



Coex Training

Student Handbook

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www.coextraining.com

RTO Number 41119

Our expertise,
your capability.

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Introduction

We are pleased that you have decided to undertake your studies with us and congratulate you on the commencement of this exciting learning journey.

This student handbook is designed as a guide while completing your chosen qualification. It tells you what to expect while studying and what expectation we place on you.

This handbook is not designed as a replacement of communication with our learners, so we invite you to build relationships with your trainer and our support team.

As a registered training organisation (RTO) #41119, we deliver nationally recognised vocational education and training that complies with The Standards for RTO's 2015.

In addition to this legislative framework, the nationally recognised training programs that we offer are based on qualifications from national training packages, ensuring that the skill, knowledge and attitudes you develop throughout your learning journey have been identified by industry, for industry. This, simply stated, means that you; whether you are looking for a job, a promotion or a change in career; will develop a set of competencies that sees you 'employable'.

Our Business

All Coex Training courses are designed in consultation with our clients and Industry professional's to ensure that we are providing the most current training and instilling in our students best industry practice, including the training needs analysis and development of Training and Assessment Strategies (TAS) with modes of delivery to suit a vast array of industry expectations.

Our Courses

Information on the courses provided by Coex Training is available on our website at www.coextraining.com. Or alternately, contact us and we will send you a copy of or course information.

Enrolment

Enrolment with Coex Training is a very simple non-invasive process. Depending on what course or qualification you enrol in you may be required to complete:

- An enrolment form
- An interview with an Coex Training representative to identify any pre-existing knowledge and skills
- A literacy and numeracy assessment to identify any learning needs or potential barriers to your learning

When identifying your pre-existing knowledge and skills, the Coex Training representative will need to identify:

- What work you have done in the past
- What knowledge and skills you gained from that work
- How you best learn
- What, if any, support might you require during your enrolment with us

This information is used to develop a picture of your skills and abilities and may reduce the amount of training or time it takes you to complete your qualification. It will also provide our representative with information to advise on whether or not you may be eligible for recognition of prior learning (RPL).

In order for us to identify your learning needs, we ask you to participate in a non-invasive literacy and numeracy test. This test is designed to identify any gaps in your reading, writing, comprehension and mathematical abilities. Using this information, we can adjust the way in which we train you or identify strategies to provide support throughout your training program.

It is important to note that your enrolment is not considered complete until you receive a confirmation letter from Coex Training. This is because we are required to collect a range of information and documentation (particularly

for our funded programs) to confirm the appropriateness of the qualification for you and your eligibility for funding. Once all of the required information is collated and assessed, you will be advised of your enrolment.

Induction

During your enrolment, you will also undergo a formal induction which will take you through the information on this student handbook and, where applicable, include the completion of a formal training plan.

You will be provided with detailed information on (among other things):

- Fees and charges
- Refunds
- Complaints and appeals
- Attendance and participation in training

You will be requested to sign the acknowledgement at the end of this handbook to confirm that you have read and understood. If at any time you misplace this handbook, it is available for download from www.coextraining.com.

Rights and responsibilities

The adult learning environment within Coex Training encourages and supports the participation of people from diverse backgrounds. Coex Training's aim is for each student to have an equal opportunity to learn in a supportive environment.

This Student handbook outlines your rights and responsibilities. This Student Handbook should be read in conjunction with your training contract (trainees only). If you have any questions, please do not hesitate to contact us or speak with the Coex Training representative during the enrolment phase (and your induction).

Students' Rights

Coex Training recognise that students have the right to:

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

Students' Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake;
- Providing accurate information about themselves at the time of enrolment, and to advise Coex Training of any personal information changes, including to their address or phone numbers within seven days;
- Paying of all fees and charges associated with their course;
- Signing in and out when attending training;
- Abiding by any dress code stipulated by Coex Training;
- Not cheating or plagiarising in course work / assessments submitted for assessment;
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them;
- Regular and punctual attendance;
- Ensuring they attend classes sober and drug free, and smoke in designated areas;
- The security of their personal possessions while attending a course;
- Promptly reporting all incidents of harassment or injury to Coex Training Manager;
- Respecting Coex Training's property and observing policy guidelines and instructions for the use of equipment;
- Seeking clarification of their rights and responsibilities when in doubt;
- Asking for assistance and / or support when needed.

