

ERDI

ACADEMY



STUDENT HANDBOOK V2.0

Email: info@erdiacademy.com.au

Phone: 03 9663 4711

ABN 97 743 987 124

Website: erdiacademy.com.au

Address: 265-281 Little Bourke St, Melbourne, VIC, 3004

RTO #46102

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ACKNOWLEDGEMENT OF UNDERSTANDING

To support informed decision-making, and to provide the opportunity for potential students to raise issues, concerns and questions prior to commencement of training, ERDI Academy makes the Student Handbook available to potential students. All students are provided a copy, or it can be accessed online at www.erdiaacademy.com.au

ERDI Academy requires each student to read and understand the information contained in this Student Handbook prior to enrolment or commencement of training.

For any concerns, questions or clarifications please contact us at:

- **Address:** 265-281 Little Bourke St, Melbourne, VIC, 3004
- **Email:** info@erdiaacademy.com.au
- **Contact number:** 03 9663 4711

INTRODUCTION

Welcome to ERDI Academy! The goal is to help you achieve your training objectives. You will receive training from dedicated, passionate and qualified trainers who are experienced in your vocational areas. This ensures that the training you will receive is current, relevant and easy to understand.

To ensure that your learning experience will be a positive one, the RTO's courses are delivered using excellent quality and innovative course materials. Student Services is committed to delivering an excellent experience to you. Wishing you all the best in your studies and looking forward to helping you achieve your goals.

This Student Handbook sets out the policies and procedures around the training and assessment that you will receive. Please read the Student Handbook before enrolling in any of our courses.

ERDI Academy is a Registered Training Organisation (RTO No. #46102) and is recognised by the Australian Skills Quality Authority as a deliverer of nationally recognised training for the courses on its scope of RTO registration.

Mission Statement

ERDI Academy seeks to provide state-of-the-art hospitality education with the idea that hospitality reaches far beyond hotels. We aim to empower and realise student's potential through living our core values. It's teaching others our way because a fresh start or new opportunity can change everything.

Vision Statement

ERDI Academy seeks to create the future of hospitality by employing our strategic pillars: making our team and guests happy; Empowering the right people in the right roles with the right attitude; doing what will support and drive future growth; and helping individuals reach their potential through training and mentoring, as well as supporting the community.

Training Programs

As a registered training organisation (RTO) in the vocational education and training (VET) sector, ERDI Academy offers the following nationally recognised training products:

- **SIT50422 Diploma of Hospitality Management**
 - 11 core units
 - 17 elective units
- **SITSS00068 – Food Handling Skill Set**
 - Unit SITXFSA005 – Use hygienic practices for food safety
- **SITSS00069 – Food Safety Supervision Skill Set**
 - Unit SITXFSA005 – Use hygienic practices for food safety
 - Unit SITXFSA006 – Participate in safe food handling practices
- **SITSS00071 – Responsible Service of Alcohol**
 - Unit SITHFAB021 – Provide responsible service of alcohol

For more information on the offered courses, please refer to the website: erdiacademy.com.au

ERDI Academy is committed to providing current and accurate information for students to be able to make informed decisions about undertaking training. The organisation ensures the quality of the training and assessment in compliance with the Standards for RTOs 2025, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation.

Difference between Training offers

A Nationally Accredited Course is a full qualification that is recognised across Australia and designed to equip students with comprehensive skills and knowledge in a particular industry. These courses, such as the SIT50422 - Diploma of Hospitality Management, follow a structured curriculum that includes multiple units of competency, ensuring students meet industry standards and job requirements. In contrast, a Skill Set Training Course consists of a group of specific units designed to provide targeted skills for a particular job function or compliance requirement. Skill sets, such as the SITSS00068 - Food Handling Skill Set or SITSS00071 - Responsible Service of Alcohol, are often shorter in duration and focus on immediate workforce needs rather than a full qualification. Upon completion, students receive a Statement of Attainment rather than a full certificate, which can contribute towards a larger qualification if further study is pursued.

Student Guarantee

ERDI Academy guarantees to advise students of any changes to the services provided under the agreement within 7 days via email, including any changes of ownership.

The RTO guarantees that if, for whatever reason, the organisation is unable to deliver the agreed training for a student, it will make the necessary arrangements for the training to be delivered by another Registered Training Organisation.

The RTO is committed to providing accurate and accessible information to prospective and current students related to its services and the training products on its scope of registration.

The RTO does not guarantee the following:

- a student will successfully complete a training product on its scope of registration, or
- a training product can be completed in a manner that does not meet the requirements of Outcome Standards 1.1, 1.3 and 2.2, or
- a student will obtain a particular employment outcome where this is outside the control of the RTO.

ERDI Academy Team

Students may contact the RTO at 03 9663 4711.

Student Support

Students completing a training program will be supported by Student Services. The RTO's knowledgeable team will work with you to help you achieve success in your chosen field.

Student Services can assist students through a variety of activities, which include but are not limited to:

- Assisting with logging in the:
 - Learning Management System (LMS) and with accessing the resources [Log in to the site | Erdi Academy](#);
 - Providing online access to all your course unit resources
 - Student Management System (SMS) [SMS](#)
 - Access to feedback, complaints, appeals and other necessary support

- Supporting flexible learning and processing extensions where applicable;
- Arranging contact between trainer/assessor and student where required; and
- Assisting students with finding and understanding their trainer's feedback.

Trainers

Your trainers are qualified industry professionals, ready to guide you through your learning. Their feedback and guidance will ensure that you are job-ready for your chosen industry.

All ERDI Academy trainers must follow the below requirements as outlined in the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 – Standards 3.1-3.3 and Credential Policy Section 1.

Training and assessment are delivered by trainers and assessors who have:

1. have relevant credentials as specified by the Credential Policy
2. undertakes continuing professional development to maintain current skills and knowledge in training and assessment, including engaging and supporting VET students.
3. have industry competencies, skills and knowledge that are relevant to, and at least to the level of, the training product being delivered and/or assessed
4. maintain an understanding of current industry practices

Industry experts may also assist in training delivery and/or the assessment judgement, working alongside the trainer and/or assessor to conduct the training and/or assessment.

