



Learner Handbook

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genU
TRAINING

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Learner Information and Guide

Welcome

On behalf of our team, I welcome you to genU Training and thank you for choosing us to support you in achieving your goals.

This document provides you with important information such as:

- an overview of Vocational Education and Training
- our policies and procedures
- obligations to you, and
- how we can support you in your learning
- your responsibilities as a learner.

Prior to the start of your training, we require you to read this handbook so that you are familiar with our processes and procedures.

Some of these topics will also be covered in your course induction.

During the enrolment and induction process you will be required to agree that you have been provided with and read a copy of this handbook.

Please do not hesitate to contact your Trainer or Training Coordinator if you have any questions or if you require any further information about anything that is covered in this handbook.

On behalf of our team at genU Training, I wish you an enjoyable and valuable learning experience.

Regards,

Lisa Abbott,
General Manager, Education & Training

A commitment to quality and you

At genU Training we are proud to deliver quality training that is focussed on supporting individual learners to achieve their goals.

We are committed to delivering valuable, nationally recognised training to support the development of job-ready graduates.

As a genU Training learner, you can expect high quality training and individual support services to meet your needs.

All our practices align to both national and state-based standards including:

- [ASQA Standards for RTO's 2015](#)
- [Victorian Skills First Quality Charter](#)
- [NSW Quality Framework – Smart and Skilled](#)

Education for good.

Our promise is Education for good. genU Training is a registered not-for-profit that reinvests its surplus back into the community. We call it 'profit for purpose'. When you choose genU Training, not only will you benefit, but you'll also be helping others in your community.

We proudly offer training and education that empowers people to reach their full potential and use their new skills to create good in the world.

In turn, the revenue generated from training helps fund not-for-profit initiatives within genU.

Choosing genU Training

When you choose genU Training you are choosing a provider with:

- A focus on quality training and accessibility.
- Over 70 years of history as a national provider of community services.
- Passionate, engaged, qualified and experienced trainers dedicated to sharing their industry knowledge and skills with you.
- Collaborative partnerships with industry and employers.
- Strong links with Employment Services Providers nationwide.
- Flexible training options across Australia, including a mix of virtual training rooms, on campus training and workplace-based experiences.
- Learner support services across all programs to assist all individuals including those with disability, long term unemployment and/or other disadvantages.

When you choose genU Training you are choosing a provider that:

- Has policies and management practices in place to maintain high professional standards in the delivery of education and training and to safeguard your interests and welfare.
- Maintains a learning environment that is supportive of your success.
- Provides appropriate facilities and uses current and up-to-date methods and materials to support your learning needs.
- Employs suitably qualified and experienced trainers to ensure the best possible learning outcomes for you.
- Ensures fair treatment all of learners.
- Provides a learning environment free from discrimination and harassment.
- Respects your right to privacy and confidentiality.
- Gives you the opportunity to participate in decisions about your individual learning needs.
- Provides flexible training options to meet diverse learning needs.

**60+ years
history in
community
services**

**Strong
links with
industry and
employers**

**Multiple
locations
across
Australia**

**Passionate,
skilled and
qualified trainers
and assessors**

**Focus on
quality
training**

What is Vocational Education and Training (VET)?

VET enables learners to develop practical skills and knowledge that assists people to find employment across a range of industries. Industries that require or value a VET qualification include community services (disability, aged care, mental health), hospitality, retail, agriculture and horticulture and many more.

Providers of VET include technical and further education (TAFE) institutes, adult and community education providers and agricultural colleges, as well as private providers, community organisations, industry skill centres, and commercial and enterprise training providers. For more information about Australia's VET Sector, you can visit:

<http://www.asqa.gov.au/about/australias-vet-sector/australias-vet-sector.html>

Competency Based Training and Assessment

Competency based training (CBT) is an approach to training which develops the skills, knowledge and attitudes required to be assessed as 'competent' against a set of standards outlined in a unit of competency or module.

These competency standards are built upon industry expectations about the skills you should be able to demonstrate and the tasks you should be able to perform in a workplace upon completion of your qualification.

Competency based assessment refers to the process of gathering evidence from you as a learner to make a judgement on whether you have achieved the level of skill required for each unit you are studying.

