

Australian Institute of Science & Technology



Staff Handbook



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1.0 Introduction

1.1 Welcome

Australian Institute of Science & Technology (AIST -- the **Employer**) would like to wish you every success during your employment, whether you recently joined or whether you are an existing employee. It is hoped that your experience of working with us is positive and rewarding.

With a reputation as a friendly education provider, our values reflect our firm belief in a quality, inclusive education for all.

Terms – Teacher/Trainer, Trainer & Assessor, and Teacher are used interchangeably and retain the same meaning for AIST.

1.2 Purpose of Staff Handbook

The Handbook is intended to explain to Staff their benefits, opportunities and responsibilities whilst employed by AIST. The Handbook has been prepared to introduce staff and contractors to our College and acquaint them with the benefits, opportunities, responsibilities, key policies, procedures and standards that apply to their employment or contract.

All staff are advised to read this handbook carefully and refer to it each term, for future reference. Staff should refer to the AIST Policy & Procedures folder on AIST's QMS Drive. If you require any clarification or additional information please speak with your manager. Changes will be notified to all staff by email and documents updated on Moodle.

The policies and information contained in the Staff Handbook may be changed if circumstances require an amendment. Management reserves the right to change, update or introduce new policies to maintain the continued safe and effective operation of the College.

1.3 Principle of Equality

Please note that the Employer is committed to providing equal opportunities and the principle of equality in accordance with relevant legislative provisions. We expect your support in implementing these policies.

We will not condone any unlawful discriminatory act or attitude in the course of your employment or in your dealings with our clients, suppliers, and contractors, members of the public or fellow employees. Acts of unlawful discrimination, harassment or victimisation will result in disciplinary action.

1.4 General

Amendments to the Staff Handbook will be issued from time-to-time.

The Staff Handbook forms part of your contract of employment. It may be considered when interpreting your rights and obligations under your terms of employment.

2.0 Message from the CEO

Welcome to Australian Institute of Science & Technology (AIST). As a member of staff of AIST, you are our College's most valuable asset. AIST wishes you a long and successful association with our College.

AIST is a private, tertiary, College that operates within the policies and Standards for RTOs, ESOS Act 2000, National Code 2018 and ELICOS Standards 2018, in Sydney.

Friendlier students and teachers create an environment that is conducive to learning. We have smaller class sizes and maintain an academic focus. As CEO, I try to inculcate Aussie values of an attitude of gratitude with a belonging culture. If you have any questions regarding AIST, please contact me, I will be delighted to discuss matters with you.

3.0 Executive Summary

In 2003, AIST was established, because of the determination of the founders to improve educational services within Australia.

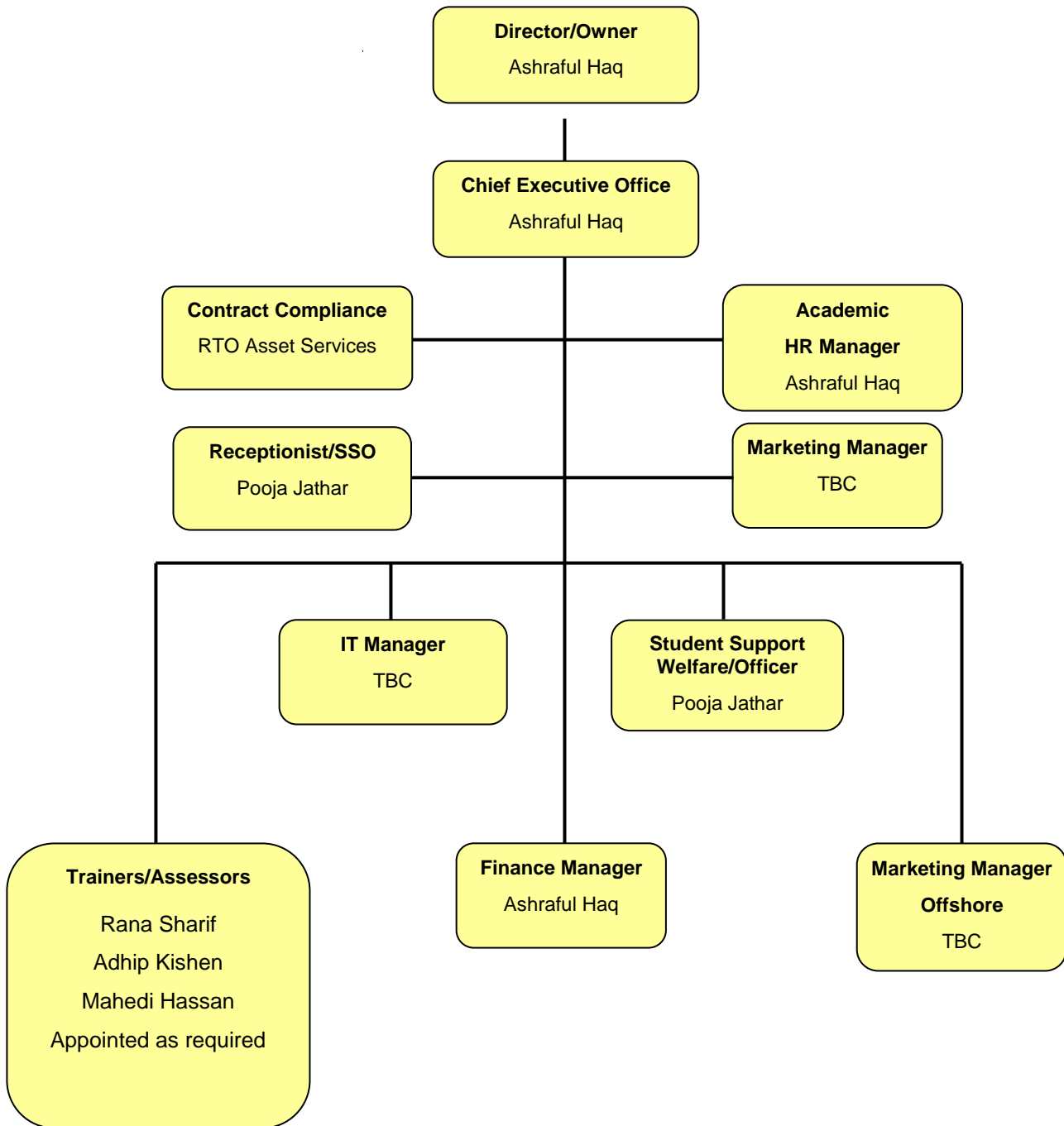
AIST works with students from enrolment through to becoming alumni, operating with a student-first focus. To be recognised as an educational provider that is integral to the international and domestic student experience, AIST aspires to become an industry-leading provider of education and learning skills relevant to Australian industries. The resources at AIST reflect this commitment, with dedicated staff and a management team that have strong backgrounds in industry and education, and are committed to assisting students reach their potential in their chosen industries.

The focus of AIST to date has been on the creation of a number of vocational courses for domestic and international students. In the immediate future, the focus will be on course development and curriculum for domestic students and expansion of VET courses, as well as establishing appropriate facilities to support this new infrastructure. Keeping in line with industry trends, and integral to AIST operations, are these distinguishing features:

Teaching excellence	An industry-leading edge with high quality education.
Student focused	From enrolment to alumni and beyond.
Industry focused	Relationships with large organisations as potential employers.
Industry leading	Flexibility and innovation in programs.

The original and lasting philosophy of AIST has been to offer quality education and services so that graduates would make a positive contribution to the growth of national and international industries through relevant skills, service orientation, commercially pertinent attitudes and a genuine desire to make effective industry changes. AIST has a specific business growth strategy to become a leading vocational education service provider.

Organisational Chart



4.0 Joining the Employer

4.1 Probationary Period

Your employment is subject to an initial probationary period, as set out in your contract of employment. During this period, your work performance and general suitability will be assessed and, if it is satisfactory, your employment will continue. However, if your work performance is not up to the required standard, or you are considered to be generally unsuitable, the Employer may either take remedial action (which may include the extension of your probationary period) or terminate your employment at any time prior to confirmation of your employment.