5. The RTO's training and assessment is delivered only by persons who have one of the following credentials:
 - TAE40122 Certificate IV in Training and Assessment or its successor,
 - TAE40116 Certificate IV in Training and Assessment,
 - TAE40110 Certificate IV in Training and Assessment,
 - A secondary teaching qualification and one of the following credentials:
 - TAESS00011 Assessor Skill Set, or
 - TAESS00019 Assessor Skill Set or its successor, or
 - TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set or its successor, or
 - A diploma or higher-level qualification in adult education or vocational education and training.
6. Where a person conducts assessment only, the RTO ensures that the person has one of the following credentials:
 - As above; or
 - TAESS00019 Assessor Skill Set or its successor,
 - TAESS00011 Assessor Skill Set,
 - TAESS00001 Assessor Skill Set,
7. Where a person may be actively working towards a training and assessment credential, provided that they:
 - are enrolled in and have commenced training in one of the following training and assessment credentials:
 - TAE40122 Certificate IV in Training and Assessment or its successor, or
 - TAE50122 Diploma of Vocational Education and Training or its successor, and
 - Are making satisfactory progress to enable the credential to be completed within two years of commencement

8. Where a person may deliver training and conduct assessment under direction, the RTO ensures that the person has one of the following credentials:
- TAESS00021 Facilitation Skill Set or its successor,
 - TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set or its successor,
 - TAESS00030 Volunteer Trainer Delivery and Assessment Contribution Skill Set or its successor,
 - TAESS00029 Volunteer Trainer Delivery Skill Set or its successor,
 - TAESS00020 Workplace Trainer Skill Set or its successor,
 - TAESS00028 Work Skill Instructor Skill Set or its successor,
 - TAESS00022 Young Learner Delivery Skill Set or its successor,
 - TAESS00015 Enterprise Trainer and Assessor Skill Set
 - TAESS00003 Enterprise Trainer and Assessor Skill Set,
 - TAESS00008 Enterprise Trainer – Mentoring Skill Set,
 - TAESS00013 Enterprise Trainer – Mentoring Skill Set,
 - TAESS00007 Enterprise Trainer – Presenting Skill Set,
 - TAESS00014 Enterprise Trainer – Presenting Skill Set, or
 - A secondary teaching qualification.

The RTO also ensures that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment, including competency-based training and assessment.

Student Selection

ERDI Academy recruits' students in an ethical, fair, and responsible manner using various methods.

The RTO is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the training package requirements. Therefore, selection into a training program includes but is not limited to the following:

1. The VET student meets any pre-requisite qualifications or work experience
2. The VET student meets any age requirements that may be in place for a particular course.

Student enrolments are subject to the availability of places in the training program. This is based on the maximum number of participants who can be accommodated, type of course, learning structures, student needs, etc. The RTO shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Enrolment

Pre – Enrolment

Before enrolment confirmation, students must complete a Pre-Enrolment Assessment and submit required documents, including but not limited to:

- a) Pre-Enrolment Assessment Form (sent via email upon course enquiry)
- b) Necessary course requirements / pre-requisite requirements
- c) ID and supporting documents for processing and filing
- d) USI Number

Students are required to go through an initial pre-enrolment interview, where they will be asked to do tasks and answer questions to confirm sufficient computer skills, including knowledge to operate video-communication services, with the ERDI Academy trainer and/or assessor.

This pre-enrolment interview will be done via online platforms such as Zoom and Microsoft Teams.

While the organisation will endeavour to complete the enrolment process as quickly as possible, please allow up to 5 business days from confirmation of your payment for enrolment. Upon enrolment, students will receive via email course information and personalised logins.

Access to the Learning and Assessment Resources

The learning and assessment resources necessary to complete the selected course will be made available to the student before the start of the course.

Learning and assessment resources may be accessible through one of the following methods depending on which course you are enrolled in:

- Student online portal accessed with the student's personalised logins
- Email or other online cloud platform services (i.e. Dropbox, Google Drive etc.)
- In-person through the initial classroom-based component of the course
- Printed copies sent via mail

Please contact Student Services if you need assistance with accessing the required learning and assessment resources for your course.

Students can request hard copies or additional copies of the resources at any time during their training period. These requests may incur a fee and shipping costs. Delivery will occur within 10 business days or longer, depending on the student's location.

Payment Terms

All fees and payment terms are available to students before and during enrolment through the enrolment form and course brochures. Students should refer to their enrolment form and course brochure for specific payment terms related to their chosen course.

Payment Plan:

For courses under a payment plan, an initial deposit is required upon enrolment. Subsequent payments will be scheduled throughout the course duration as outlined in the enrolment form. If a student misses a payment, they will receive a payment reminder via email and will be contacted by Student Services. Failure to make the payment within 14 days will result in suspension of the student's enrolment until payment is received. The student will be notified of this suspension.

Full Upfront Payment (Short Courses):

For short courses, full payment is required upfront prior to the commencement of training. This ensures that students have secured their place in the course and have access to all necessary materials and resources.

Employer Payment (B2B):

For enrolments through business-to-business (B2B) arrangements, payment terms are outlined in the enrolment agreement established with the employer. Students should consult their employer for specific details related to their course payment.

No Fees (Enterprise RTOs):

For enterprise RTOs, training may be provided at no cost to the student, with arrangements made directly with the enterprise. Students should consult their enterprise's learning and development team for further details.

Students are considered enrolled once the agreed amount, as specified in the enrolment form, has been received. Please contact Student Services for any questions or clarifications regarding the payment terms.

Unique Student Identifier

An initiative of the Australian Government is the requirement for all students of Vocational Education and Training to supply a Unique Student Identifier number to their VET provider. Students will be assisted by Student Services to apply for and supply their USI if authorised by the student. The RTO can verify each USI before the issuance of any certification. All students should be aware that ERDI Academy and no VET provider can issue a certificate for a VET qualification without being supplied with a student's USI.

Exemptions to the USI requirements may apply, including for international students studying onshore and outside of Australia. For any student exempt from supplying a USI, completion results and records will not be available through the Commonwealth Registrar. The RTO can use the following links to search for or create USIs (ONLY with student permission):

- <http://usi.gov.au/Pages/default.aspx>
- <https://portal.usi.gov.au/org/>

Visa Requirements

ERDI Academy is not a registered CRICOS provider. It is the student's obligation to advise us of their visa requirements. Students should contact the appropriate Government Department regarding their visa conditions and restrictions.

Transfer to Another Course

Course transfers are subject to the availability of courses offered by the RTO. Students wishing to transfer must submit a written request within six (6) months of their enrolment application. A \$50 transfer fee applies, plus any difference between the original and full course fee (not the promotional fee).

No refund will be issued if transferring to a course of lesser value. Workshop components cannot be transferred between courses. Upon transferring to another course, a student relinquishes their enrolment in the original course.

STUDYING AT ERDI Academy

ERDI Academy conducts training courses to suit student needs, course types, and learning styles. The following student guidelines will help foster a healthy learning environment for all students.

Student Support

ERDI Academy acknowledges the importance of supporting students in achieving successful outcomes. Student Services is ready to assist you with any questions you may have Monday to Friday, 8am – 4:30pm. Our Trainers are also available to offer guidance via phone and email. Help and support are just a phone call away:

Email: info@erdiacademy.com.au (24/7 – please allow up to 72 hours for a response)

Contact number: 03 9663 4711 (Monday – Friday 8am – 4:30pm)

The RTO conducts an assessment of needs as part of the pre-enrolment process and throughout the duration of the course. In such cases, the RTO will ensure that the assessment of need is undertaken at the earliest possible opportunity, and any identified support needs issues are managed.