Your guide to learning and assessment with genU Training

Under a competency-based approach you will participate in a range of learning activities and assessments tasks including but not limited to:

Learning:

- Practical skill development and application on campus using current facilities and equipment
- Self-paced eLearning
- Activity based learning opportunities
- Group projects and discussions
- Trainer-led deliver both on-campus and in our [virtual training room](#)
- Skills practice and simulated workplace experiences
- Practical placement and industry experience

Assessment:

- Written and/or verbal questioning
- Case studies
- Skill Demonstration Observations (simulated and workplace environments)
- Projects
- Presentations
- Workplace performance feedback
- Practical Placement Assessments

genU Training online

genU Training delivers learning and assessment through our LMS. This is the system you will be your hub to access, complete and submit:

- You virtual training room links
- Self-paced and guided learning activities
- Assessment tasks
- Learner supports

You will be provided with your individual login details and are responsible for maintain the security of this account and password. genU Training cannot be held responsible for any loss or damage from your failure to comply with this obligation.

To participate in Blended delivery, you must have access to:

- Stable internet connection with suitable data plan
- A laptop, desktop or full-size tablet device/computer
- Earphones, headphones and/or speakers
- Google chrome – latest version (preferred browser for use)
- Alternative browser (Microsoft Edge, Safari)
- Zoom video conferencing software access
- Document scanning app, PDF reader
- A quiet, non-interruptive space to complete studies

Online Student Hub

As you commence your studies with us you will be directed to the 'Student Hub' in the LMS.

The Student Hub will provide further detail and information on:

- Learning and assessment processes and expectations
 - Due date
 - Requests for reasonable adjustments, extensions and appeals
- Support available to you
 - Academic support options by genU Training
 - General support with genU Training Success Coaches
 - Medical Services and local amenities by region
 - Resume writing

Practical placement

Practical placement is a compulsory component for many qualifications and/or units of competency within a qualification.

Depending on the qualification you are completing you may be required to complete a practical placement. You will find information on which courses have placement and how many hours you must complete on our website. A genU Training representative will also provide this information during application, pre-training review and enrolment offer.

To assist you with organising your placement you will be asked to participate in an application process. This process will support you to organise and complete the required checks to access placement opportunities.

Before you can start practical placement, you must:

- Pay for and obtain your own required pre-employment checks as determined by genU Training and your host employer this may include:
 - NDIS Worker Screening Check
 - Police Check
 - Working with Children Checks
 - Vaccination Certificates
- confirm with your host employer you have all required checks
- have a Practical Placement and Workplace Training Agreement signed by all parties which includes you, the RTO and the host employer.

If you are currently employed in the related industry of your qualification, you may be able to complete some, or all of your placement hours and tasks in your workplace. You may be required to access a secondary placement host employer to ensure you are able to complete all the required competencies.

You may not be permitted to commence your practical placement if the required checks have not been completed or are not satisfactory. Not being able to provide a satisfactory Police Check or NDIS Worker Screening Check may result in your inability to secure placement and this will impact your completion of the qualification. If you feel that you have anything to disclose, please do so at the time of your application so your course coordinator can advise you of the most appropriate actions. Your confidentiality is assured throughout this process.

You will be provided with all the relevant documentation regarding your practical placement at the appropriate times during the pre-training review, course induction, practical placement modules, placement negotiations and placement units of competency.

Reasonable adjustment

Reasonable adjustment refers to modifications to the learning environment, learning activities, training or assessment tasks and conditions to assist a learner with any additional learning needs that may have been identified through the pre-training review.

Reasonable adjustment can be made to ensure that a learner with additional learning needs has the same:

- Learning opportunities as a learner without a disability or special need
- Opportunity to perform and complete assessments as those without a disability or special need.

Reasonable adjustments that are applied to a learner's participation in any learning and assessment activities may include but are not limited to:

- Customising resources and activities within the training package or accredited course
- Modifying the presentation medium, for example providing large print resources for a person with a vision impairment
- Use of assistive / adaptive technologies including augmentative and alternative communication aids
- Using an oral questioning assessment technique rather than written questions.