We reserve the right not to apply full capability and disciplinary procedures during your probationary period.

4.2 Employee Training

At the commencement of your employment, you will receive training for your specific job. As your employment progresses, your role may be extended to encompass new activities within the business. You are expected to participate in any training deemed necessary for you to perform your role at the required standards.

4.3 Training Agreement

The Employer has a policy of encouraging its employees to undertake training in order to advance their career to the benefit of both the Employer and the individual.

This includes assisting with costs of the training in accordance with any specific agreement for training (the Training Agreement). However, in the event of termination of your employment, for whatever reason, the Employer will seek reimbursement of the costs in line with the Training Agreement. Further details are available separately.

4.4 Induction

At the start of your employment, you are required to complete an induction programme, during which all of our policies and procedures (including Health and Safety) will be explained to you. Information relating to these will be given to you at the induction.

4.5 Job Description

Amendments may be made to your job description from time-to-time in relation to the Employer's changing needs and your own ability.

4.6 Performance and Review

The Employer's policy is to monitor your work performance on a continual basis so that we can maximise your strengths, and help you with any development areas.

We have a staff appraisal scheme in place for the purpose of monitoring staff performance levels with a view to maximising the effectiveness of individuals.

4.7 Job Flexibility

Whenever necessary, you will transfer to alternative departments or duties within the Employer's business. During holiday periods, for example, it may be necessary for you to take over duties normally performed by colleagues. This flexibility is essential for operational efficiency as the type and volume of work is always subject to change.

4.8 Mobility

It is a condition of your employment that you are prepared, whenever applicable, to travel to any other of our sites within a reasonable travelling distance. This mobility is essential to the smooth running of the Employer.

4.9 Convictions and Offences

During your employment, you are required to immediately report to the Employer any convictions or offences with which you are charged.

4.10 Promotional Material

The employer takes photos and videos ("the images") of its operations from time-to-time for use in its promotional materials and web page. If the employee appears in the images then the employee agrees, without charge, to the employer using these images for the said purposes. The parties agree that if the employee serves written notice upon the employer to stop using the images in which the employee appears then

- i) the employer will remove the said images from its web page as soon as reasonably practicable, and
- ii) the employer will not use the said images when it next produces its promotional materials but the employee agrees that promotional materials that have already been produced by the employer can continue to be used until fully distributed by the employer.

4.11 Medical Assessment

For the purpose of ascertaining the fitness of a teacher to perform his or her duties, the Employer may direct you to submit to a medical examination by a qualified medical practitioner selected by the Employer.

The nominated medical practitioner will provide a report to the Employers and should the report indicate that you are unfit to perform your duties or is in breach of the Employer's policies, disciplinary actions may apply including instant dismissal.

4.12 Emergency Contact

You will be required to be contactable on a 24-hour basis in the case of an emergency.

The Employer does not expect this to occur on a regular basis, however, considers that it is necessary for families to have an appropriate point of contact in the case of an emergency.

4.13 After College Events

You may be required to attend after College events during week-ends and College term breaks.

After College events include but not limited to Fair Days, Expos, Festivals, and Open Nights.

The Employer reserves the right to vary, alter or withdraw these arrangements and will provide reasonable notice of any such changes.

5.0 Salaries and Wages

5.1 Administration

i) Payment

Wages are paid fortnightly in arrears.

You will receive a payslip showing how the total amount of your pay has been calculated. It will also show the deductions that have been made and the reasons for them, for example, tax, superannuation and other agreed deductions.

Any pay queries that you may have should be raised with management.

ii) Overpayments

If you are overpaid for any reason, the total amount of the overpayment will normally be deducted from your next payment. If this would cause hardship, arrangements may be made for the overpayment to be recovered over a longer period.

iii) Tax

At the end of each tax year, you will be given a summary statement showing the total pay you have received during that year and the amount of deductions for tax and other matters. You should keep this document in a safe place as you may need to produce them for tax purposes.

iv) Pay reviews

Pay is reviewed annually. However, there is no guarantee of an increase in your pay as a result of any review.

5.2 Lateness/absenteeism

You must attend work punctually at the time(s) specified in your contract of employment or as otherwise agreed. You are required to comply strictly with any time recording procedures relating to your work.

All absences due to illness must be notified in accordance with the sickness reporting procedures set out in this Staff Handbook.

If you are paid hourly and you 'clock-in' more than four minutes late you will lose 15 minutes pay. If you 'clock-in' more than 19 minutes late you will lose 30 minutes pay and so on. If you arrive for work more than one hour late without having previously notified the Employer, other arrangements may have been made to cover your duties and you may be sent off the premises for the remainder of the shift/day without pay.

Lateness or unauthorised absence may result in disciplinary action and/or loss of pay.

5.3 Shortage of Work

If there is a temporary shortage of work for any reason, we will try to maintain your continuity of employment. With your agreement, we may place you on short time working, or alternatively, temporary

leave. If you are placed on short time working, your pay will be reduced according to time actually worked. If you are placed on leave, you will receive no pay.

5.4 Superannuation

You will be paid superannuation in accordance with the Employer's statutory obligations.

6.0 Annual Leave Entitlements and Conditions

6.1 Annual Holidays

You are entitled to annual leave in accordance with the National Employment Standards (NES), unless otherwise stated in your contract of employment.

It is the Employer's policy to encourage you to take all of your holiday entitlement in the current year.

You must complete an AIST Leave Permission form and have it signed by management before you make any firm holiday arrangements.

Annual leave is generally restricted to and may only be taken outside of College term periods.

Annual leave dates will normally be allocated on a "first come, first served" basis whilst ensuring that operational efficiency and appropriate staffing levels are maintained throughout the year.

You should give at least four weeks' notice of your intention to take annual leave of a week or more and one week's notice is required for odd single days.

Your annual leave pay will be at your normal basic pay unless shown otherwise in your contract of employment.

The Employer may choose to shut down over the Christmas/New Year period. If we do, you are required to reserve sufficient days from your annual leave entitlement to cover the Christmas/New Year shut-down period. If you have not accrued sufficient holiday entitlement to cover this period, you will be given unpaid leave of absence.

6.2 Public Holidays

Your entitlement to public holidays is in accordance with the National Employment Standards, unless otherwise stated in your individual contract of employment.

7.0 Personal Leave

7.1 Entitlements

You are entitled to be paid for personal leave in accordance with the NES, unless otherwise stated in your contract of employment.

Your entitlement to paid personal leave accrues over the course of your employment.

Full time employees are entitled to 10 days of paid personal leave for each year of continuous service. Part time and fixed-term employees are entitled to this entitlement upon a pro-rata basis. Casual employees are not entitled to paid personal leave.

Personal leave accrues, and will be credited to you, progressively throughout the year.

You are entitled to take personal leave:

- because you are not fit for work due to a personal illness or personal injury affecting you; or
- to provide care or support to a member of your immediate family, or a member of your household who requires your care and support because of:
 - a sudden or unexpected personal illness or injury affecting the member; or
 - a sudden or unexpected emergency affecting the member.

If your entitlement to personal leave is exhausted, you may take 2 days' unpaid carer's leave for each occasion when a member of your immediate family or a member of your household requires your care and support because of:

- a sudden or unexpected personal illness or personal injury affecting the member; or
- a sudden or unexpected emergency affecting the member.

7.2 Notification of Personal (Sick) Leave

You must notify the Employer by telephone on the first day of incapacity or at the earliest possible opportunity and, in any case, by no later than 1 hour before your usual start time.

Text messages and e-mails are acceptable methods of notification. Other than in exceptional circumstances notification should be made personally to your manager.

You should try to give an indication of your expected return date and notify the Employer as soon as possible if this date changes. The notification procedures should be followed on each day of absence, unless you are covered by a doctor's medical certificate.

If your incapacity extends to more than seven days you are required to notify us of your continued incapacity once a week thereafter, unless otherwise agreed.

7.3 Evidence of Incapacity

A doctor's certificate or statutory declaration is required for all personal leave, unless otherwise agreed by the Employer in specific circumstances.

7.4 Return to Work

You should notify your manager as soon as you know on which day you will be returning to work, if this differs from a date of return previously notified.