Employer Responsibilities

When entering into a training contract with an apprentice or trainee, you are agreeing that you can provide the training and assessment as outlined in the training plan. In addition, you have other responsibilities:

- Observe and adhere to all obligations as outlined in the training contract
- Ensure that you provide adequate supervision of the trainee/apprentice
- Allow the trainee/apprentice time away from productive work to participate in training
- Pay the trainee/apprentice in accordance with the relevant award
- Comply with all Fair Work, Industrial Relations and Work Health and Safety regulations and legislation

Access and Equity

Access and Equity policies are incorporated into operational procedures. Coex Training prohibits discrimination towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or religious background
- Marital status
- Physical or intellectual or psychiatric disability
- Homosexuality (male or female, actual or presumed)
- Age

Coex Training encourages Students with diverse backgrounds and a genuine interest in expanding their knowledge and skill to apply for admission into all courses.

Programs are designed and wherever possible, facilities set up to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged people. A copy of our Access and Equity Policy is available for all students by contacting us via the contact details on the front page of this Student Handbook.

Student Support

To maximise opportunity for students successfully completing their training, Coex Training will identify learning needs during the enrolment process to any support individual students need. This may include specialist literacy

and numeracy assistance or simply making an adjustment to the way in which the training is delivered or other opportunities to provide support including:

- Assistive Technology
- Additional Tutorials, and / or
- Other mechanisms, such as assistance in using technology for online delivery components.

During the enrolment process, a representative of Coex Training will conduct an interview, during which your pre-existing knowledge and skills will be identified. Following this, you will undertake a brief and non-invasive literacy and numeracy assessment. Together these documents will assist Coex Training to determine the amount of training required, any opportunity to seek recognition of prior learning, how you best learn and the type of assistance and support you may require.

Where this support attracts an additional cost to the student, Coex Training will make this clear in pre-enrolment information. If there are limitations to the support, Coex Training is able to provide, these limitations need to be made clear in information provided to potential students.

Training Guarantee

Coex Training guarantees to provide you with the training necessary to complete your qualification. However, your participation in the training is what will make your education experience with us a success. If we are unable to provide you with training for any reason, we will work with another registered training organisation to assist you to finalise your qualification. If this cannot be achieved, we are committed to our refund policy which will see fees refunded in full for those units of competency not yet commenced. A Statement of Attainment will also be provided for all successfully completed units of competency to enable you to seek credit transfer with another provider in the future.

Training that meets your needs

Coex Training is committed to ensuring you receive training, assessment and support services that meet your individual needs. To achieve this, we need to know what your needs are.

If at any point through-out your course you require any assistance or support, please discuss these needs with Coex Training staff (your trainer) and we will do our best to help. If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing, that have not already been identified through the enrolment phase, please notify staff as soon as possible, preferably at the start of your course, to allow us to cater for any of your needs. If you do not tell us about any condition that may affect your learning, we will not be able to assist you if the need arises. Any information you tell us in relation to your needs will remain confidential and only be used to support you.

Changes to Agreed Services of Coex Training

Coex Training will endeavour to provide the services outlined in your enrolment to the best of our ability at all times. However, at times, there are situations that are potentially out of our control or that prevent us from offering a training course in accordance with our delivery schedule. Where there are any changes to agreed services, Coex Training will advise you, in writing as soon as practicable.

Should Coex Training change ownership or changes to the structure of Coex Training may significantly impact on the delivery of your training, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements, we will advise you as soon as is practicable and with options open to you to continue, cancel or transfer your enrolment.

Complaints Policy

Coex Training endeavours to ensure that complaints lodged with us can be resolved, equitably and efficiently, in accordance with the principles of natural justice. Our Complaints Policy is there to manage and respond to allegations involving:

- conduct and behaviour of Coex Training, its trainers, assessors or other staff
- conduct and behaviour of a third party providing services on the Coex Training's behalf, its trainers, assessors or other staff
- conduct, attitude and behaviour of students of Coex Training
- implementation of policies and procedure of Coex Training

Coex Training acknowledges that a student, who has a complaint, has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. However, Coex Training also encourages all students to attempt to resolve the complaint before submitting a formal complaint to the RTO Manager.