Any reasonable adjustments must not compromise the overall intent of the assessment process. All reasonable adjustments made by genU Training will be justified to align with the learner's needs and retain the integrity of the unit and/or qualification.

Assessment outcomes

There are two possible assessment outcomes of a competency based assessment task:

- Satisfactory (S) - demonstrated sufficient skills and knowledge or
- Not satisfactory (NS) - not yet achieved.

To complete a unit of competency you must achieve a satisfactory result for all tasks assigned for that unit. If you receive a 'Not Satisfactory' result you will be given specific feedback on which parts need to be reviewed, and the opportunity to be re-assessed.

Once you have completed all your assessment tasks for a unit of competency your assessor will use these outcomes to determine your overall unit result.

- Competent (C) - you will be assessed as Competent for a unit if you have received a Satisfactory (S) result for all assessment tasks for that unit
- Not Yet Competent (NYC) - If after the number of allowable reassessment opportunities, you are yet to achieve a satisfactory result for any or all assessment tasks, you will receive an overall unit result of 'Not Yet Competent' (NYC).

Course completion and certification

When you have completed studies, you will be issued with one of the following types of certificates and/or statements:

- Certificate (Full Qualification/Skill Set) - is issued to you upon successful completion of all the required units of competency for a Nationally Recognised Qualification. This will also include a statement of results outlining the result for all units included in the qualification.
- Statement of Attainment - Includes results of individual nationally recognised units of competency and is issued to learners who:
 - Were enrolled in but did not complete all units of a Nationally Recognised Qualification
 - Enrolled in and completed a micro-credential program or accredited short course not leading to a full qualification.
- Certificate of participation / Certificate of completion - an acknowledgement of attendance and or completion of any pre/non-accredited training programs

genU Training will issue you with your Certificate and/or Statement of Attainment within 30 days of your completion or withdrawal of your training. genU Training's Certification Procedure ensures any certification document for nationally recognised training issued to you complies

with all the requirements as directed by ASQA, AQF Qualifications Issuance Policy and any state-based funding contracts.

genU Training will not issue a Certificate or Statement of Attainment if you have any outstanding tuition fees.

You must notify genU Training of any change to your contact details and postal address to ensure that your Certificate and/or Statement of Attainment is forwarded correctly.

A re-issuance fee of \$20.00 will be incurred for any request to replace lost or damaged certification documents. Please allow up to two weeks to produce and send the replacement documents upon receiving payment of the re-issuance fee.

Learner support

Academic support

genU Training can provide you with a range of academic support strategies based on your needs that are identified through the pre-training review and your ongoing participation in your qualification. Academic support aims to assist you in completing your learning and assessment activities.

Support strategies include but are not limited to:

- Timetabled learner support session pre and post class
- Timetable learner support days
- Extra one-on-one tutorials with your trainer, assessor or coordinator
- Extra access to a genU Training computer rooms
- Access to other training to develop academic skills

Please speak to your Training Coordinator to arrange any additional academic support you may need.

Personal and social support services

If you require guidance or advice regarding any personal issues, you can contact your course coordinator who may assist you to source an appropriate service to access such as:

- Mental Health Services
- Family Violence Support Services
- Disability Support Services
- Employment Services

Where further or specialist assistance is required, your Training Coordinator or accessing the Student Hub may assist you to identify appropriate community services for you to contact including:

- Medical services and local amenities
- Local community and welfare agencies for support services such as emergency
- Permanent housing, legal advice and cultural, welfare and family/relationship support
- Funded and affordable counselling services for specialist support to deal with issues such as addictions, trauma, grief, mental health issues and anti-social behaviours

For learners residing in South Australia, genU Training has an agreement with Interskills to provide Learner Support Services (LSS) required under the funding agreement. For further information on the support available please visit <https://cms.skills.frame.hosting/assets/uploads/toolkit/supportingSkilledCareers/LSS-Fact->

Sheet-Students-December-2021_2022-09-20-02 4551_uzlj.pdf or speak to your Training Coordinator.

genU Training will take all reasonable steps to provide additional support to individual learners who experience disadvantage including but not limited to: Aboriginal and/or Torres Strait Islander people, people with disability and/or long term unemployed.