Student support may include but is not limited to any disability or impairment that restricts access and equity, as well as computer literacy, digital literacy or English language, literacy and numeracy (LLN) information obtained from VET students prior to enrolment and prior to the commencement of their first unit of competency.

Educational and support services may include, but are not limited to:

- pre-enrolment materials;
- study support and study skills programs;
- language, literacy and numeracy (LLN) programs or referrals to these programs;
- equipment, resources and/or programs to increase access for VET students with disabilities and other students in accordance with access and equity;
- flexible scheduling and delivery of training and assessment;
- counselling services or referrals to these services;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, in large print;
- learning and assessment programs contextualised to the workplace;
- wellbeing services;
- reasonable adjustments for any disability or impairment, and
- any other services that the RTO considers necessary to support VET students to achieve competency.

Where appropriate, ERDI Academy will seek external assistance to ensure additional support services are available. You will be informed in case additional costs may be incurred to arrange access to external additional support services.

Language/Literacy and Numeracy

ERDI Academy makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

During the enrolment process, all students complete a brief non-invasive language, literacy and numeracy assessment for the RTO to identify any issues that may need to be addressed prior to the commencement of training. Strategies to address these issues will be negotiated with students and may include adjusting learning and assessment modes and methods.

The RTO will provide materials, resources and assessment tasks at a level of complexity required and also provide opportunities for repeated and supported practice.

Where can I get help with language, literacy and numeracy?

Individuals who want to get help with their literacy and numeracy can access information about the nearest LLN provider by calling the Reading Writing Hotline on 1300 655 506.

What is the Reading Writing Hotline?

The Reading Writing Hotline is funded by the Australian Government Department of Education, Science and Training. The project is managed by TAFE NSW - Access and General Education Curriculum Centre and is Australia's national telephone adult literacy and numeracy referral service. For the price of a local call from anywhere in Australia, the hotline can provide you with advice as well as a referral to one of 1200 providers of courses in adult literacy and numeracy.

What happens when I call the Hotline?

You will speak to an experienced adult literacy teacher who will advise you on ways you can access classes in your local area to improve reading, writing, spelling and maths skills. The information you give about yourself is confidential and will not be given to anyone else.

When can I call the Hotline?

You can call the Hotline at any time. If a teacher is unavailable to take your call, your name and number will be taken by the hotline paging service, and your call will be returned.

Need Help with Your LLN Assessment?

If you require assistance in accessing or completing the ERDI Academy LLN assessment, please contact:

 **Email:** info@erdiacademy.com.au (24/7 – please allow up to 72 hours for a response)

 **Phone:** 03 9663 4711 (Monday – Friday 8 AM – 4:30 PM)

For more information, visit the official website:

 **Website:** www.readingwritinghotline.edu.au

 **Watch the 30-Year Anniversary Video of the Reading Writing Hotline:** [Reading Writing Hotline - YouTube](#)

Flexible Learning and Assessment

ERDI Academy will create a personalised training plan for each student to support time management and help balance study with work and life commitments.

If you have previously completed a qualification, you may be eligible to apply for credit transfer and/or recognition of prior learning (RPL) provided you can supply sufficient evidence. For more information, please refer to the RPL and Credit Transfer Policy in the Course Information section of this handbook or contact Student Services.

Assessment Requirements

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, speak with your trainer/assessor well before the due date to discuss possible support or an extension (conditions may apply).

Students should keep a copy of their assessments before submission, as ERDI Academy is not responsible for lost work.

Assessment may be submitted by one of the following methods depending on your course:

- Upload via the online portal
- Submit In-person to your trainer

Once you have submitted, you will receive an email confirmation. For updates on the status of your assessment, please contact Student Services.

Important: *If an assessment task is lost, students will be required to resubmit their work, so it is essential that to keep a copy of all original assessments.*

Assessment malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

ERDI Academy is committed to maintaining the integrity of its assessment process and has policies and procedures in place to address any instance of malpractice.

What is cheating?

Cheating within the context of the study environment means dishonestly presenting an assessment task or assessment activity as genuinely representing your own understanding of and/or ability in the subject concerned.

Some examples of cheating are:

- Submitting someone else's work as your own whether you have that person's consent or not.
- Submitting another author's work as your own without proper acknowledgement of the author.
- To allow someone else to submit your own work as theirs.
- To use any part of someone else's work without the proper acknowledgement.

There are other forms of cheating not contained in this list. These are merely given as examples. If you are unsure about whether any behaviour would constitute plagiarism or cheating, please check with your trainer prior to submitting your assessment work.

What is Collusion?

Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have the opportunity to copy your work.

What is Plagiarism?

Plagiarism is a form of cheating and includes presenting another person's or organisation's ideas or expressions as your own. This includes, however is not limited to copying written works such as books or journals, data or images, tables, diagrams, designs, plans, photographs, film, music, formulae, websites and computer programs.

Penalties for Plagiarism or Cheating

If a trainer suspects cheating or plagiarism, they will investigate by reviewing resources, conducting online checks, and comparing student work. If sufficient evidence is found, the matter will be referred to the General Manager.

Following the investigation, one of the following outcomes will apply:

- **Minor or unintentional offence:** you will receive formal written warning and may be asked to resubmit your work.
- **Serious or deliberate offence:** you will be withdrawn from the unit recorded as Not Competent and required to re-enrol if you wish to continue. A note will also be added to your student file.

Repeated or very serious misconduct – such as falsifying assessment evidence may result in termination of enrolment, with no refund of fees. The RTO assessor will contact you in writing, outlining their concerns with your submitted work.

What if I don't agree with the decision? ☒

If you disagree with the decision or the penalty imposed, you are entitled to lodge an appeal in accordance with the Appeals Policy and Process. For more information, you may refer to the Complaints and Appeals section of the Student Handbook.

How do I avoid Plagiarism or Cheating?

Students are advised to note the following advice to avoid claims of plagiarism or cheating:

- Always reference other people's work. You may quote from someone else's work (for example, from websites, textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- Always reference your sources. You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.
- You must not falsify assessment evidence.

Code of Conduct

All ERDI Academy participants are expected to take responsibility for their own learning and behaviour during training, assessment, excursions, industry placements, and external events such as expos and seminars. Participants are representatives of ERDI Academy and must always conduct themselves professionally.

Any breach of discipline will result in the following actions:

1. **First Breach:** The participant will receive a **verbal warning** outlining the nature of the breach and expected standards of behaviour moving forward.
2. **Second Breach:** The participant will be required to attend a meeting with Erdi Academy staff members and may bring a support person of their choosing. During this meeting a formal written warning will be issued, outlining the nature of the breach and consequences of any further misconduct.
3. **Third Breach:** The participant will face instant dismissal from the training environment, placement, or event.