Coex Training will accept complaints from students in writing either via post, email or completing the Coex Training Complaints and Appeals Form.

Complaints sent via email or using the Complaints and Appeals Form should be sent to info@coextraining.com. Students should aim to submit their complaint as soon as is practicable after an incident has occurred.

Upon receipt, complaints will be acknowledged in writing to the email address or postal address nominated on the Complaints and Appeals form.

The RTO Manager will ensure that a full investigation is undertaken into all matters raised in the complaint and, where necessary, contact the student where further information is required. Students will be provided with the opportunity to meet with the RTO Manager to discuss the complaint in further detail and to present further evidence to support the complaint.

Upon completion of the investigation, the RTO manager will advise the student of the outcome and any actions that have been taken to ensure that the incident does not re-occur. Correspondence will be sent to student within fourteen (14) days of the decision.

If for any reason students are dissatisfied with the decision of Coex Training, students are free to submit an appeal against this decision.

Appeals Policy

Coex Training endeavours to ensure that appeals lodged with us can be resolved, equitably and efficiently, in accordance with the principles of natural justice. Our Appeals Policy is there to manage and respond to appeals against decisions made by Coex Training including:

- administrative decisions
- decisions made by assessors on the outcomes of assessment

Coex Training acknowledges that a student who believes that he or she has been aggrieved by a decision made by Coex Training, can expect that every effort will be made to review it in accordance with this policy, without prejudice or fear of reprisal or victimisation. However, Coex Training also encourages all students to attempt to seek advice from and discuss with their trainer or another Coex Training representative before making the decision to submit a formal appeal.

Coex Training will accept appeals against decisions made by Coex Training including assessment outcome decisions in writing only. All appeals must be, where possible, emailed to info@coextraining.com, using the Complaints and Appeals Form.

All appeals against decisions made by Coex Training or its representatives, including trainers and assessors, must be submitted within fourteen (14) days of the decision being made. Appeals submitted outside of this timeframe will not be considered. Further advice or further avenues in these situations must be sought from the RTO Manager.

Upon receipt, appeals will be acknowledged in writing to the email address or postal address nominated on the Complaints and Appeals form.

The RTO Manager will review the appeal in consultation with nominated staff and representatives of Coex Training to identify if the decision was fair, equitable or impacts negatively on the welfare or outcomes of students. In the case of appeals against assessment decisions, the original trainer will be consulted to identify if the decision was fair and in accordance with:

- The Coex Training Assessment Procedure
- Principles of assessment
- Rules of evidence

Students will be provided with the opportunity to meet with the RTO Manager to discuss the appeals in further detail and to present further evidence to support the appeal.

Where it is agreed that the decision of Coex Training should be overturned, the RTO Manager will advise the student of the outcome and any actions that have been taken.

Where it is agreed that the assessment decision of the original assessor is to be overturned, the student will be advised in writing and offered a further opportunity for assessment at no cost to the student. Upon request of the student, Coex Training will engage a different assessor to conduct the re-assessment. Where this is not possible, the student may request to have another Coex Training representative present during the assessment.

Students will be advised of the outcome of the appeals within fourteen (14) days of the decision.

All records pertaining to appeals are to be kept securely in the electronic Complaints and Appeals Register.

Where a complaint or appeal cannot be resolved following the appeals process, students are free to make contact with the Australian Skills Quality Authority, the statutory Commonwealth Authority responsible for the regulation of training providers.

Confidentiality will be maintained throughout the process of making and resolving complaints and appeals. Coex Training seeks to protect the rights and privacy of all involved and to facilitate the return to a comfortable and productive learning environment.

Training and Assessment

Coex Training is committed to providing the best possible learning environment for all staff and students to achieve the outcomes sought by industry. Therefore, our trainers will work with students to ensure that the needs of each individual student are met in accordance with their individual or group learning style.

The way a student learns will depend greatly on his/her ability to be able to interpret and comprehend the information being provided by the trainer and their ability to be able to apply this knowledge and skill in an assessment.

Coex Training has developed generic learning and assessment methodologies that can be contextualised/customised to suit learning styles, working environments and the needs of industry and employer.