All disclosure of support requirements and provision of support is provided to you in the strictest of confidence.

In the event of an emergency
please contact Police, Ambulance and Fire Department by calling 000.

Your rights as a genU Training learner and genU Training's obligations

Right to privacy

genU Training understands your right to privacy and is committed to the principles of privacy legislation. genU Training adheres to the genU Privacy Policy which can be accessed via: genu.org.au/privacy-policy.

The personal information we collect from you is used by genU Training to:

- Carry out transactions relating to the purchase of training or training programs including collecting payments
- Administering training programs and qualifications
- Supplying purchased services and/or resources
- Sending statements, invoices and training documentation including Certificates and Statements of Attainment.

In the event that genU Training is required to disclose your personal information to a government department both parties are obligated to use the information in accordance with their privacy statement and the current Privacy Act.

Your personal information will be used and retained by the Student Identifiers Registrar as authorised by the Student Identifiers Act 2014 for the purposes of applying for a Unique Student Identifier (USI), resolving issues with your USI and created authenticated VET transcripts.

For further information regarding the use of your personal information by the Registrar please visit www.usi.gov.au/documents/privacy-policy or contact the Registrar's office directly at usi@education.gov.au or telephone 1300 857 536.

Any sharing of your personal information with other agencies or professionals will only occur with your prior consent.

You have the right to access your personal records held by genU Training. If you wish to access your training records, you must complete an Information Release Form and submit to your course coordinator. Your request will be followed up within 5 working days. You may only view your records in the presence of a genU Training staff member and you will not be permitted to remove or alter any of the documents contained within your file.

Complaints Process



Right to complain and provide feedback

You have the right to provide feedback and lodge complaints and or an appeal without fear of retribution. genU Training will ensure that any complaint or appeal made is recorded, acknowledged and dealt with fairly, efficiently, and effectively. A complaint refers to an

expression of dissatisfaction regarding the actions of genU Training. An appeal refers to you requesting a decision made by genU Training to be reconsidered. For information on genU Training's appeals process please refer to the link under genU Training Policies and Procedures.

Complaints or grievances as a trainee

In matters of dispute between a trainee and their employer, genU Training will only intervene if there is a direct impact on the trainee's learning outcomes. genU Training will initially bring the matter to the attention of your employer and request that the matter is dealt with through their internal policies and procedures.

If as a trainee you have a grievance with his/her employer, you will:

- Be advised to, in the first instance; attempt to resolve the grievance by discussing the matter with your employer. If an appropriate outcome is not achieved, you should refer the matter to the genU Training course coordinator
- The Training Coordinator will then contact the employer to discuss the matter with a view to achieving a resolution
- If an appropriate outcome is not achieved, then the course coordinator will refer the matter to the Training Manager
- If the matter can still not be resolved by the Training Manager they will assist you to identify alternative options for addressing the grievance.

National Training Complaints Hotline: 13 38 73

The National Training Complaints Hotline is a joint initiative between the Commonwealth, state and territory governments. Anyone with a complaint or query about the training sector now has one number to call, so they can report a complaint and have it referred to the right authority for consideration.

How to make a complaint

Consumers can register a complaint with the National Training Complaints Hotline by:
Phone: 13 38 73 – Please select option 4. Email: Please see the process for submitting an email complaint. Please note that your call will be directed to Skilling Australia which covers many vocational education and training matters. For concerns and complaints regarding vocational education and training please select option 4. The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service.

Learner feedback and survey process

genU Training is committed to providing a high standard of service that meets the needs of learners and industry. genU Training seeks, collects and analyses feedback from you, other learners and host employers to make informed decisions on how to continually improve training and assessment practices.

As a learner with genU Training you will be given the opportunity to provide your feedback on your experience at different points throughout your training. You will be invited to provide feedback in one or more of the following ways depending on the training you have completed.