If you have been suffering from an infectious or contagious disease or illness such as rubella or hepatitis, you must not report for work without clearance from your own doctor.

Separate rules relating to infectious diseases and those whose duties may involve handling food are to be found later in this handbook and, if appropriate to your duties, you must familiarise yourself with them.

On return to work after any period of personal leave, you may be required to attend a return to work interview to discuss the state of your health and fitness for work. Information arising from such an interview will be treated with strictest confidence.

7.5 General

Submission of a medical certificate may not always be regarded as sufficient justification for accepting your absence. Sickness is just one of a number of reasons for absence and although it is understandable that if you are sick you may need time off, continual or repeated absence through sickness may not be acceptable to the Employer.

In deciding whether your absence is acceptable, the Employer will take into account the reasons for your absences and extent of them, including any absence caused by sickness/injury. We cannot operate with an excessive level of absence as all absence, for whatever reason, reduces the Employer's ability to operate successfully.

The Employer will not tolerate any non-genuine absences, and any such instances will result in disciplinary action being taken.

If considered necessary, we reserve the right to ask your permission to contact your doctor and/or for you to be independently medically examined.

8.0 Other Leave

8.1 Parental Leave and Pay

If you or your partner become pregnant or are notified of a match date for adoption purposes you should notify management at an early stage so that your entitlements and obligations can be explained to you.

Under the National Employment Standards (**the NES**), employees who will have at least 12 months of continuous service as at the expected date of birth of the child, are entitled to 52 weeks of unpaid parental leave. Casuals with regular on-going work are also entitled to unpaid parental leave. You may request an additional 52 weeks of leave which will only be refused by the Employer on reasonable business grounds.

Other forms of leave, such as annual leave and long service leave, may be taken concurrently with parental leave, but when combined with the unpaid parental leave must not exceed the 52-week period.

You must give the Employer at least 10 weeks prior notice of your intention to take unpaid parental leave. This can be done using the standard leave form.

When advising of your intention to take unpaid parental leave you must provide the following:

- a medical certificate indicating the expected date of birth of the child, or, where the leave is adoption related, the expected date of placement;
- an expected return date; and
- details of any parental leave your partner intends to take.

8.2 Compassionate leave

Full-time and part-time employees are entitled to 2 days paid compassionate leave for each occasion when a member of your immediate family or a member of your household:

- contracts or develops a personal illness that poses a serious threat to their life; or
- sustains a personal injury that poses a serious threat to their life; or
- dies.

8.3 Long Service Leave

You are entitled to long service leave in accordance with the relevant laws of the state in which you are employed. Long service leave should be taken as soon as reasonably practicable after you become entitled to it.

8.4 Community Service Leave

You are entitled to community service leave in certain circumstances.

Community service leave is for eligible community service activities such as SES, jury service and volunteer fire fighting.

Other than for the first 2 weeks of jury service leave, where the Employer will top up the pay of a permanent employee, community service leave is unpaid.

8.5 Time off

Circumstances may arise where you need time off for medical/dental appointments, or for other reasons.

Where possible, such appointments should be made outside normal working hours. If this is not possible, time off required for these purposes may be granted at the discretion of management and will normally be without pay.

9.0 Benefits

9.1 Professional Development

AIST will on an ongoing basis support professional development and subsidise staff enrolments in AIST courses subject to approval by your line manager.

10. Safeguards

10.1 Rights of Search

We have the right to carry out searches of you and your property (including vehicles) whilst you, or your property, are on our premises or during the performance of your duties.

Where practicable, searches will be carried out in the presence of a colleague of your choice who is available on the premises at the time of the search.

You may be asked to remove the contents of your pockets, bags, vehicles, etc.

Whilst you have the right to refuse to be searched, such refusal will constitute failure to follow a reasonable management instruction, which may result in disciplinary action being taken against you.

We reserve the right to call the police at any stage.

10.2 IT and Computer Policy

i) Virus protection

In order to prevent the introduction of virus contamination into the software system, the following rules must be observed:

- unauthorised software including public domain software, magazine cover disks/CDs or internet downloads must not be used; and
- all software must be virus checked using standard testing procedures before being used.

ii) Use of computer equipment

In order to control the use of the Employer's computer equipment and reduce the risk of contamination, the following rules will apply:

- the introduction of new software must first of all be checked and authorised by management before general use will be permitted;
- only authorised staff are permitted access to the Employer's computer equipment;
- only software that is used for business applications may be used on the Employer's computer equipment;
- no software may be brought onto or taken from the Employer's premises without prior authorisation;
- unauthorised access to computing facilities will result in disciplinary action up to and including dismissal; and
- unauthorised copying and/or removal of computer equipment and/or software will result in disciplinary action up to and including dismissal.

iii) Internet policy

The purpose of this policy is to provide a framework to ensure that the expectations and rules relating to the use of internet within the Employer are clear.

Authorised staff are encouraged to make use of the internet as part of their professional activities. Attention must be paid to ensuring that published information has relevance to normal professional activities before material is released in the Employer's name. Where personal views are expressed, a disclaimer stating that this

is the case should be clearly added to all correspondence.

The availability and variety of information on the internet means that it can be used to obtain material reasonably considered to be offensive. The use of the internet to access and/or distribute any kind of offensive material, or material that is not work-related, leaves an individual liable to disciplinary action up to and including dismissal.

The Employer will not tolerate the use of the internet at work for unofficial or inappropriate purposes, including:

- accessing websites which put the Employer at risk of viruses, compromising copyright or intellectual property rights;
- using social media in breach of the Employer's social media policy;
- connecting, posting or downloading any information unrelated to their employment and, in particular, pornographic or other offensive material; and
- engaging in computer hacking and other related activities, or attempting to disable or compromise the security of information contained on the Employer's computers.

You are reminded that these activities may constitute a criminal offence.

iv) Email

The use of the work email system (**work email**) is encouraged as its appropriate use facilitates efficiency. Used correctly, it is a facility that is of assistance to the Employer. However, inappropriate use causes a number of problems, including distractions, time wasting and legal claims. This policy sets out the Employer's position on the correct use of work email.

Unauthorised or inappropriate use of work email may result in disciplinary action up to and including summary dismissal.

Work email is available for communication and matters directly concerned with the legitimate business of the Employer. Employees using work email should:

- comply with Employer communication standards;
- only send emails to those to whom they are relevant;
- not use email as a substitute for face-to-face communication or telephone contact;
- not send inflammatory emails (ie emails that are abusive);
- be aware that hasty messages sent without proper consideration can cause upset, concern or misunderstanding;
- if the email is confidential, ensure that the necessary steps are taken to protect confidentiality; and
- be aware that offers or contracts transmitted by email are as legally binding on the Employer as those sent on paper.

The Employer will not tolerate the use of work email for unofficial or inappropriate purposes, including:

- any messages that could constitute bullying, harassment or other detriment;
- personal use (eg social invitations, personal messages, jokes, cartoons, chain letters or other private matters);
- on-line gambling;
- accessing or transmitting pornography;
- social media;
- transmitting copyright information and/or any software available to the user; or
- posting confidential information about other employees, the Employer or its customers or suppliers.

v) Monitoring

The Employer considers any and all data created, stored or transmitted upon the systems (the Systems) as work product and, as such, expressly reserves the right to monitor and review any data upon the Systems, including your usage and history, on an intermittent basis without notice.

In addition to this, the Employer has the right to protect its business interests and confidentiality. This includes the right to survey, audit and/or monitor its Systems, including but not limited to:

- monitoring sites users visit on the internet;
- monitoring time spent on the internet;
- reviewing material downloaded or uploaded; and
- reviewing emails sent and received.

Information reports will be available to the Employer which can subsequently be used for matters such as system performance and availability, capacity planning, cost re-distribution and the identification of areas for personal development.

For the avoidance of doubt, we reserve the right to monitor all internet and email activity by you for the purposes of ensuring compliance with the Employer's policies and procedures and for ensuring compliance with the relevant regulatory requirements and you hereby consent to such monitoring. Information acquired through such monitoring may be used as evidence in disciplinary proceedings.