Depending on the qualification you are undertaking, learning options available may consist of the following:

- Face to face learning
- One on one learning (under certain circumstances)
- Online learning
- Resource manuals
- Textbooks
- Practical on site activities

Coex Training uses a range of assessment to support students in demonstrating competency. In most cases, assessment for each unit of competency in a qualification consists of:

- Written or theory test;
- Practical observation of tasks/activities being undertaken in a real or simulated workplace;
- Third party or supervisor reports;
- Assignments and projects;

Prior to assessment being conducted, all students are provided with information on and/or referred to:

- Where and when the assessment is to be conducted;
- How the assessment is to be conducted;
- The tasks to be completed;
- The evidence to be collected
- The Coex Training Complaints and Appeals Policy;
- Re-assessment

Assessment tasks are deemed either satisfactory or not satisfactory while units of competency are deemed competent or not yet competent. In order to be deemed competent for a unit of competency, a student must successfully complete all assessment tasks for that unit of competency, to a satisfactory level and to the standard that would normally be expected in the workplace.

Where an assessment has been deemed not satisfactory, feedback on the areas in need of improvement will be provided and the student invited to be re-assessed at a later date.

Where, during the enrolment process, it was identified that a student has specific learning difficulties, or needs or a particular disability, assessment can be adjusted to suit their needs (providing reasonable adjustment does not alter the integrity of the unit of competency or render the assessment unsafe or in breach of legislation, regulation or other law). Reasonable adjustment will be applied by trainers and assessors on a case by case basis. Students should speak to their trainer/assessor directly if they have any concerns in relation to an assessment method or task.

Feedback and continuous improvement

Coex Training is proud to quality assure the delivery of its vocational education and training products and services. At the conclusion of your training, you will be provided with a questionnaire to provide us with feedback on the service provided and the quality of our training. Whilst this questionnaire is not mandatory, we would appreciate your valuable feedback and you can remain anonymous.

All surveys conducted by Coex Training will remain anonymous and the results securely stored. The information you provide will not be shared with anyone unless required by law and regulations.

Cancellation (all students)

Enrolment for Coex Training

Should you wish to cancel your enrolment with Coex Training, you must contact us to obtain a cancellation form. Complete the form and submit to our administration team (or via email at info@coextraining.com). Once your enrolment has been cancelled you will received formal confirmation.

Completing your course or qualification

There is no better feeling that completing your studies after all of the hard work and effort that you have put into it.

Once you have successfully completed all of the assessment requirements for all units of competency in your qualification, you will be issued with a formal qualification within thirty (30) days. If you withdraw prior to completing your qualification, you will be issued with a Statement of Attainment for those units of competency successfully completed.

Access to your records

Coex Training is committed to providing you with accurate and current records of your participation in training and progress. If at any point you wish to view your student file or discuss your progress in the course, you should discuss this in the first instance with your trainer who can arrange for you to view your student file.

Coex Training will not allow third party access to any of your records without your written permission. Should a third party request such permission, the RTO Manager will contact you and request that you provide confirmation in writing including the name and contact details of the third party.

You or confirmed third parties will need to attend the offices of Coex Training to view academic records. In both instances, identification must be provided before the records will be provided. A copy of the identification will be taken and saved on your student file for future reference.

Fees and charges

All fees are to be paid as specified in the tax invoice, as per the course information and can only be paid by purchase orders, credit cards or EFT. Tax Invoices will be issued as required and as an approved program, there is NO GST included in the course cost for nationally recognised qualifications.

All course fees including student contributions for funded training includes all facilities, resources and administration charges applicable to each qualification. Where Coex Training needs to charge a further fees, these will be advised at the time of enrolment.

Self-funded students

Enrolments in scheduled courses as soon as is practicable before the commencement of the course to enable trainer, facility and resource preparation without prior authorisation and approval of the management of Coex Training.

All fees for self-funded students are invoiced in advance of the delivery. Upon confirmation of enrolment, you will be invoiced the registration fee which is equal to 30% of the total course cost. However, should this amount (30%) exceed \$1000, the amount invoiced by Coex Training for the registration fee will be equal to \$1,000.00. The registration fee must be paid within seven (7) days. This will secure your place in the qualification.

Should you wish to enter into a payment arrangement, this will need to be requested in writing to the RTO Manager and only implemented upon approval. Payment arrangements via monthly direct debit is the only method that will be approved by Coex Training.