Short Course Survey	<ul style="list-style-type: none">- To be completed at end of non-accredited short courses- To be completed at the end of accredited short courses and skill sets
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Mid-Course Surveys	<ul style="list-style-type: none"> - Mini surveys accessed through the LMS and various interval during a qualification course
AQTF Learner Questionnaire	<ul style="list-style-type: none"> - Standardised questionnaire that genU Training must issue to each learner at conclusion of any accredited course - Results from these surveys inform Quality Indicators and are published on genU Training's website
Feedback sessions	<ul style="list-style-type: none"> - Conducted verbally with a Learner Experience Coordinator - Opportunity to provide verbal feedback during group discussion without trainer and or training coordinator present
Government Department surveys	You may be contacted to participate in a survey conducted by NCVET or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Australia.

Right to safety

Workplace health and safety

genU Training has a responsibility to ensure that training and assessment activities are conducted in a safe and healthy environment. genU Training is committed to resolving any issues that may impact meeting this responsibility.

genU Training's responsibilities regarding WHS include but are not limited to:

- Complying with all WHS duties, obligations and legislation
- Provide and maintain a learning and work environment without risks to health and safety
- Provide adequate and accessible facilities

Your responsibilities regarding WHS include but are not limited to:

- Taking reasonable care for your own health and safety
- Reporting any concerns immediately to your Training Coordinator

Bullying and harassment

You have the right to learn in an environment free from intimidation, bullying and harassment. Any form of bullying or harassment including sexual harassment will not be tolerated by genU Training.

Bullying can be defined as repeated, unreasonable behaviour directed to a person or group of people that creates risk to their health and safety.

Harassment refers to uninvited and unwelcome behaviour that humiliates, offends or frightens someone. This covers a range of physical, verbal and non-verbal behaviours of a sexual, racial, political or religious nature. Sexual harassment refers to unwelcome sexual advances or unwelcome conduct of a sexual nature.

You are encouraged to report any harassment or bullying that you may experience or witness.

To report any bullying or harassment you can:

- Inform your trainer or course coordinator who will record and lodge your concerns
- Ask to meet with the Training Manager to discuss your concerns

genU Training will take all reports of bullying and harassment seriously and follow all internal procedures to investigate thoroughly.

You have a responsibility to treat all your fellow learners, trainers and other staff with respect and if you fail to abide by these expectations by bullying or harassing someone you will be subject to genU Training's disciplinary process.

Right to be fully informed

Course information

You have the right to complete and accurate information to make decisions on your studies. genU Training has multiple procedures, resources and representatives to provide you with this information and support to decide on the right study pathway for you.

Changes to services

You have the right to be fully informed of any changes to agreed services that may have an impact on your learning and assessment and any other legislated consumer rights. Where applicable genU Training will inform you of any significant changes to; your identified education supports, agreed training services, RTO operations that impact your experience within 30 days.

Your obligations as a learner with genU Training

Your obligations as a learner to genU Training are explained to you in the Learner Code of Conduct which is made available to you during your pre-enrolment and course commencement process. You will be required to read and accept the code of conduct as part of your course introduction in the LMS.

genU Training policies and procedures

genU Training has a Quality Management System of multiple policies, procedures, and information sources to ensure equitable access, protection and fairness to all learners in all aspects of training and assessment. It is important that you understand and/or know where to access these policies and procedures prior to commencing your training with us. Please ensure you follow the links to view more information and procedure documentation that is important for you.

[Application and Enrolment Process](#) – More detailed information on the pre-enrolment process will be provided to you by a customer service team member at initial enquiry.

[RPL and Credit Transfers](#) – This process will be discussed with you during your pre-enrolment and enrolment interview to determine if it is a suitable option for you.

[Funding Eligibility and Fees](#) – There is a lot of state and course specific information relating to eligibility for funding and fees for all courses offered by genU Training. Please visit this page for further information specific to you and your course.

[Complaints Appeals and Compliments](#) – genU Training Complaints, Appeals and Compliments Policy and Procedure is available for you via this link. You will also be able to access a link to the feedback email address to submit your feedback.

[Privacy and Confidentiality](#) – This link takes you to genU's website and access to the Privacy Policy genU Training is bound to.

[USI Privacy Notice](#) – This link will take you to the USI website and duplicates the USI Privacy Notice you are provided on your initial application form.

Learner Code of Conduct

You are required to adhere to genU Training's Learner Code of Conduct which is outlined in this document and provided to you during course induction. If you consistently fail to abide by our expectations, bully or harass others and/or engage in other inappropriate behaviours you will be subject to a disciplinary process, which may lead to expulsion from the course.