If a breach is deemed to be of a serious nature, as determined by the Training Manager, the participant's enrolment may be terminated immediately. In cases of dismissal or termination, all fees paid will be non-refundable.

Trainer Suspension and Termination Discretion

Trainers hold the authority to issue a suspension from classes, industry placements, or events if a student has failed to present themselves appropriately in classroom settings or during external events such as expos and

seminars. Suspension may be enforced effective immediately, at the Trainer's discretion, while a decision of action is pending.

The suspension will remain in place until a formal meeting is held to determine an appropriate outcome. In some cases, the suspension may be extended following the meeting.

Termination from future classes may occur if a student has committed a serious breach of the Code of Conduct or because of the outcome of a suspension review.

Personal Interaction

Interactions between employees and students, and between students themselves, must always remain respectful. Any aggressive behaviour or use of degrading or abusive language will be considered a breach of the Code of Conduct.

Examples of breaches may include, but are not limited to:

- Inappropriate or disrespectful behaviour during class or events
- Disruptive conduct affecting the learning environment
- Failure to follow instructions of Trainers or staff
- Misrepresentation of ERDI Academy in any public setting
- Any form of harassment, bullying, or discrimination

Academic Progress and Participation

Students are expected to actively participate in their enrolled course by attending scheduled classes and submitting assessments within the designated timeframes.

If a student is missing a significant number of classes and/or is not submitting assessments, they may be suspended from classes until an appropriate level of assessment work has been submitted. This minimum level will be directly advised by the student's Trainer.

It is the student's responsibility to manage their studies and continue working independently to maintain steady progress.

If students are unable to meet submission guidelines, they may be recommended to defer or extend their enrolment in the course.

Students enrolled in courses with placements must have all assessments submitted and passed prior to attending placement.

Discrimination

Discrimination occurs when a person is treated less favourably than another due to a personal attribute. Under State and Federal Equal Opportunity laws, discrimination based on certain attributes is unlawful.

The attributes that can lead to a discrimination claim include, but are not limited to:

- Gender
- Sexual orientation
- Age
- Race
- Religion

Harassment

Harassment is any behaviour which is unwelcome, offends, humiliates or intimidates the person being harassed. Harassment will not be tolerated at ERDI Academy and disciplinary action will be taken against any employee or student involved in such behaviour. From an employee's perspective, this may include termination of employment. From a student perspective, enrolment may be terminated, and all fees paid will be non-refundable.

Examples of verbal harassment

- Racist comments or jokes.
- Spreading rumours.
- Comments or jokes about a person's disability, pregnancy, sexuality, age religion etc.
- Threats, insults or abuse.
- Offensive obscene language.

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Physical Assault/Abuse

Physical abuse is an act of another party involving contact intended to cause feelings of physical pain, injury, or other physical suffering or bodily harm. Physical abuse will not be tolerated in any shape or form and any instances of physical abuse will result in instant termination of the student's enrolment.

Some examples of physical abuse include and not limited to:

- Striking, Punching, Pushing, pulling
- Kicking, Tripping
- Placing in stress positions (tied or otherwise forced)
- Cutting or otherwise exposing somebody to something sharp
- Throwing or shooting a projectile

Change of Personal Details

Students are required to ensure their personal details that are recorded with ERDI Academy are always up to date. Students must inform Student Services of any changes in personal details immediately in writing. If the student has an applicable loan and/or financial arrangement, it is the student's direct responsibility to notify the financial service provider (e.g. Debit Success) of any change in personal details that may adversely affect payment arrangements.

All certification documentation will be sent to the email address and/or posted to the mailing address provided by the student.

Evaluation and Feedback

As a matter of quality assurance and continuous improvement, ERDI Academy relies heavily on the feedback from students. ERDI Academy requires all students to complete various feedback and evaluation forms.

At the end of the training students will be asked to provide feedback by completing a Learner Questionnaire and Course Feedback Form. Learner Questionnaires may also be emailed to a student. Participation in the survey is highly valued, but voluntary. ERDI Academy will fully protect student's anonymity and the confidentiality of student's response within the limits of the law.

Students are welcome to submit feedback at any time by logging in with their personal login to the Student Management Portal at the following link: [ERDI Academy | Feedback & suggestions](#)

Making the Most of your Training

Your training is a valuable opportunity to gain new skills and knowledge make the most of it! At ERDI Academy, we want to see you succeed, but it's up to you to take charge of your learning.

To set yourself up for success, we encourage you to:

- **Show up and engage** – Attend all training sessions, complete your readings, and participate actively.
- **Come prepared** – Review materials in advance so you're ready to learn.
- **Get involved** – Ask questions, share your thoughts, and contribute to discussions.
- **Collaborate** – Work with fellow learners to enhance your understanding.
- **Stay open-minded** – Respect different opinions and perspectives.
- **Know what's expected** – Understand your assessment requirements.
- **Take ownership** – Submit high-quality work that reflects your best effort.
- **Track your progress** – Stay on top of your learning journey.
- **Meet deadlines** – Complete assessments on time using clear and concise language.
- **Ask for help** – If you're unsure about a task, reach out to your trainer/assessor—we're here to support you!

Your learning experience is what you make of it - stay engaged, stay curious, and stay committed to your success!

COURSE INFORMATION

All training programs ERDI Academy provides are registered under nationally endorsed training packages. These training programs are competency-based, which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

Training Programs

The specific skills and knowledge required for particular activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in training packages. These can be viewed at www.training.gov.au.

Each qualification has a list of employability skills and foundation skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

1. Communication
2. Teamwork
3. Problem solving
4. Initiative and enterprise
5. Planning and organizing
6. Self-management
7. Learning
8. Technology.

These employability skills will be part of the assessment requirements of a nationally accredited course

Competency Based Training

All programs delivered by ERDI Academy are assessed under the principles of Competency Based Training. The aim of Competency Based Training is to assess the student's ability to complete the activities in each unit.

ERDI Academy will assess the student's ability (or competence) to carry out the activities in each unit of competency.

Competencies are normally expressed in terms of a unit of competency. For example, if you were working in a retail store, a unit of competency might include "use point of sale equipment." Competencies include the skills and tasks that are required in the workplace. When a student is being assessed on these activities, the student will be required to perform the activity to the level required in the workplace.

All assessment results are recorded in ERDI Academy's Student Management System. Students have access to their assessment outcomes via the student portal or by request.

Certification documents are issued from the results recorded in ERDI Academy's Student Management System.

Mode of Delivery

ERDI Academy provides flexible and student-centric training tailored to each student's needs. ERDI Academy's courses are offered through various modes to best accommodate the student's diverse requirements.

Online Distance

The Online Distance mode of delivery is designed for students who prefer a remote learning environment, allowing them to study at their own pace from any location. In this mode, students receive comprehensive online access to:

- Course learning materials
- Assessment tools
- Student forums
- Additional resources

Students have the flexibility to progress through the material according to their schedules, making it ideal for those with work or family commitments.