10.3 Social Media

Any work-related issue or material that could identify an individual who is a customer/client or work colleague, which could adversely affect the Employer, a customer/client or the Employer's relationship with any customer/client must not be placed on any social networking site.

This means that, unless otherwise authorised, work related matters must not be placed on any such site at any time either during or outside of working hours and this includes access via any mobile computer equipment, including mobile phone or PDA.

10.4 Surveillance

The Employer may install and/or use video surveillance (CCTV) in and around the Employer's premises. The purpose of the surveillance is to ensure the safety and security of employees, visitors and property. The Employer reserves the right to review and use the CCTV in disciplinary proceedings.

All cameras are visible and will not be located in change rooms or bathrooms.

11.0 Standards

11.1 Wastage

We maintain a policy of "minimum waste", which is essential to the cost-effective and efficient running of the Employer.

You are able to promote this policy by taking extra care during your normal duties by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:

- handle machines, equipment and stock with care;
- turn off any unnecessary lighting and heating;
- keep doors closed whenever possible;
- ask for other work if your job has come to a standstill; and
- start with the minimum of delay after arriving for work and after breaks.

Further:

- any damage to vehicles, stock or property (including non-statutory safety equipment) that is the result of your carelessness, negligence or deliberate vandalism will render you liable to pay the full or part of the cost of repair or replacement;
- any loss to the Employer that is the result of your failure to observe rules, procedures or instruction, or is as a result of your negligent behaviour or your unsatisfactory standards of work, will render you liable to reimburse to us the full or part of the cost of the loss; and

In the event of failure to pay, the Employer has the contractual right to deduct such costs from your pay.

11.2 Dress and Appearance

It is important that you present a professional image with regard to your appearance and standards of dress at all times.

You should wear clothes appropriate to your job responsibilities, and they should be kept clean and tidy at all times.

The College has a dress code for Teachers that precludes sneaker-type shoes and denim.

Teachers in practical subjects need to abide by the WH&S guidelines that would include “closed-in” shoes with leather uppers.

The Employer expects all employees to maintain excellent standards of personal hygiene at all times.

If you are in any doubt whether any aspect of your appearance or attire is appropriate for your job role you should contact management.

11.3 Cleanliness

For the purposes of safety and appearance, work areas must be kept clean and tidy at all times.

12.0 Health, Safety and Welfare

12.1 Safety

You are entitled to a safe workplace. The health and safety of all employees, contractors and visitors are the highest priority and cannot be compromised.

You must not take any action that could threaten the health or safety of yourself, other employees, customers/clients or members of the public. At all times you must comply with any and all state and federal work health and safety laws and hygiene regulations. If you have any concerns about safety or hygiene in the workplace you should raise them directly with management without delay.

You should report all accidents and injuries at work, no matter how minor, via the Employer’s incident reporting procedure.

You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

12.2 Refreshment

The Employer provides refreshment making facilities for your use, which must be kept clean and tidy at all times.

Refreshment making facilities may only be used during authorised breaks.

12.3 Drugs and Alcohol

The use of drugs or alcohol jeopardises a safe work environment.

The Employer recognises its responsibility under Health and Safety legislation to provide a safe work environment for all employees, contractors and visitors regarding the prohibition of drugs and alcohol.

Non-compliance with this policy and any associated procedure by employees, contractors or visitors, may place the person in non-compliance with the Employer's duty of care provisions for the workplace and such non-compliance may result in disciplinary action up to and including dismissal.

The Employer recognises alcohol and other drug dependencies as treatable conditions, and encourages those persons who may be subject to such dependency to seek assistance from appropriate organisations or support groups.

Employees, contractors and visitors must not be adversely affected by drugs or alcohol at work or while at work functions, and must at all times be fit to perform their work safely. Employees found to be in breach of this policy will be subject to disciplinary procedures.

Alcohol may be consumed at some Employer events. Where this is the case, the Employer encourages responsible alcohol consumption but you should at no time be drunk or behave in a manner which is inappropriate.

Employees who are taking any prescribed medication or drugs which may affect their ability to perform their work must notify their manager as soon as possible. You may be required to produce a medical certificate stating that you are fit for work or specifying any restrictions.

The Employer may conduct random drug and/or alcohol testing across all levels of employees.

You must submit yourself for drug and/or alcohol testing as soon as reasonably practicable after it has been requested of you. If you are believed to be under the influence of drugs or alcohol at work, you will be required to cease work immediately and sent home. Any resulting time off will be taken either as personal leave or unpaid leave.

12.4 No Smoking Policy

Smoking on the premises is not permitted. You are only permitted to smoke in designated areas and during your breaks.

If working off-site you must adhere to all relevant client site-specific policies and procedures regarding smoking.

12.5 Hygiene

Any exposed cut or burn must be covered with a first-aid dressing.

If you are suffering from an infectious or contagious disease or illness such as rubella or hepatitis you must not report for work without clearance from your own doctor.

Contact with any person suffering from an infectious or contagious disease must be reported before commencing work.

12.6 Manual Handling

You are required to advise us of any condition which may make you more vulnerable to injury whilst manual handling.

12.7 Fitness for Work

If you arrive for work and, in the Employer's opinion, you are not fit to work, we reserve the right to exercise our duty of care if we believe that you may not be able to undertake your duties in a safe manner or may pose a safety risk to others. We may send you away for the remainder of the day with or without pay and, dependent on the circumstances; you may be liable to disciplinary action.

13.0 General terms and procedures

13.1 Changes in Personal Details

You must notify the Employer of any change of name, address, telephone number, etc, so that we can maintain accurate records.

13.2 Secondary Employment

You are expected to devote the whole of your time and attention during working hours to our business. If you propose taking up additional employment with an employer or pursuing separate business interests or any similar venture, you must discuss the proposal with your manager in order to establish the likely impact of these activities on both yourself and the Employer. You will be asked to give full details of the proposal and consideration will be given to:

- working hours;
- competition, reputation and credibility;
- conflict of interest; and
- health, safety and welfare.

You will be notified in writing of the Employer's decision. The Employer may refuse to consent to your request. If you work without consent this could result in the termination of your employment.

If you already have any other employment or are considering any additional employment, you must notify the Employer so that we can discuss any implications arising from such employment, ie working time, health and safety issues, or conflicts of interest.

You may not under any circumstances, whether directly or indirectly, undertake any other duties of whatever kind during your hours of work with the Employer or whilst on Employer premises.

13.3 Conflict of Interest

You may not be involved, employed or engaged in any activity which may be or is likely to create a conflict of interest. The Employer may take whatever action it determines appropriate to avoid the actual or potential conflict of interest. Such action may include: transfers, reassignments, changing shifts, or, where the Employer deems such action appropriate, termination of employment.

13.4 Banking and Expenses

We will reimburse you for any reasonable expenses incurred where these are authorised by management. You must provide receipts for any expenditure.

You are required to ensure that the use of any Employer card and/or bank accounts is limited to business related expenses and is completed in a safe and secure manner.

13.5 Employee's Property and Lost Property

We do not accept liability for any loss of, or damage to, property that you bring onto the premises. You are requested not to bring personal items of value onto the premises and, in particular, not to leave any items overnight.

13.6 Mobile Phones and Other Devices

The Employer's mobile phones, laptops and other tablet devices are to be used for business purposes and incidental reasonable personal use.

Any unauthorised personal use may be repayable by you and may result in disciplinary action up to and including dismissal. The Employer reserves the right to deduct the appropriate sums from your salary in the event that repayments are not made.

Personal mobile phones, mp3 players and other personal devices should not be used during work time, other than in emergencies.

13.7 Behaviour at Work

You should behave with civility towards fellow employees, clients and members of public, whilst at work. Rudeness will not be permitted. Objectionable or insulting behaviour or bad language may result in disciplinary action up to and including dismissal.

You should use your best endeavours to promote the interests of the Employer and shall, during normal working hours, devote the whole of your time, attention and abilities to the Employer and its affairs.

Any involvement in activities which could be construed as being in competition with the Employer is not allowed.