Misconduct may include the following unacceptable or improper behaviours:

- Breaches of Commonwealth or State laws that impact on genU Training
- Endangering the health and safety of others through an act, or failure to act
- Misrepresenting own identity
- Wilfully damaging genU Training property
- Inappropriate use of computers
- Being under the influence of or possession of banned/dangerous or illicit/prohibited substances (including alcohol) while on genU Training premises
- Physical violence, abusive behaviour, harassment, bullying or discrimination of others based on gender, race, age, sexual preference or religious belief
- Nonparticipation or interruption/disruption of learning or assessment
- Breaches of the genU Training Online terms of use
- Academic misconduct including plagiarism and breaching copyright

Actions taken by genU Training in response to any misconduct by yourself or other learners will vary depending on the severity of the inappropriate/unacceptable behaviour.

These actions may include:

- Reminder of the code of conduct expected by genU Training and the consequences of the breaches
- Temporary suspension/removal from classes
- Investigation
- Withdrawal from qualification and cancellation of enrolment

For more information on genU Training's Learner Misconduct Policy and Procedure please speak to your Training Coordinator.

Plagiarism

Plagiarism refers to the practice of taking someone else's work, words or ideas and submitting them as your own. When submitting each assessment tasks via LMS you are required to complete a declaration in the Learning Management System (LMS) that states the work you are submitting is your own and not that of another person.

Plagiarism is considered a form of cheating and if you are found to have submitted plagiarised work you face being instructed to resubmit an alternative assessment task or possible withdrawal from your qualification.

Each individual case of suspected plagiarism will be followed up according to genU Training's Learner Misconduct Procedure. Plagiarism includes:

- Presenting any work by another individual or Artificial Intelligence (AI) tools as your own work intentionally or unintentionally
- Handing in assessment identical to or directly copied from another learner
- Presenting the work of another individual or group as their own work

- Handing in assessment without adequate acknowledgement or referencing of sources used, including information taken totally or in part from the internet

Use of Artificial Intelligence (AI)

AI is treated as another tool when using these tools to support your learning and assessment, you should:

- not copy and paste AI-generated responses.
- ensure assessment responses should reflect your own unique understanding and perspective
- understand you can use AI to enhance your knowledge but must always formulate your answers in your own words.

Copyright

Every individual and organisation (including non-profit) must comply with copyright obligations. In Australia, copyright law is set out in the Copyright Act 1968 (Cth). This is federal legislation and applies throughout Australia. For information regarding your obligations with respect to copyright and particularly the use of material (including the Internet).

Please refer to the user-friendly information sheets about copyright at the Australian Copyright Council: <https://www.copyright.org.au/browse/book/ACC-An-Introduction-to-Copyright-in-Australia-INFO010/>

Attendance

You have a responsibility to attend class and regular attendance is essential to assist you in meeting the learning requirements for units of competency. Under funding contracts genU Training must record your attendance for all scheduled classes and you are obliged to sign an attendance list to confirm your attendance at each class.

Absence

If you are late or unable to attend a scheduled class or learner support session, you must inform your Trainer or Training Coordinator prior to the class/session. If you fail to make contact with your trainer or course coordinator you will be contacted. Failure to attend class without contact may result in withdrawal from that unit or qualification. It is your responsibility to collect any handouts and information that you missed during your absence. If you are absent for a scheduled assessment task it is your responsibility to make alternative arrangements for assessment with your course coordinator and/or assessor.

Participation

You are expected to actively participate in all learning and assessment activities related to your qualification/training.

