/
Reading Writing Hotline	1300 655 506 https://www.readingwritinghotline.edu.au
Kidsline Australia	1800 551 800 Email: admin@kidshelpline.com.au
13YARN Crisis support for Aboriginal and Torres Strait Islander people	Phone: 13 92 76

Fees, Charges and Refunds

Course fees are paid by the school and students are not liable for any payment to eduClick.

Record Keeping and Confidentiality

All personal details provided to EduClick by students remain confidential. Records containing personal and company details are stored securely with limited access to approved personnel. Requests to view your own student file are made in writing detailing the specific information required, requests are submitted to EduClick administration via email: info@educlick.com.au

Third Party Arrangements

EduClick may engage in third-party arrangements for the provision of training and assessment services. Any such arrangements will be clearly communicated to students.

Terminate the student's enrolment.

The student may appeal the decision or the penalty within 14 days of receiving the penalty notice (refer to our Complaints and Appeals Policy and Procedure available on our website). The Appeals Committee may either dismiss or allow the appeal in whole or in part and will make its decision on a majority vote.

Evaluations, Feedback and Surveys

EduClick strives to continuously improve our courses; to help us do this, you may be asked to provide feedback about all aspects of your training experience including feedback on your Trainer/Assessor, course content, and assessment processes.

You may be asked to complete the National Centre for Vocational Education Research (NCVER) Learner Engagement Survey. This feedback is submitted to NCVER annually to provide feedback on the quality of the training and assessment provided by EduClick. As part of your regulatory requirements a summary report is submitted to its NCVER on an annual basis.

Issuing Certificates

All certificates issued by EduClick are issued according to the issuance of certificates and statement of attainment policy and procedure.

Certificates are required to be issued in the full official name of the candidate at the time the award is made.

Replacement certificates will be provided to accommodate a subsequent change of name, upon satisfactory proof of identity and evidence of name changes must be provided.

A Student is entitled to receive a Qualification / Statement of Attainment for any units completed during the study of a course/qualification.

Replacement Certificates

EduClick, at its absolute discretion, reserves the right to issue replacement certificates to candidates upon satisfactory proof of identity. Replacement certificates will be issued to candidates who have lost their certificates.

Replacement certificates will be provided electronically at no cost. Hard copy certificates will be issued at a cost of \$40.

Training guarantee

EduClick will take all reasonable steps to ensure we provide a course to a student/s once it has been confirmed. In the unlikely event of EduClick being unable to fulfil its commitment to provide a course at the agreed date it will offer the student a full refund or reschedule the course.

Transition arrangements

EduClick implements an effective policy and procedure to ensure that it delivers current AQF training packages and accredited courses. This policy ensures new training package and accredited courses will be implemented within 12 months of their introduction and that students are fully informed of the process and subsequent arrangements.