Blended

The blended mode of delivery combines in-person classroom sessions with online components. The classroom sessions provide essential face-to-face instruction, while the online part offers flexibility for students to complete their coursework at their own pace. This approach provides the best of both worlds, with structured guidance and flexible learning.

Workplace Assessment

Workplace Assessment integrates learning into the student's existing work environment. This mode is ideal for training products where practical, hands-on experience is important. Trainers may visit the workplace to provide tailored instruction and assess competency in real-world scenarios.

Please refer to the specific course brochures and our website for more information on the delivery options available for each program. Student services are available to answer any questions regarding our course offerings and mode of delivery.

Computer Specifications and Requirements

The software requirements to ensure the course materials are accessible are as follows:

- Latest versions of Word and Adobe Reader are required
- Some applications (videos) will require the latest version of Flash-Player
- The RTO recommends Google Chrome as an Internet Browser most compatible with the student portal.

The RTO recommends an internet speed of at least 5mpbs. You can check your internet speed with free speed checkers such as this [one](#). Slower connections may suffice for accessing your materials through Adobe Reader. However, you may experience quality and downloading issues with other multimedia resources. The RTO aims for maximum operational efficiency with its high-quality SMS; however, from time-to-time outages may occur, but these will be attended to as quickly as possible.

For Webinar-based Blended/Online courses in specific qualifications (please refer to website). There are important requirements to be able to participate in a Webinar-based course and these are as follows:

- Internet (Minimum 5 Mbps Downloads & 1.5 Mbps Uploads)
- Google Chrome Web Browser (available as free download)
- Latest Adobe Flash Player and Adobe Acrobat Reader
- Microsoft Word, PowerPoint, Excel 97 or later (equivalent)
- Webcam (optional)
- Headset with microphone (noise cancelling preferable)
- Comfortable seating at PC or Mac and suitable area for breaks

Evidence Requirements

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, government regulations, and your qualifications and current experience. Evidence can take many forms, and you will be required to present more than just one piece of evidence.

Assessment tools that the RTO will provide to you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

1. Specific assessment tasks set by your assessor
2. Observation reports
3. Certificates and awards
4. Examples of work completed or special projects
5. Current licenses
6. Position descriptions and performance reviews
7. Third party reports
8. Question responses
9. Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment

Assessment is the process of gathering evidence and making judgements about a student's progress and performance against the requirements of a unit of competency or learning outcome. It determines whether the student has developed the knowledge and skills required to be deemed competent in their course.

To be marked as **'Competent' (C)**, you must receive a **'Satisfactory' (S)** mark in *every* assessment task. You will need to provide evidence which demonstrates that you have the essential knowledge and skills to successfully complete the relevant unit to the required standard. You must demonstrate that you can do the task safely and with confidence to the required industry standard as outlined in the Unit of Competency.

An assessment of **'Not Yet Satisfactory' (NYS)** is not a failing mark. It indicates that more evidence or clarification is needed to demonstrate the required skills and knowledge. Your trainer will provide feedback to help you understand what needs to be improved for resubmission. You will have the opportunity to resubmit your assessment or repeat the task until you achieve a 'Satisfactory (S)' result, with a maximum of three (3) attempts allowed.

If competency is not achieved within the three (3) attempts will be deemed not competent (N) for that unit and will be required to re-enrol to complete it.

Re submission of assessment

The trainer will notify the student if a resubmission or re-attempt is required and will provide details of the assessment task along with appropriate feedback. Notification should be provided within 10 days of the assessment taking place.

If the assessment occurs near the end of the teaching period, the trainer must ensure there is sufficient time for the student to resubmit or re-attempt the task and receive a result before the next teaching period begins.

Assessment, within competency-based approaches to learning, is criterion-referenced. This means it identifies an individual's achievements of defined outcomes rather than relating their performance to that of other VET students or trainees.

Assessment methods used may include:

- Demonstration.
- Observation.
- Work samples.
- Workbook activities.
- Role plays or simulation.
- Projects

Principles of Assessment

There are four key principles that are a part of the assessment process:

Fairness	The individual student's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to consider the individual student's needs. The RTO informs the student about the assessment process and provides the student with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual student by: • reflecting the student's needs; • assessing competencies held by the student no matter how or where they have been acquired; and drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual student. Validity requires: • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a student could demonstrate these skills and knowledge in other similar situations; and judgement of competence is based on evidence of student performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

The Rules of Evidence are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current as follows:

Validity	The assessor is assured that the student has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a student's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the student's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Assessment Results

ERDI Academy provides assessment results to students as soon as possible. These results are available through your student login account. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

Reasonable Adjustment

Students with disabilities or learning difficulties are encouraged to discuss with ERDI Academy any 'reasonable adjustment' to learning and assessment processes that they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and where reasonably practicable, such adjustments will be made. There may, however, be circumstances where it will not be reasonable or reasonably practicable for us to accommodate or where other adjustments may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Failure to submit or undertake an assessment by the required date without submission of a medical certificate will result in a NYC grade for the submission. Should you require additional time to complete an assessment, you must communicate with your assessor and apply for an extension. Standard extension fees are as follows: \$50 for an additional month requested beyond the student's original Unit end date. No refund will be issued for any unused part of the extension period.

Additional Submission and Support

Students may apply for an extension or additional submission or attempt if they experience genuine circumstances that impact their ability to meet assessment deadlines.

Further applications for extensions will only be considered at the discretion of the RTIO and must be supported by a valid medical certificate or counsellors' documentation. Student may request up two (2) extensions, subject to approval by the General Manager.

Approval for extensions or additional submission attempts will consider.

- The quality of previous submissions
- Evidence of the student's effort and progress in addressing feedback provided.

If the additional submission attempts are not sufficient to achieve competency, or if a discretionary attempt is not granted due to insufficient evidence of effort, the student will be required to re-enrol in the unit.

Students are encouraged to contact Student Services for guidance on their individual situation, include the need for a course extension or further academic support.

Awards

Once a student has successfully completed all assessment requirements for their applicable course, the student will be issued with certification documentation.

Students who have not met all requirements for the course or students who withdraw from a course and have

paid relevant fees have the right to receive a Statement of Attainment for the units of competency they have been deemed competent.

Students should note that if they are paying for their course via the payment plan option, they will be unable to receive their qualification or statement of attainment until course fees are paid in their entirety.

The Qualification or Statement of Attainment will be emailed to the current email address and mailed to the current address noted in the Student Management System. The student should allow 30 calendar days from the date of completion of the course for the issuance of your award.

Important Information regarding awards at ERDI Academy

- Awards will only be issued to students whose financial status with the RTO is up to date
- It is the responsibility of the student to understand their obligations with regard to fees due for units studied
- For a student to be eligible to receive an award, the student must successfully complete all the units listed
- Training package courses have been submitted to the regulatory authorities, and all units specified in that course are the subjects a student must complete to be eligible to receive that award.