14.0 Whistle-blowers

If you believe that the Employer or any of its officers or employees is involved in any form of wrong-doing such as:

- committing a criminal offence;
- failing to comply with a legal obligation;
- endangering the health and safety of an individual;

- environmental damage; or
- concealing any information relating to the above;

You should in the first instance report your concerns to who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate organisation or body, eg the police, the Environment Protection Agency or Work Cover.

You will not suffer any detriment as a result of any genuine attempt to bring to light matters of concern. However, if this procedure has not been invoked in good faith (eg for malicious reasons or in pursuit of a personal grudge), then you may be subject to disciplinary action up to and including dismissal.

15.0 Capability Procedure

15.1 Introduction

We recognise that during your employment with us you may find yourself less capable of conducting your duties. This might commonly be because either the job changes over a period of time and you fail to keep pace with the changes, or you change (perhaps because of health reasons) and you can no longer cope with the work.

15.2 Job Changes/General Capability Issues

If the nature of your job changes, or if we have general concerns about your ability to perform your job, we will try to ensure that you understand the level of performance expected of you and that you receive adequate training and supervision. Concerns regarding your capability will normally first be discussed in an informal manner and you will be given time to improve.

If your standard of performance is still inadequate, you will be warned in writing that a failure to improve and to maintain the performance required could lead to your dismissal. We will also consider the possibility of a transfer to more suitable work if possible.

If there is still no improvement after a reasonable time and we cannot transfer you to more suitable work, or if your level of performance has a serious or substantial effect on the Employer to its detriment, you will be issued with a final warning that you will be dismissed unless the required standard of performance is achieved and maintained.

If such improvement is not forthcoming after a reasonable period of time, you will be dismissed with the appropriate notice.

15.3 Personal Circumstance/Health Issues

Personal circumstances may arise which do not prevent you from attending for work but which prevent you from carrying out your normal duties (eg a lack of dexterity or general ill health). If such a situation arises, we will normally need to have details of your medical diagnosis and prognosis so that we have the benefit of expert advice.

Under normal circumstances, this can be most easily obtained by asking your own doctor for a medical report. Your permission is needed before we can obtain such a report and we will expect you to co-operate in this matter should the need arise. When we have obtained as much information as possible regarding your condition and after consultation with you, a decision will be made about your future employment with the Employer in your current role or, where circumstances permit, in a more suitable role.

There may also be personal circumstances which prevent you from attending work, either for a prolonged period or for frequent short absences. Under these circumstances, we will need to know when we can expect your attendance record to reach an acceptable level. This may again mean asking your own doctor for a medical report or by making whatever investigations are appropriate in the circumstances. When we have obtained as much information as possible regarding your condition, and after consultation with you, a decision will be made about your future employment with the Employer in your current role or, where circumstances permit, in a more suitable role.

15.4 Short Service Staff

We retain discretion in respect of the capability procedures to take account of your length of service and to vary the procedures accordingly. If you have a short amount of service, you may not be in receipt of any warnings before dismissal but you will retain the right to a hearing.

16.0 Disciplinary Procedure

16.1 Introduction

This policy sets standards of performance and behaviour expected by the Employer, together with the procedure to be followed in the event of disciplinary issues. The policy aims to help promote fairness and order in the treatment of individuals. It is the Employer's aim that the rules and procedures should emphasise and encourage improvement in the conduct of individuals where they are failing to meet the required standards, and not be seen merely as a means of punishment. We reserve the right to amend these rules and procedures where appropriate.

Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case.

The following rules and procedures should ensure that:

- the correct procedure is used when requiring you to attend a disciplinary hearing;
- you are fully aware of the standards of performance, action and behaviour required of you;
- disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner;
- you will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case;
- at all disciplinary hearings, rather than investigatory meetings, you have the right to be accompanied by a support person at all stages of the formal disciplinary process;
- you will not normally be dismissed for a first breach of discipline, except in the case of serious misconduct; and
- if you are disciplined, you will receive an explanation of the penalty imposed.

On some occasions temporary suspension on contractual pay may be necessary in order that an uninterrupted investigation can take place. This should not be regarded as disciplinary action or a penalty of any kind.

16.2 Disciplinary Rules

It is not practicable to specify all disciplinary rules or offences that may result in disciplinary action, as they may vary depending on the nature of the work. In addition to the specific examples of unsatisfactory conduct, misconduct and serious misconduct shown in this policy, a breach of other specific conditions, procedures and practices set out elsewhere in this Staff Handbook or that have otherwise been made known to you, will also result in this procedure being used to deal with such matters.

16.3 Rules Covering Unsatisfactory Conduct and Misconduct

You will be liable to disciplinary action if you are found to have acted in any of the following ways:

- failure to abide by the general health and safety rules and procedures;

- persistent absenteeism and/or lateness;
- unsatisfactory standards or output of work;
- rudeness towards customers/clients, members of the public or other employees, objectionable or insulting behaviour, harassment, bullying or bad language;
- failure to devote the whole of your time, attention and abilities to our business and its affairs during your normal working hours;
- unauthorised use of email and internet;
- failure to carry out all reasonable instructions or follow our rules and procedures;
- unauthorised use or negligent damage or loss of our property;
- failure to report immediately any damage to property or premises caused by you;

This list is not exhaustive.

16.4 Serious Misconduct

Occurrences of serious misconduct are very rare because the penalty is dismissal without notice, even without any previous warning being issued. It is not possible to provide an exhaustive list of examples of serious misconduct. However, any behaviour or negligence resulting in a fundamental breach of your contractual terms that irrevocably destroys the trust and confidence necessary to continue the employment relationship will constitute serious misconduct. Examples of offences that will normally be considered to be serious misconduct include serious instances of:

- theft or fraud;
- physical violence or bullying;
- deliberate damage to property;
- deliberate acts of unlawful discrimination or harassment;
- possession, or being under the influence, of illegal drugs at work; and
- breach of health and safety rules that endangers the lives of, or may cause serious injury to, employees or any other person.

16.5 Disciplinary Procedure

Disciplinary action taken against you may be based on the following procedure:

Offence	1st occasion	2nd occasion	3rd occasion	4th occasion
Unsatisfactory conduct	Formal verbal warning	Written warning	Final written warning	Dismissal
Misconduct	Final written warning	Dismissal		
Serious Misconduct	Dismissal			

We retain discretion in respect of the disciplinary procedures to take account of your length of service and the severity of the misconduct to vary the procedures accordingly. If you have a short amount of service you may not be in receipt of any warnings before dismissal, but you will retain the right to a disciplinary hearing.

If a disciplinary penalty is imposed it will be in line with the procedure outlined above, which may encompass a formal verbal warning, written warning, final written warning, or dismissal, and full details will be given to you.

In all cases, warnings will be issued for misconduct, irrespective of the precise matters concerned and any further breach of the rules in relation to similar or entirely independent matters of misconduct will be treated as further disciplinary matters and allow the continuation of the disciplinary process through to dismissal if the warnings do not change behaviour.

16.6 Duration of Warnings

i) Formal verbal warning

A formal verbal warning will normally be disregarded for disciplinary purposes after a six (6) month period.

ii) Written warning

A written warning will normally be disregarded for disciplinary purposes after a twelve (12) month period.

iii) Final written warning

A final written warning will normally be disregarded for disciplinary purposes after an eighteen (18) month period.

16.7 General Notes

If you are in a supervisory or managerial position then demotion to a lower status at the appropriate rate of pay may be considered as an alternative to dismissal, except in cases of serious misconduct.

In exceptional circumstances, suspension from work without pay for up to five days as an alternative to dismissal (except dismissal for serious misconduct) may be considered by the person authorised to dismiss.

Serious misconduct offences will result in dismissal without notice.

17.0 Grievance Procedure

It is important that if you feel dissatisfied with any matter relating to your employment you should have an effective means by which to raise such a grievance and, where appropriate, have it resolved.

Nothing in this procedure is intended to prevent you from informally raising with your manager any matter you may wish to mention. Informal discussion can frequently solve problems without the need for a written record. However, if you wish to raise a formal grievance you should normally do so in writing from the outset.