Assessment

For all assessment tasks you must ensure that:

- You submit them by the due date
- Attend all on-campus assessments as scheduled
- Apply for assessment extension at least 2 working days prior to scheduled due date
- All work is your own
- You retain a copy of your work for your own records where applicable

Behaviour

As a learner enrolled with genU Training you are expected to adhere to the following standards in behaviour:

- Treat others with respect and support all learners' right to participate in learning and assessment in an environment free from discrimination, bullying, harassment and violence.
- Treat genU Training and Karingal St Laurence Ltd property with respect and use all equipment as instructed
- Abide by all agreements and contracts which includes your training plan and other relevant policies and procedures outlined in this handbook
- Behave in a manner that promotes safety
- Cooperate with reasonable instructions
- Use appropriate communication whilst participating in learning and assessment activities, group projects, practical placement etc

Practical placement professional conduct

During practical placement you are representing yourself as well as genU Training. Whilst participating in practical placement remember it is very important to behave in a professional manner and you are expected to:

- Adhere to all relevant policies and procedures from both genU Training and your host employer
- Dress appropriately and professionally as instructed by genU Training and/or your host employer
- Actively participate in the professional learning process and follow all instructions given by your host employer
- Arrange your own transport to and from your practical placement
- Attend all scheduled shifts on time and work the hours set for you within your practical placement agreement
- Contact your host employer and course coordinator if you are unable to attend or are running late
- Make up any time that is missed due to absence in negotiation with your host employer and course coordinator
- Notify your supervisor immediately of any safety concerns
- Complete any practical placement assessment tasks as outlined in your practical placement handbook
- Only discuss clients, co-workers, your trainers or genU training in a respectful and professional manner

For more detailed information regarding your responsibilities during practical placement and the responsibilities of genU Training and your host employer please refer to the Practical Placement Handbook which you will be given prior to commencing your placement.

Smoking, alcohol and other drugs

genU Training and all genU premises are smoke free environments and smoking is only permitted in designated areas. You will be informed of these areas during your course induction.

Alcohol and other drugs are not permitted on genU Training or any other Karingal St Laurence sites under any circumstances.

You must not:

- Bring alcohol or illegal substances to any premises
- Attend class, other training activities and/or practical placement under the influence of alcohol or other drugs
- Engage in the use of, sale or distribution of illegal substances

If you are found to breach any of these expectations you will be asked to leave the premises immediately and may face disciplinary action.

Mobile phones

Mobile phones are permitted in class; however please ensure that you have them switched on to silent mode. To respect the trainer and other learners please do not engage in phone calls, text messages and social media/app use during class times. If you are required to accept a call please take the call outside to avoid disruption to the class.

Computer usage

Computers are made available to assist you with your learning and assessment activities. You are required to use the computers as instructed by your trainer. You are not permitted to store any information on a genU Training computer and must use a flash drive. Any inappropriate use of computers or deliberate damage may result in disciplinary action.

Zoom etiquette

While online classes provide us with the flexibility and convenience of learning from the comfort of our homes, it is essential to remember that certain rules and norms still apply.

Using video conferencing via Zoom is integral to many of our courses. To gain the best experience we ask that you consider the following guidelines:

- Keep your camera on as much as possible
- Ensure your full name is visible (this verifies your attendance)
- Keep yourself on mute unless speaking
- Turn your phone notifications down or off
- Be mindful of your setting or use a professional virtual background
- Be understanding, everyone's home situation is different

Just as smoking and vaping are strictly prohibited in traditional classrooms, the same expectations extend to our virtual classrooms. At genU Training we prioritise our well-being and respect for one another by refraining from smoking or vaping during class.

Internet access

genU Training can provide Wi-Fi access (please note not all training venues have accessible Wi-Fi) which is only to be used for relevant learning and assessment activities. For information and access please speak to your course coordinator. All internet use is to align with your learning and assessment activities and use of internet for personal purposes is not permitted.

Social media

genU Training does not endorse the use of social media as a way of communicating with genU Training Trainers. All communications with trainers must be conducted via the LMS, Trainer Portal and email.

Please do not post photos on social media of other learners, staff or genU facilities without permission.

Refrain from posting content that damages the reputation of staff, other learners or genU Training.

If you have a concern or complaint please speak to your coordinator or trainer to resolve the issue or lodge a formal complaint as per the Complaints, Compliments and Appeals Policy and Procedure. Online harassment and bullying conducted via social media will not be tolerated. Any abuse of social media may result in disciplinary action.

Personal belongings

You are responsible for the security of your own belongings and it is highly recommended that you do not leave your valuables unattended during class time. genU Training will take no responsibility for these items.

Education for good.

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