Certification documents can be re-issued to a student upon written request. Replacement certification documentation will incur a fee of **\$50 per request**.

See the Certificate Issuance Policy for more details.

Course Delivery

ERDI Academy ensures the following resources are in place:

- Trainer and assessor with appropriate qualifications and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

The training and assessment methods the RTO uses meet specific quality requirements and are chosen to best suit the unit of competency while considering the learning style of the student.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace-based training
- case studies.

Vocational Placement

ERDI Academy offers the *SIT50422 – Diploma of Hospitality Management*, which requires students to complete a **Vocational Placement Scheme** as part of the qualification. Successful completion of this placement is mandatory to achieve the Diploma.

Students are responsible for initiating contact with a registered organisation to arrange their placement. This workplace-based experience allows learners to apply their knowledge and skills in a real hospitality environment, while gaining valuable practical experience. Further information is available in the Course Brochures.

Placement Arrangements

For courses that include vocational placement, students have two options:

1. **Organise their own placement** with a registered organisation – the venue must be approved by Erdi Academy.
2. **Request assistance from ERDI Academy** in arranging a placement.

Students are encouraged to advise ERDI Academy of their preference as early as possible to allow sufficient time to secure a suitable placement. In the unlikely event that a suitable provider cannot be arranged, students may withdraw from the course and receive a refund for any *unused fees*.

Placement Scheduling

Students undertaking vocational placement will be notified of their schedule at least four (4) weeks in advance, allowing reasonable time to make personal arrangements.

Placements coordinated by ERDI Academy will be hosted at one of our four partnering hotel properties. Please note that additional travel may be required, and travel costs are not covered by ERDI Academy.

Schedules may include early mornings, daytime shifts, late evenings, or overnight work to ensure assessment requirements are met. Placements may occur Monday through Sunday.

Uniform Requirements

Professional presentation is an essential part of working in the hospitality industry. During vocational placement, students must:

- Wear the designated ERDI Academy or workplace-approved uniform as advised.
- Ensure uniforms are clean, neat, and presentable always.
- Wear closed-toe, non-slip black shoes suitable for long shifts.
- Maintain personal grooming standards, including tidy hair, minimal jewellery, and compliance with workplace hygiene requirements.
- Adhere to any additional dress or grooming standards required by the host organisation.

Failure to comply with uniform and grooming requirements may result in students being unable to complete their placement hours.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is a formal assessment process that allows students to receive credit for the skills, knowledge and experience they have gained through previous study, work or life experience. Through RPL, students can demonstrate that they already meet some or all of the requirements of a unit or qualification without needing to repeat the learning. Clear guidance on the RPL process, including eligibility and requirements, can be found in the RPL and Credit Transfer Policy and Procedure.

ERDI Academy believes that no student should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course. All RPL assessments must align with ERDI Academy's assessment system and comply with the Principles of Assessment and Rules of Evidence.

The RTO aims to always maximise the recognition of a student's prior skills and knowledge whilst maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification the RTO offers may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard, you need to contact Student Services, who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that recognition is an assessment process, not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal/informal training;
- work experience; and/or
- life experience.

Recognition, therefore, determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note that the student must provide evidence and demonstrate their pre-existing competence to justify a claim for recognition and satisfy each requirement of the Unit(s) of Competency they're applying for.

Any documents that you provide to support your claim of competency must be originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and, if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, the RTO assessor will ensure that your submission meets the following criteria:

- Full requirements of the Unit(s) of Competency;
- Any regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in the industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgement.

The recognition process may include the necessity to demonstrate the application of skills. Where it is identified that this is required to assist the assessor in their judgement of competency, this will be arranged at either the student's workplace or within a training facility.

The RTO is committed to ensuring that all judgements made by your trainer against the same competency standards are consistent. Your trainer will examine the evidence that you present and then make a judgement on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your trainer will advise you of the outcome of your application for RPL and advise where gap training and/or assessment is required.

Credit Transfer

ERDI Academy recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). All students have the right to seek credit transfer for previously completed units of competency. Where a student has completed a unit/s of competency prior to enrolment that is included in the RTO's scope, the student may apply for recognition. This may result in the student not having to complete the same unit of competency again. This is known as credit transfer. Clear guidance on the credit transfer process, including eligibility and requirements, can be found in the RPL and Credit Transfer Policy and Procedure.

Should you wish to seek a credit transfer, contact Students Services for a Credit Transfer Form. All credit transfer decisions will be formally documented, and students will receive written notification of the outcome, including reasons for the decision.

In cases where licencing or regulatory restrictions impact credit transfer eligibility, these restrictions will be acknowledged, and any rejections will be justified.

To ensure fairness and consistency, ERDI Academy has enhanced monitoring and continuous improvement mechanisms for its credit transfer processes.

See the RPL and Credit Transfer Policy for more details.

POLICIES AND PROCEDURES

Access and Equity

ERDI Academy is committed to ensuring that all students have equitable access to education and training in a safe, inclusive, and supportive learning environment. This policy ensures compliance with the Standards for RTOs (2025) and relevant Australian legislation by embedding inclusive practices across recruitment, training, assessment, and student support services.

ERDI Academy supports government policy initiatives and provides access to training for all those seeking to undertake it. Student selection criteria are non-discriminatory, ensuring fair access to training, particularly for disadvantaged students.

ERDI Academy will take affirmative steps to remove barriers to participation, particularly for First Nations students, people with disabilities, culturally and linguistically diverse (CALD) students, neurodivergent students, and students from diverse socio-economic backgrounds. This includes implementing culturally safe, trauma-aware, and flexible learning practices to improve student retention and completion rates.

In addition, the RTO liaises with agencies and government departments to provide assistance in matters of language, literacy, and numeracy difficulties to further support student success.

Complaints and Appeals Policy

Complaints

ERDI Academy supports the rights of a student to lodge a grievance or complaint if a student feels they have been treated unfairly. ERDI Academy will do everything possible to address grievances or complaints in an unbiased and professional manner. Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by students and provide an opportunity to improve our business and/or the delivery of our training programs.

1. ERDI Academy recommends for students to first try and resolve the complaint/appeal informally by contacting their trainer or ERDI Academy student support team at 97 743 987 124 or via info@erdiacademy.com.au.
2. All complaints should be committed to in writing at the earliest possible opportunity and lodged through ERDI Academy's Complaints Online Form. You can access the Complaints Lodgement Form through ERDI Academy's Website. This will constitute a formal complaint from the student. This should only happen once step one has been completed and where the student is unhappy with the outcome of this step.
 - a. Students can further use their personal log in to the Student Management System to lodge their complaint at: [Lodge a Complaint](#) or appeal at: [Lodge an Appeal](#)
3. The General Manager of ERDI Academy is automatically notified via email each time a Complaints and Appeals form has been submitted.
4. The General Manager of ERDI Academy will initiate a transparent, participative process to deal with the issues at hand.
5. Complaints are to be resolved within 10 working days of the initial application. The General Manager of ERDI Academy may delegate responsibility for the resolution of the complaint as required. In all cases the conclusion will be endorsed by ERDI Academy's General Manager.
6. The student will be advised in writing of the outcome of their complaint via email.