If you feel aggrieved at any matter relating to your work (except harassment, for which there is a separate procedure following this section), you should first raise the matter with your manager, explaining fully the nature and extent of your grievance. You will then be invited to a meeting at a reasonable time and location at which your grievance will be investigated fully. You must take all reasonable steps to attend this meeting. You will be notified of the decision, in writing, normally within ten (10) working days of the meeting.

18.0 Bullying and Harassment

18.1 Introduction

The Employer is committed to promoting a fair, safe and healthy working environment in which everyone is treated with dignity and respect and in which no individual or group feels bullied, threatened or intimidated.

Bullying or harassment in any form is unacceptable behaviour and will not be permitted or condoned.

We recognise that bullying and harassment can exist in the workplace, as well as outside, and that this can seriously affect employees' working lives by detracting from a productive working environment and can impact on the health, confidence, morale and performance of those affected by it, including anyone who witnesses or has knowledge of the unwanted or unacceptable behaviour.

18.2 Harassment

We have published these procedures to inform employees of the type of behaviour that is unacceptable and provide employees who are the victims of personal harassment with a means of redress.

We recognise that we have a duty to implement this policy and all employees are expected to comply with it.

Harassment is any unwanted physical, verbal or non-verbal conduct based on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation which affects the dignity of anyone at work or creates an intimidating, hostile, degrading, humiliating or offensive environment.

A single incident of unwanted or offensive behaviour can amount to harassment.

Harassment can take many forms and individuals may not always realise that their behaviour constitutes harassment. Examples of harassment include:

- insensitive jokes and pranks;
- lewd or abusive comments about appearance;
- deliberate exclusion from conversations;
- displaying abusive or offensive writing or material;
- unwelcome touching; and
- abusive, threatening or insulting words or behaviour.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of harassment.

18.3 Bullying

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable. Note single incidents of bullying will not be tolerated.

Bullying can occur in the workplace and outside of the workplace at events connected to the workplace, such as social functions or business trips.

Bullying can be a form of harassment and can cause an individual to suffer negative physical and mental effects.

Bullying can take the form of physical, verbal and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- abusive, insulting or offensive language or comments;
- unjustified criticism or complaints;
- physical or emotional threats;
- deliberate exclusion from workplace activities;
- the spreading of misinformation or malicious rumours; and
- the denial of access to information, supervision or resources such that it has a detrimental impact on the individual or group.

These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of bullying.

18.4 Bullying and Harassment Complaint Procedures

i) Informal Complaint

We recognise that complaints of bullying, harassment, and particularly of sexual harassment, can sometimes be of a sensitive or intimate nature and that it may not be appropriate for you to raise the issue through our normal grievance procedure. In these circumstances you are encouraged to raise such issues with a senior colleague of your choice (whether or not that person has a direct supervisory responsibility for you) as a confidential helper.

If you are the victim of minor bullying or harassment you should make it clear to the bully or harasser on an informal basis that their behaviour is unwelcome and ask the individual to stop. If you feel unable to do this verbally then you should hand a written request to the individual, and your confidential helper can assist you in this.

ii) Formal complaint

Where the informal approach fails or if the bullying or harassment is more serious, you should bring the matter to the attention of management as a formal written complaint and again your confidential helper can assist you in this. If possible, you should keep notes of the bullying or harassment so that the written complaint can include:

- the name of the alleged bully or harasser;
- the nature of the alleged incident of bullying or harassment;
- the dates and times when the alleged incident of bullying or harassment occurred;
- the names of any witnesses; and
- any action already taken by you to stop the alleged bullying or harassment.

On receipt of a formal complaint we will take action to separate you from the alleged bully or harasser to enable an uninterrupted investigation to take place. This may involve a temporary transfer of the alleged bully or harasser to another work area or suspension with contractual pay until the matter has been resolved.

The person dealing with the complaint will invite you to attend a meeting, at a reasonable time and location, to discuss the matter and carry out a thorough investigation. You have the right to be accompanied at such a meeting by your confidential helper or another work colleague of your choice and you must take all reasonable steps to attend. Those involved in the investigation will be expected to act in confidence and any breach of confidence will be a disciplinary matter.

On conclusion of the investigation which will normally be within ten working days of the meeting with you, a report of the findings and of the investigator's decision will be sent, in writing, to you and to the alleged bully or harasser.

18.5 General Notes

If the report concludes that the allegation is well founded, the bully or harasser will be liable to disciplinary action in accordance with our disciplinary and disciplinary dismissal procedure.

If you bring a complaint of bullying or harassment you will not be victimised for having brought the complaint. However, if the report concludes that the complaint is both untrue and has been brought with malicious intent; disciplinary action will be taken against you.

19.0 Equal Opportunities Policy

19.1 Statement of Policy

We recognise that discrimination is unacceptable and, although equality of opportunity has been a long-standing feature of our employment practices and procedure, we have made the decision to adopt a formal equal opportunities policy. Breaches of the policy will lead to disciplinary proceedings and, if appropriate, disciplinary action.

The aim of the policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

The policy will be communicated to all private contractors reminding them of their responsibilities in respect of equality of opportunity.

We will maintain a neutral working environment in which no employee or worker feels under threat or intimidated.

19.2 Recruitment and Selection

The recruitment and selection process is crucially important to any equal opportunities policy. We will endeavour through appropriate training to ensure that employees making selection and recruitment decisions will not discriminate, whether consciously or unconsciously, in making these decisions.

Promotion and advancement will be made on merit and all decisions relating to this will be made within the overall framework and principles of this policy.

We will adopt a consistent, non-discriminatory approach to the advertising of vacancies.

We will not confine our recruitment to areas or media sources which provide only, or mainly, applicants of a particular group.

All applicants who apply for jobs with us will receive fair treatment and will be considered solely on their ability to do the job.

All employees involved in the recruitment process will periodically review their selection criteria to ensure that they are related to the job requirements and do not unlawfully discriminate.

Short listing and interviewing will be carried out by more than one person where possible.

Interview questions will be related to the requirements of the job and will not be of a discriminatory nature.

Selection decisions will not be influenced by any perceived prejudices of other staff.

19.3 Training and Promotion

Senior staff will receive training in the application of this policy to ensure that they are aware of its contents and provisions.

All promotion will be in line with this policy.

20.0 Termination of Employment

20.1 Resignations

All resignations must be provided in writing, stating the reason for resigning your post.

20.2 Terminating Your Employment without Notice

If you terminate your employment without giving or working the required period of notice, as indicated in your contract of employment, you will have an amount equal to any additional cost of covering your duties during the notice period not worked deducted from any termination pay due to you.

20.3 Return of Employer Property

On the termination of your employment, you must return all Employer property which is in your possession or for which you have responsibility. Failure to return such items within seven (7) days will result in the cost of the items being deducted from any monies outstanding to you.

All Employer property should be returned to management.

20.4 Garden Leave

If either you or the Employer serves notice on the other to terminate your employment, the Employer may require you to take “garden leave” for all or part of the remaining period of your employment.

During any period of garden leave you will continue to receive your full salary and any other contractual benefits.

21.0 Educational Philosophy

Every student is valued regardless of his/her ability and with respect for cultural diversity. Teaching and learning take place in a supportive, nurturing, student-centred environment where every effort is made to cultivate the individual's full potential. By meeting educational needs, individual student's barriers to learning can be overcome; empowering students to meet and exceed their own personal educational expectations. We believe that by providing a range of learning strategies in response to individual learning styles, learning will be a satisfying, fulfilling experience for all.

22.0 Australian Institute of Science & Technology: Who We Are

22.1 Our Vision

The AIST vision is to provide an inspirational education where each student develops his/her personal best.

22.2 Our Mission

AIST's mission is to provide an industry-based curriculum and prepare students for vocational and University education, and the workplace, by providing quality education to its students and fostering an enjoyment of and respect for learning.