Refund Policy

Self-funded students

If a student withdraws from a course at least seven (7) calendar days prior to the commencement date, any fee's paid will be refunded in full.

If a student withdraws from a course within seven (7) days of commencement, all attempts will be made to reschedule the training at a later time. If this is not acceptable and we are unable to fill the position the any fees paid may not be refunded and will be at the discretion of Coex Training.

Credit for Prior Studies

Learners are not required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this. Where a learner provides suitable evidence (Statement of Attainment or qualification and Academic Transcript/Statement of Results) that they have successfully completed a unit registered training organisation, Coex Training must provide credit for that unit. In some cases, licensing or regulatory requirements may prevent a unit being awarded through a credit process. E.g. CPR and First Aid.

Credit must be granted not only for studies completed at registered training organisation, but at any authorised issuing organisation, such as a university. In such cases, an analysis as to the equivalence of the study completed with the relevant unit/s would need to be completed before any credit could be granted.

Coex Training is not obliged to issue a qualification or Statement of Attainment that is achieved wholly through recognition of units and completed at another registered training organisation.

Before providing credit on the basis of a qualification, Statement of Attainment or record of results, Coex Training will authenticate the information in the document by contacting the organisation that issued the document and confirming the content is valid.

Note that providing credit for previous studies is not a recognition of prior learning (RPL) process. RPL is a form of assessment of the competence of a person, while providing credit is recognising the equivalence of studies previously undertaken and completed successfully.

Recognition of Prior Learning

Coex Training provides a user-friendly, supportive, streamlined framework for the assessment and recognition of various types of prior competencies obtained by an individual through previous or current training, work experience and / or life experience.

The underlying principle of Recognition of Prior Learning (RPL) is that no individual/participant should be required to undertake a unit of study in a training session for which they are able to demonstrate satisfactory achievement of the required competency standard or learning outcome for entry into, and/or partial or total completion of a qualification.

This policy therefore aims to maximise the recognition of an individual's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific course of study.

Assessment will take place by a qualified assessor who has successfully completed Certificate IV in Training and Assessment (TAE40110) and who has the vocational competencies in the unit they are assessing the participant's competency against. To view the current procedure on the recognition of prior learning, refer to the policy.

Should you believe that you may be eligible for recognition or prior learning, speak with an Coex Training representative during the enrolment phase. They will provide you with more detailed information and if necessary, an application to seek recognition of prior learning.

Change of personal details

It is important that you advise us whenever you change your personal details including:

- Name
- Address
- Email
- Phone number

Upon any of the above changes occurring, you need to notify Coex Training with the relevant information by completing a Student Change of Details Form available through Administration. It is important to update us on any change of details to enable us to keep in touch with you and ensure that you receive a copy of your qualification or Statement of Attainment.

Submit a copy of the Student change of Details form to your trainer who will ensure that it is submitted to administration for updating of our student database. If you have changed your name, we will also require evidence in support which may include a copy of a marriage certificate or correspondence from the relevant authority responsible.

NOTE: No responsibility will be accepted by Coex Training for failure on the student's part to advise of any change of details.

Assessment Results

Students are notified of assessment results by their trainer at the end of each assessment event. Assessment results will not be given to anybody other than you, the trainer and or Coex Training RTO Manager. No assessment results are issued or discussed over the telephone.

No formal hard copy record of your assessment outcome will be provided to you following completion of assessment. However, should you require confirmation of successful completion of an assessment task, you can email info@coextraining.com to request this. Coex Training will provide with details of your achievements in assessment activities via return email on letterhead.

Academic Misconduct and Plagiarism Policy

Academic misconduct or plagiarism occurs when a student reproduce someone else's words, ideas, or findings and present them as their own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs or other extracts from someone else's published work (including on the Internet and in software) without acknowledging the source;
- Paraphrasing someone else's words without acknowledging the source;
- Using facts and information derived from a source without acknowledging the source;
- Using ideas directly derived from an identifiable author without acknowledging the source;
- Producing assignments that should be their own independent work in collaboration with and/or using the work of other people (e.g. a student or tutor);
- Using the work of other members of a group project without acknowledging who contributed the work;
- Copying from another student's and / or their work;
- Submitting someone else's work as their own;
- Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;
- Taking statistics from another source and using them in a new table or figure without acknowledgement;
- Buying an essay from the Internet or another student and submitting it as their own work;
- Making up fake quotes or sources.