7. If the outcome is not to the satisfaction of the student, he/she may contact the Manager to discuss their concerns.
8. All complaints will be handled as Employees-In-Confidence.

Where the student remains unhappy with the outcome:

- The student has the right to request a review of the appeal by an independent party.
- The student will be responsible for the costs of the independent review.
- ERDI Academy will cooperate fully with this independent review.
- The organisation will provide information about external escalation options, such as the National Training Complaints Hotline or the Training Ombudsman.
- Confidentiality is maintained throughout the process and complainants' data is periodically reviewed to identify trends and improvements.

ERDI Academy will aim to complete this complaints process as quickly as possible and within a total of 30 days. Where a complaint takes more than 60 days to be resolved, the RTO will advise and inform complainant in writing. ERDI Academy will keep the student informed of the progress of the complaint throughout the process.

Appeals

ERDI Academy support the rights of a student to lodge an appeal against any decision made by ERDI Academy and will not impair that right in any way. The organisation ensures all appeals are handled impartially by individuals who are not directly involved in the issue, ensuring procedural fairness.

Any student wishing to appeal a decision made by ERDI Academy should follow the steps outlined below.

1. Before lodging an appeal, students are encouraged to first attempt to resolve it informally by contacting the General Manager at 03 9663 4711 or info@erdiacademy.com.au. This initial contact provides an opportunity to discuss the decision made by ERDI Academy, clarify any misunderstandings, and present any supporting evidence.
2. The student should clearly explain why they believe the decision made by ERDI Academy is incorrect and should provide evidence that supports their claim. The General Manager will review the information and attempt to resolve the appeal informally.
3. If the student is still not satisfied with the outcome of the informal resolution process, they may submit a formal appeal in writing using our Appeals Lodgement Form on the website or to relevant staff. [Lodge an Appeal](#)
4. Upon receipt of the formal appeal, our General Manager will acknowledge the appeal within 5 working days in writing through an email response. The acknowledgment will confirm receipt of the appeal, provide a summary, and outline the next steps in the appeals process.
5. The Training Manager will initiate a fair and transparent process to review the formal appeal. This may involve:
 - a. Re-examining ERDI Academy's original decision and the evidence provided by the student.
 - b. Consulting with relevant staff who were involved in the original decision made by ERDI Academy.
 - c. If necessary, engaging an independent and impartial reviewer to ensure fairness and objectivity.
6. The organisation is committed to resolving formal appeals within 30 working days where possible. The General Manager will ensure that each step in the review process is conducted promptly and efficiently.

7. Once the review has been completed, the student will be advised by the General Manager in writing of the outcome of their formal appeal. The written notification emailed to the student will include:
 - a. The final decision regarding the formal appeal.
 - b. The reasons for the decision, including reference to the evidence and criteria used in ERDI Academy's decision-making process.
 - c. If applicable, information on any further actions to be taken.

If the student is still not satisfied with the outcome of the formal appeal, they can follow the process below:

- The student has the right to request a review of the appeal by an independent party.
- The student will be responsible for the costs of the independent review.
- ERDI Academy will cooperate fully with the independent review.
- ERDI Academy will provide information on external appeal options, such as relevant regulatory bodies.

ERDI Academy will aim to complete this appeal process as quickly as possible. Where an appeal will take more than 60 days to be resolved, the RTO will advise and inform the appellant in writing. The organisation will also periodically review appeals data to identify trends and make necessary improvements.

See the Complaints and Appeals Policy and Procedure for more details.

Transition of Superseded Courses

The nationally recognised training courses Company delivers may be superseded by a new training product. If the Jobs and Skills Council (JSC) deems the new product equivalent, Company's scope is updated automatically.

If the replacement product is not equivalent, Company must apply for scope addition and receive approval before enrolling or transitioning VET students.

Students will be transitioned to the updated course as soon as practicable and no later than 12 months from the qualification's publication on the national register. After this period, the VET Regulator will remove the superseded product from Company's scope, and:

- No enrolments or training in the superseded product can occur.
- No qualifications/statements of attainment can be issued, except for reprints.

VET students must either:

- Complete their training within a reasonable timeframe (case-by-case basis), OR
- Transition to the replacement qualification.

**JSCs may recommend adjustments to transition timelines due to safety risks or licensing requirements.*

Transition fees, if applicable, will be advised.

Student Records

All student records are subject to the RTO's Privacy Policy and RTO Reporting and Records Management Policy. However, students may reasonably access their files by notifying the organisation. The management will endeavour to give students prompt access to their own files where reasonable notice is given.

ERDI Academy will provide students with timely access to their participation and progress throughout the training course.

Procedure

- To monitor the progress of each unit of your enrolled course or skill set, students can log into their personal platform at; [Student progress platform](#)
- Students can view their grades, trainer feedback and the list of completed units via the Learning Management System; [Learning Management System](#).

Alternatively, students can send a

written request to: 265-281 Little Bourke Street, Melbourne VIC 3004

Email student support at info@erdiacademy.com.au

Students must list their full name, date of birth, address, course enrolled and Student ID.

Students will receive notification that the request has been received and may be contacted by ERDI Academy to obtain further information.

- ERDI Academy will issue a letter of confirmation outlining student results for the course within 7 working days of receiving the request. Students will receive this information by email.

Record Keeping Policy for Assignments and Student Information

ERDI Academy has effective administrative and records management procedures to ensure student data is securely maintained. Enrolments, student records, qualifications, and Statements of Attainment are entered into the Student Management System (SMS/LMS) and archived electronically for at least 30 years. These records will remain accessible and, in the event of RTO closure, will be forwarded to a suitable site. All organisational documents and emails are stored on a secure system network (server) with regular backups.

Assessment results are recorded in the SMS/LMS and stored in the student's training file. Physical assessment paperwork is secured in a lockable cabinet for two years before being archived. Electronic copies are retained in the SMS/LMS for at least two years after a student ceases enrolment. The organisation also maintains secure records of course payment receipts, enrolment confirmations, and financial transactions, which are available upon request.

The organisation ensures all essential student data is securely stored, including course progress, attendance, provider transfer requests, complaints, appeals, course credit, deferments, enrolment variations, and assessment outcomes. Personal details, including current residential address, contact details, and tuition payments, are also recorded in accordance with the Privacy Policy. Copies of written agreements and outstanding fees are securely maintained, along with details on fees for student record access.

Fee Payment and Refund Policy

ERDI Academy has developed a fair and equitable process for determining course fees, refunds and payment options. Please refer to the individual course brochures or our website for the course fees.