22.3 Our Aims

AIST's aims are as follows:

- in educating for life, the College will develop an environment to foster the student's development without personal, political or spiritual interference;

- in all student endeavours, the pursuit of excellence will be encouraged so that each student will strive to attain the highest standards of which they are capable, personally;
- an open spirit of enquiry and respect for the truth will be important aspects of each student's pursuit of wisdom and knowledge;
- high priority will be given to the competent attainment by students of thinking, language, literacy, and numeracy skills;
- students will be encouraged to participate as much as possible in the whole programme of the College with the aim of enriching their lives through the development of character, initiative, and personality;
- AIST will provide personalised tuition by experienced, qualified, and dedicated staff who aspire to teach and assess according to the Effective Teacher Model and the National Professional Standards for Teachers;
- to keep abreast of improvements and advances in technology and offer programmes relevant to current employment and market standards;
- the incorporation of ICT (information and communications technology), proactive planning, resource management, problem solving skills, group dynamics leadership and cooperative learning abilities, that are developed through a dynamic and innovative curriculum and its delivery;
- the College aims to provide without academic barriers, an appropriate industry-based curriculum for all students; and
- promote in students a love of learning and a desire to continue learning and to help them make, effectively, the transition from tertiary study to the workplace.

22.46 Our Values

As a community of learners and in keeping with our proud heritage, AIST practises the following values, articulated in the National Framework for Values Education in Australian educational institutions that underpin the activities, actions, and behaviours within its community, to be the foundation of our endeavours:

Care and Compassion

Care for self and others

Doing Your Best

Seek to accomplish something worthy and admirable, try hard, and pursue excellence

Fair Go

Pursue and protect the common good where all people are treated fairly for a just society

Freedom

Enjoy all the rights and privileges of Australian citizenship free from unnecessary interference or control, and stand up for the rights of others

Honesty and Trustworthiness

Be honest, sincere and seek the truth

Integrity

Act in accordance with principles of moral and ethical conduct; ensure consistency between words and deeds

Respect

Treat others with consideration and regard, respect another person's point of view

Responsibility

Be accountable for one's own actions, resolve differences in constructive, non-violent and peaceful ways, contribute to society and to civic life, take care of the environment

Understanding, Tolerance and Inclusion

Be aware of others and their cultures, accept diversity within a democratic society, being included and including others

22.5 Our Purpose

AIST is uniquely positioned to become a 'College of the future', providing outstanding teaching and learning, and able to adapt strategically and efficiently to a changing World.

Our constant purpose is to foster and maintain a tradition of developing students to be prepared for today's World and that of the future; who are in possession of knowledge and attributes and a love of learning for life; and willing to serve their contemporaries and the wider community.

AIST is a College for all adult students which is coordinated, coherent and connected, and operates from a shared vision, mission and established core values.

22.6 Our Strategic Initiatives and Focus

- 1 AIST will attract, develop and retain the best teaching and support staff, to comply with its vision and values.
- 2 AIST will develop an outstanding curriculum to enhance learning opportunities for our students.

- 3 AIST will enhance our relationships with the wider community and other important stakeholders.
- 4 AIST will have the services, infrastructure and financial capacity to deliver our strategic goals.
- 5 AIST will maintain our inclusive traditions and enhance our position in the local, national, and international community.
- 6 Information and communications technologies will be the enabler of our strategy.

22.7 Why Choose AIST?

- Industry focus – meeting the needs of immediate employment demands;
- Medium size classes – Boutique College -- Prestigious;
- Dedicated teachers who are devoted, qualified, experienced and skilled in working with local and international students;
- A challenging, rigorous, vocational approach where all students are encouraged and supported to achieve their full potential;
- Caters to individual learning needs; nurturing and caring; internationally focussed;
- Comfortable well-equipped classrooms;
- Private study/resource support facilities;
- Access to 5-star facilities right in the heart of the City;
- Access to computer and web-based learning materials in all classrooms;
- Individual academic counselling as required;
- Approachable CEO and teaching staff;
- An environment of integrity, diversity and tolerance;
- A culture that respects openness, inclusiveness and collegiality;
- Committed to equity, ethics, innovation and excellence.

23.0 AIST Advantages Over Competitor Colleges

Our students achieve very good results, because:

- 1 Smaller class sizes – Boutique College.
- 2 Friendlier students and teachers create an environment that is conducive to learning.
- 3 Comfortable, well-equipped classrooms that are maintained.

- 4 Cafes—AIST has multiple, quality Cafes, right on its door-step.
- 5 Facilities—we have World-Class facilities in our back yard, including the State Library of New South Wales and the City of Sydney Library.
- 6 Less bureaucratic; less government control.
- 7 On-site management directed.

24.0 Features of AIST

24.1 Location/ Facilities

Conveniently located in the heart of Sydney, AIST is well served by an excellent transport system and is surrounded by shopping centres, cafes, cinemas, libraries, sporting and many other entertainment and educational facilities. Details of the features and facilities of AIST can be found on AIST's website.

24.2 Student Services include:

- ongoing programmes of English language assistance;
- career and academic counselling;
- self-access facilities and help;
- guided learning facilities and help.

24.3 Code of Practice

Please ensure that you keep abreast with the Colleges' policies and procedures, forms, letters, manuals, etc as in when they get updated, eg our Code of Conduct.

25.0 Policies & Procedures

25.1 Procedures for Complying with Legislation and Regulations

This procedure is in place to ensure all school staff operate in accordance with legislative and regulatory requirements.

Regulations and legislation are constantly under review to meet changing needs and demands. School staff are encouraged to research and report on changes and/or potential changes which may affect AIST's teaching products and services. AIST continually monitors Federal and State legislative and regulatory requirements that may affect its policy and procedural changes. However, AIST requires all staff to maintain a high level of professional development by updating and disseminating information which is public knowledge and readily available via internet web sites.

Three web sites that provide more information about compliance are:

www.training.gov.au

Is the official national register of information on training packages, qualifications, courses, units of competency and RTOs.

<http://www.asqa.gov.au/>

The ASQA web site provides information on registration details, accreditation and quality control matters and continually updates information via its 'latest news' and email alerts.

[ELICOS Standards 2018](#)

Disseminating & Sharing Information

AIST monitors and maintains a continual review of legislative and regulatory requirements. When changes significantly affect the policies or duties of staff, this information is disseminated to staff via the following methods:

- Staff meetings
- Electronic newsletters

Staff are encouraged to share relevant information at staff meetings via electronic newsletters and staff notice board information.

25.2 Internal Communication

To ensure all trainers/assessors and administration staff are fully aware of any changes to AIST policies and procedures, internal communication is implemented via four optional systems:

- Verbal communication via arranged meetings.
- Electronic communication including email and telephone.
- Informal communication via open office space office communication.
- Written communication memos and on the staff noticeboard.

25.3 Continuous Improvement Policy

This policy aims to provide a framework for AIST to identify and act on operations for continuous improvement. The ultimate responsibility for the maintenance of this policy lies with the Compliance Manager and therefore, is ultimately responsible for:

- Risk management, and
- Quality program implementation

AIST has a Quality Management System and processes via which continuous improvements are implemented. This policy requires all staff and/or students to promptly advise the Compliance Manager via the relevant line manager for addressing improvements identified to be implemented via the Quality Management System (QMS) The QMS is an on-going systematic end-to-end Quality Management System by which identified improvements to the AIST operations, systems and services offered to clients, students and staff are implemented via a management system.

Quality in this policy has multiple meanings:

- fitness for purpose
- striving for perfection
- value for money, and
- continuous improvement
- Quality Management System
- Quality Compliance System

The system is designed to:

- Allow clients, students and staff to identify and correctly channel identified opportunities for improvement to the relevant policy manager area for addressing and implementing with the Quality Department
- Be a central repository of all QMS documents as recorded in the Document Register
 - Facilitate correct process flows from policy area to improvements to implementation
 - Ensure that the Quality Updates are correctly disseminated to all policy relevant areas for implementation

25.4 Copyright, Intellectual Property and Computer Software Policy

AIST complies with Australia’s laws dealing with copyright, intellectual property and computer software and has a Copyright Agency Licence (CAL) in place.

Sea English Academy International Pty Ltd (trading as AIST) is the owner of the licences of all software currently being used at AIST.

AIST undertakes to ensure any future software being installed in computers for use at AIST is similarly licensed.