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed not yet competent for the relevant unit of competency on confirmation of the breach. All confirmed cases of cheating or plagiarism these are recorded on the student's file. Students will be disciplined as per the Students Disciplinary Policy.

Students found cheating will receive a formal written warning from Coex Training Manager advising that a second breach will result in the student being asked to leave to course with no refund.

Student Disciplinary Policy

The student disciplinary policy exists for the proper management of disciplinary issues.

The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour.

Coex Training seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff and the general work / learning environment.

When a student's behaviour conflicts with the Student Code of Conduct, disciplinary action will be taken according to the following process:

1. Initially, the trainer will discuss the behaviour in question with students and add a note to the students file.

2. If the behaviour continues to be unacceptable the trainer arranges a meeting with Coex Training RTO Manager, or their delegate to discuss the issue.
 - a. Details of all disciplinary warnings and/or interviews will be recorded using the communication log of the Student Database System.
 - b. Coex Training RTO Manager, or their delegate will counsel students on possible consequences of breaching the Student Code of Conduct.
3. If necessary, an action plan may be implemented for the student to abide by in cases deemed necessary by Coex Training RTO Manager, or their delegate.
4. Further disciplinary problems will be addressed by Coex Training RTO Manager, or their delegate, in consultation with the trainer.
5. An official warning letter will be issued by Coex Training Manager, or their delegate.

Coex Training reserves the right to expel students immediately depending upon the seriousness of the misconduct or in cases where the conduct of a student breaches Work Health and Safety legislation or the student puts at risk the safety or health of themselves, students or staff of Coex Training.

Work Health and Safety Policy

The purpose of this policy is to outline the process of assisting all staff and clients to meet and comply with the state Work Health and Safety Act 2011.

Management has overall responsibility to ensure that the processes outlined in this policy are conducted in accordance procedures and relevant legislative provisions. Course trainers and assessors are responsible for ensuring WH&S requirements are met in their own training and work areas.

It is the policy of Coex Training that all staff work in areas which are safe and physically suitable through meeting the requirements of the state Work Health & Safety Act. In doing so, students will be given instruction in venues which also meet the requirements of the Act.

Through education, hazards to health and safety for staff and students will be eliminated or, where this is not practicable, will be managed so as to prevent injury, illness and death.

Coex Training will provide information and advice to trainers and assessors in all aspects of WH&S as it applies to the industry. All processes are to be conducted in an ethical and responsible manner to ensure that discrimination in any form is avoided.

This policy is an integral part of Coex Training's commitment to good management practices.

Information/Education:

- Coex Training to plan and conduct information/education sessions for trainers and assessors to assist in understanding and complying with legislative requirements

Hazards:

- identified hazards (workplace and equipment) are to be addressed immediately, where practicable
- any hazards which are not addressed are to be evaluated in terms of risk in meeting the Work Health and Safety legislation and the Standards for Registered Training Organisations 2015, and if significant, be reported to management
- address hazards where possible, and report to management any outstanding hazards
- management is to ensure all hazards are addressed, and where the hazards are a high risk, particularly to students, the course is to be suspended until such time as the hazard is addressed

Accidents/Incidents:

- should an accident or incident occur (including near-misses) the accident is to be reported to management for appropriate action
- management will investigate the accident or incident to report, identify and eliminate, where possible, potential further accidents or incidents
- management to ensure that all medium or high risk accidents or incidents are investigated and all potential for further accidents or incidents are eliminated where possible

All new employees must be made aware of the health and safety procedures of the office and ensure they understand them.

- Safety and evacuation notice is situated at the entry of the main office
- Fire extinguishers are at the rear entry of the building.
- Electrical equipment is to be checked on a 12 monthly basis for safety.
- Electrical equipment to be used with care and to manual guidelines.
- Power boards and extension cords to be used with care and the use of double adaptors is not recommended.
- Coex Training archive boxes or any other materials must not be placed in an area which may cause a hazardous situation
- Furniture and equipment, particularly desks, chairs and computer equipment should be placed and adjusted to maximise ergonomic work processes