You must advise the RTO of cancellation in writing or by email. A non-refundable administration fee of 25% of the full course fee payable (non-discounted) or a minimum of **\$250** (whichever is greater) will be subtracted from any refund granted under the terms and conditions outlined in this policy.

No refund is provided for cancellations outside of the refund period, though some cases may be considered, subject to the management's discretion. In the case of online learning, training and assessment are deemed to have commenced once the student has been issued a username and login, and these have been used to access the online material.

Cancellation and Refunds

ERDI Academy has a refund period whereby refunds are allowed for any reason, including change of mind, known as the 'Refund Period.' No refunds will be issued for cancellations outside of the refund period.

The 'refund period' is defined as **14** calendar days from the date the student has been 'officially enrolled'—this means all pre-enrolment and enrolment steps have been completed, and the student is deemed suitable for the course.

If you do not notify ERDI Academy in writing within the refund period, you will not be eligible for a refund. All refunds will be paid to the person or the organisation that originally paid the fees. Refunds will be paid within four calendar weeks of the date the request is received.

If you wish to terminate your studies before the completion of your course, you must first complete a Refund Request Form, available on the website and Student Services. In cases where fee payment instalments have been negotiated, you will still be liable to pay any and all outstanding fees to ERDI Academy before the termination of enrolment. 'Outstanding fees' refer to all due payments for training and/or assessment services rendered by ERDI Academy to the student before withdrawal of training is officially approved. ERDI Academy reserves the right to pursue recovery of any and all fees owed by any and all means legally allowable.

For refund applications within the refund period, the Refund Request Form must be received by ERDI Academy, within the refund period. A refund of the course fee, less the applicable administration fees, will only be issued if all the above criteria have been met and the student has no previous outstanding monies with ERDI Academy.

This refund policy does not remove your right to take further action under Australia's consumer protection laws and [Cooling-off period](#).

Special Consideration

The RTO understands that some students may experience prolonged difficulties that may impact their ability to complete their course or a significant disadvantage as a result of a course change due to updates in the training packages that may not be addressed by:

- Extending the maximum duration of your course
- Providing additional learning support services
- Facilitating your Transfer to a different course; or

- Providing you with the option to complete an older version of the course (subject to availability and compliance with relevant regulations)

In such cases, students should apply for special consideration via email.

ERDI Academy may grant special consideration in circumstances where:

- you are up to date with all course fees; and submit a special consideration request via email, including the relevant sections completed by a medical doctor (where applicable) and any other requested additional supporting documentation
- you have applied for and been granted a course deferral, and the circumstances under which you were granted a course deferral are continuing and serious circumstances which will materially affect your ability to continue with your course; or
- there has been a material change to your course resulting in material disadvantage to you which cannot be addressed as mentioned above.

If special consideration is granted, ERDI Academy may agree to:

- an extension of the duration of the course;
- provide you with additional support services;
- release you from the payment of future instalments; and/or
- grant a pro-rata refund of the Course Fees (considering the portion of the course that has been completed and the costs associated with the provision of learning materials).

Without limitation, special consideration will not be given if:

- you change jobs;
- your work hours change;
- you move address (including interstate or international moves);
- your course changes as a result of a regulatory change governing ERDI Academy;
- you find the course more difficult, time-consuming or stressful than you had expected; or
- you are made redundant, retrenched, or otherwise resign from, terminate your employment, or have your employment terminated.

Exceptions

In the unlikely event that ERDI Academy is unable to deliver your course in full:

- you will be offered a refund for the part of your course that has not been assessed
- The refund will be paid to you within two weeks of the date on which the course ceased being provided
- Alternatively, you may be offered enrolment in a suitable alternative course at no additional cost to you. You have the right to choose whether you would prefer a refund for the part of your course that has not been assessed or to accept a place in another course.

Privacy Policy

ERDI Academy will follow the Australian Privacy Principles of the Commonwealth Privacy Act 1988 in the management of all student and staff information, however, allowing access to all information as required by relevant National and State Training Authorities for the purpose of monitoring and/or auditing ERDI Academy's operations as an RTO.

The purpose of the privacy policy is to:

- describe the types of personal information that the organisation collects, holds, uses and discloses;

- outline the RTO's personal information handling systems and practices;
- enhance the transparency of the management of personal information;
- explain the RTO's authority to collect personal information, why the RTO may hold it, how it is used and how it is protected;
- notify whether the organisation is likely to disclose personal information and, if so, to whom;
- provide information on how personal information can be accessed, correct it if necessary and complain if you believe it has been wrongly collected or inappropriately handled.

See the Privacy Policy for more details.

Workplace Health and Safety (WHS)

ERDI Academy is committed to providing a safe and healthy learning and work environment. The safety of the organisation's students and staff is of primary importance in all its activities and operations. The RTO is committed to implementing, maintaining and continuously improving work health and safety in all of its facilities and operations.

The RTO encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

The RTO recognises its responsibility under the Workplace Health and Safety and related regulations. The CEO has the responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

1. provide and maintain safe plant, equipment and systems of work.
2. provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
3. maintain the workplace in a safe and healthy condition.
4. provide adequate facilities to protect the welfare of all employees.
5. provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
6. provide information, where relevant, to students, allowing them to learn in a safe manner.
7. check WHS system compliance via ongoing auditing.
8. integrate continuous improvement into WHS performance.

Infection Control

ERDI Academy is committed to preventing, managing, and controlling healthcare-associated infections to ensure the health and safety of students, staff, and visitors. Providing and maintaining a safe, clean, and healthy training environment is a priority, and all individuals must take the necessary precautions to prevent the spread of infectious diseases.

The organisation encourages all persons to view infection prevention and control as both a collective and individual responsibility.

The RTO recognises its responsibility under federal and state health regulations and is committed to implementing, maintaining, and continuously improving infection control measures. This includes:

- Following standard and additional precautions for infection prevention and control.
- Ensuring all infection control procedures and updates are communicated to staff, contractors, third-party partners, and students.

- Identifying infection hazards, assessing risks, and implementing control measures in compliance with federal and state requirements.
- Following strict protocols for managing risks, including maintaining a clean environment to minimise contamination.
- Conducting contact tracing when an infection is confirmed.

VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
18/08/2025	Document creation	ERDI Academy	v. 1.0	22/08/2025	21/08/2026
11/09/2025	Post-external audit updates; SRTOs 2025	Erdi Academy	v. 2.0	11/09/2025	10/09/2026

RTO INFORMATION

RTO INFORMATION	
Document Name	Student Handbook v1.0
RTO/Company Name	ERDI Academy
ABN	97 743 987 124
RTO Code	#46102
Phone	03 9663 4711
Email	info@erdiacademy.com.au
Manager	RTO Manager
Website	erdiacademy.com.au
Address	265-281 Little Bourke St, Melbourne, VIC, 3004