25.5 Intellectual Property

All AIST materials developed by staff (teaching or administrative) whilst in the employ or contracted to AIST become the intellectual property of AIST. This intellectual property ownership is stated in the teacher contract and Letter of Appointment.

26.0 Meetings

AIST actively promotes informal communication between all staff and management personnel. In addition to this practice there are formal procedures and meetings that are conducted and observed to accommodate those situations and occurrences that require more formal approaches.

Staff are expected to attend any meetings designated by their respective Manager. All meetings follow standard meeting protocols and thus if a staff member is unable to attend formal apologies are expected.

The date for meetings is informed by the respective Manager/CEO.

Meetings per Month

Teachers' Meetings are each month as a communication point for teaching staff.

- Agendas and minutes are distributed to all teachers/trainers before and after each meeting.
- Anyone wishing to add an agenda item is to advise the Convenor of the item and approximate time frame you will require.
- Minutes of the meeting will be recorded following the meeting and will reflect discussions of the meeting as well as action to be taken.

Meetings per Term

- On the first month of each Term, teachers will be required to attend an Assessment Validation meeting (VET), which will be held at AIST.
- VET Learning and Assessment strategies will be reviewed, compared and evaluated to comply with relevant Assessment guidelines.
- Outcomes and actions from this meeting / workshop will be recorded in the minutes and distributed to all Teacher/Trainers.

27.0 The Vocational and Technical Education System

What is VET?

VET stands for vocational education and training -- that is, study and/or practical teaching that develops the skill and knowledge that people need for employment.

What is the VET sector?

The VET sector is the part of the education system that provides courses and teaching programmes related to employment. The other components of the education system are the K-12 sector, the higher education sector and the adult and community education sector. There are connections between the qualifications in the different sectors, and it is possible for a person to have what they learned in one sector recognised in another sector.

The VET sector includes the TAFE (Technical and Further Education) system and private Schools and institutions (RTOs – Registered Training Organisations), and can also include businesses that provide on-the-job teaching for their staff. As well as the VET providers, it includes organisations such as those whose role is to ensure that the needs of industry and government are addressed, design courses or teaching programmes, conduct assessments, or manage apprenticeships and traineeships.

There is a national system for ensuring that when a VET provider is registered and the qualification it offers is based on Training Packages or accredited courses, the qualifications will be recognised anywhere in Australia.

For information on all training packages, courses or VET providers, go to the National Register web site www.training.gov.au

28.0 The Australian Qualifications Framework (AQF)

The AQF provides a national framework for all education and teaching qualifications in Australia. There are 14 qualifications in the AQF, of which 8 are relevant to the VET sector:

Schools Sector	VET Sector	Higher Education Sector
		Doctoral Degree
		Master Degree
	Vocational Graduate Diploma	Graduate Diploma
	Vocational Graduate Certificate	Graduate Certificate
		Bachelor Degree
		Associate Degree
	Advanced Diploma	Advanced Diploma
	Diploma	Diploma
	Certificate IV	
	Certificate III	
Certificate II	Certificate II	
Senior Secondary Certificate of Education	Certificate I	

The adoption of the AQF for all vocational education and teaching must ensure that the teaching delivered and assessed is accurate and consistent and is based on the competency standards/modules and performance criteria/learning outcomes listed in Training Packages or accredited courses.

National Training Packages and Accredited Courses

National Training Packages are an initiative designed to make teaching more flexible and affordable for industry. Training packages support a wide range of learning pathways. Training packages are a collection of qualifications related to a specific industry sector (eg Business, Health, Hospitality, Transport etc).

Qualifications undertaken within Training Packages can be achieved through a variety of evidence-based pathways.

Courseware, information, documentation and assessments provided to learners must reflect the nationally endorsed competency standards, assessment guidelines and competency packaging advice outlined in the relevant Package.

What is an Accredited Course?

The predecessors to Training Packages, ‘accredited courses’ are registered with a state accreditation board and are approved for a period of up to 5 years. They must contain content and standards appropriate to national competency standards and fulfil the purpose for which they were developed.

An accredited course is owned by the developer of the course. RTOs must seek copyright licenses and approval to use the course from the course owner(s).

Consultation with Industry

AIST is committed to providing up-to-date current information. This commitment is only possible by consulting with industry using one or more of the following methods:

- Consultation with employer(s)
- Consultation with trainers/assessors
- Consultation with participants
- Membership of professional bodies such as AIM, CPA or ACS
- Consultation with industry bodies such as the Skills Councils
- Other RTOs
- Analysis of market trends
- Articulation with other bodies eg universities
- Consultation with Unions
- Legislation

Role of the RTO

RTOs are registered nationally by ASQA in accordance with the VQF. RTOs deliver a range of VET packages and courses to students who are then assessed according to Training Package competencies and Accredited Course requirements.

AIST is registered by the Australian Skills Quality Authority (ASQA).

To maintain this approval an RTO must satisfy ongoing audits where they must produce documents and evidence to ensure:

- Nationally Recognised Training (NRT) meets teaching and assessment specified in national/enterprise Training Packages or Accredited Courses
- All trainers and assessors are competent in the functions they perform and qualified to meet the requirements specified in the training package and/or accredited course
- All teaching and assessment is planned, documented and implemented appropriate to the Australian Qualification Framework Implementation Handbook and the Standards for Registered Training Organisations
- All learners receive accurate, consistent and reliable course delivery and assessment information at the commencement and throughout their teaching
- All Certificates, Qualifications and Statements of Attainment are issued according to the Australian Qualification Implementation Framework Handbook and the Standards for Registered Training Organisations
- All teaching records are maintained and managed by recording competency standard assessments, including related off and on-the-job teaching assessment where required

RTO Scope of Registration

An RTO can only deliver and issue certificates and qualifications approved on its Scope of Registration. An organisation's scope of registration may change over time to meet target and teaching market needs. You can check an RTO's scope on training.gov.au

This website also provides Competency Unit Details, the elements and performance criteria which when combined make up the Competency Unit, evidence guides and the variables which can assist when designing or seeking assessment tools and evidence.

29.0 Conclusion

As you can appreciate, your full cooperation and compliance with all of AIST's policies, procedures and standards will at all times be appreciated. We hope that your employment with AIST is a satisfying experience and we look forward to your valued contribution to our College and on-going success.

30.0 APPENDIX 1: VET International Code of Ethics for Assessors

AIST has adopted the international code of ethics and practice developed by international assessment specialists, the National Council for Measurement in Education (NCME). All assessors engaged by our organisation are bound by the code. The code of practice detailed below is based on the international standards:

- The differing needs and requirements of the person being assessed, the local enterprise and/or industry are identified and handled with sensitivity.
- Potential forms of conflict of interest in the assessment process and/or outcomes are identified and appropriate referrals are made, if necessary.
- All forms of harassment are avoided throughout the planning, conduct, reviewing and reporting of the assessment outcomes.
- The rights of the candidate are protected during and after the assessment.
- Personal and interpersonal factors that are not relevant to the assessment of competency must not influence the assessment outcomes.
- The candidate is made aware of rights and process of appeal.
- Evidence that is gathered during the assessment is verified for validity, reliability, authenticity, sufficiency and currency.
- Assessment decisions are based on available evidence that can be produced and verified by another assessor.
- Assessments are conducted within the boundaries of the assessment system policies and procedures.
- Formal agreement is obtained from both the candidate and the assessor that the assessment was carried out in accordance with agreed procedures.
- Assessment tools, systems, and procedures are consistent with equal opportunity legislation.
- The candidate is informed of all assessment reporting processes prior to the assessment.
- The candidate is informed of all known potential consequences of decisions arising from an assessment, prior to the assessment.
- Confidentiality is maintained regarding assessment results.
- Results are only released with the written permission of the candidate(s).
- The assessment results are used consistently with the purposes explained to the candidate.

- Self-assessments are periodically conducted to ensure current competencies against the Assessment and Workplace Training Competency Standards.
- Professional development opportunities are identified and sought.
- Opportunities for networking amongst assessors are created and maintained.
- Opportunities are created for technical assistance in planning, conducting and reviewing assessment procedures and outcomes.