



Student Handbook

Domestic Students

2025

Welcome Students!

Welcome to Envirotech Education — a place where environment, innovation, sustainability, and education come together to shape the future.

By choosing to study with us, you have taken an important step toward expanding your knowledge, strengthening your professional skills, and creating opportunities that can make a genuine difference in your career and community.

At Envirotech, we believe that education is not just about learning — it's about transformation. As a nationally recognised Registered Training Organisation (RTO), we are dedicated to delivering exceptional Vocational Education and Training (VET) that integrates technology, hands-on experience, and purpose-driven learning.

Our programs are designed to connect you with real-world industries, innovative technologies, and environmental leadership. You'll join a diverse community of learners and professionals who share a passion for progress, sustainability, and innovation.

We are committed to delivering a learning experience that is engaging, supportive, and inclusive, while meeting the highest national standards for training excellence. Our programs are aligned with the Standards for RTOs 2025 and the Australian Qualifications Framework (AQF) to ensure you receive quality outcomes that are recognised across Australia.

This Domestic Student Handbook provides essential information about your rights and responsibilities, course expectations, and available student support services, as well as the policies and procedures that maintain quality, fairness, and transparency across all areas of study.

Our trainers, assessors, and student support team are here to help you achieve your goals. We are proud of our reputation as an innovative and ethical training provider and of the success of our graduates who continue to create change in their industries and communities.

We invite you to make the most of your learning experience — ask questions, participate actively, and share your feedback. Together, we can continue to strengthen the quality and impact of our programs.

I wish you every success and a rewarding training experience with Envirotech Education. Let's build a sustainable, innovative future — together.

Warm regards,

Shelly Bengiat

Director & Chief Executive Officer

Envirotech Education

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ABOUT ENVIROTECH EDUCATION

Established in 2008, Envirotech Education (“Envirotech”) is a nationally recognised Registered Training Organisation (RTO ID: 31871), regulated by the Australian Skills Quality Authority (ASQA) for the delivery of accredited vocational education and training (VET) programs to both domestic and international students.

Envirotech is dedicated to the accountable, ethical, and high-quality delivery of training within the VET Quality Framework, ensuring that every qualification reflects excellence, innovation, and industry relevance.

We are proud to be fully compliant with the Standards for Registered Training Organisations (RTOs) 2025, delivering education that combines academic rigour with practical, real-world experience. Our programs are designed to align with evolving industry needs and to develop students’ employability, leadership, and entrepreneurial skills.

Through our Innovation Leadership Hub, students are empowered to create, innovate, and grow their own business ventures as part of their studies. Supported by our team of experienced trainers, mentors, and industry specialists, the Hub integrates hands-on projects, internships, and work-based learning — available as elective components across our Diploma and Advanced Diploma qualifications.

Our delivery sites in Queensland, and New South Wales, offer a unique and inspiring learning environment, fostering creativity, collaboration, and sustainability.

Why choose Envirotech Education:

- Professionally designed and nationally accredited programs
- Prime campus locations with state-of-the-art facilities
- Practical vocational placements and industry experience
- Blended and flexible learning delivery
- Online learning platforms with free tutoring and academic mentoring
- Diverse, multicultural academic and support teams
- Rolling monthly intakes for flexible study commencement
- Customised payment plans
- Recognised university and career pathways

Envirotech Education continues to build futures through education that is innovative, sustainable, and globally connected — preparing graduates to make meaningful contributions to their industries and communities.

VISION AND MISSION

Envirotech: Globally innovative sustainable learning

VISION

Envirotech Education will continue to be at the forefront of globally innovative sustainable learning, empowering Australians to thrive in a rapidly evolving economy through skills, knowledge, and leadership in environmental and digital innovation.

MISSION

To empower individuals with the knowledge, practical skills, and mindset required to contribute meaningfully to their communities, industries, and the environment.

We integrate sustainability, technology, and innovation into every aspect of learning — ensuring our graduates are skilled professionals and responsible leaders who drive positive change.

ACADEMIA

Envirotech's commitment to excellence extends beyond our students — it defines who we are as educators.

We uphold the highest standards of academic integrity, quality, and accountability in delivering training under the Vocational Education and Training (VET) Quality Framework.

Through rigorous self-assurance, validation, and continuous improvement processes, Envirotech ensures that every qualification reflects industry relevance, community value, and compliance with the Standards for Registered Training Organisations (RTOs) 2025.

Our trainers, assessors, and academic support staff are committed to providing education that combines technical expertise, practical application, and sustainability — preparing students for long-term success in Australia's dynamic workforce.

INNOVATION

Envirotech was founded on the belief that education and innovation go hand in hand. Our culture of creativity and forward thinking drives us to adopt new tools, technologies, and methodologies that make learning engaging, future-focused, and industry-aligned.

We continuously evolve our training delivery to meet the changing demands of Australian industries, particularly in environmental management, digital technologies, business, and sustainability.

Envirotech's innovative approach ensures that graduates are not only competent professionals but also critical thinkers, problem-solvers, and future leaders equipped to create meaningful solutions in their communities and workplaces.

STUDENTS

At the heart of Envirotech Education is a student-centred approach that recognises every learner's potential, circumstances, and aspirations.

We are committed to supporting both the educational and personal growth of our students through comprehensive networks of academic, welfare, and career services.

Our mission is to equip students with 21st-century employability skills by blending innovation, sustainability, technology, and practical experience — enabling graduates to build meaningful, productive, and sustainable careers across Australia.

Envirotech values diversity, inclusion, and equal opportunity. Every student is supported to achieve success, regardless of their background or pathway into vocational education and training.

CAMPUS

Envirotech Education designs and maintains learning environments that reflect our values of sustainability, accessibility, and innovation.

Our campuses and delivery sites are thoughtfully located and designed to connect learners with Australia's natural and cultural environments, while fostering community engagement and collaboration.

We aim to provide safe, inspiring, and inclusive spaces that encourage creativity, teamwork, and well-being for all students.

TECHNOLOGY

Envirotech continues to advance toward our vision of being a national leader in sustainable, technology-driven education.

We invest in cutting-edge digital platforms, e-learning tools, and data-driven systems that enhance student engagement, streamline communication, and improve academic outcomes.

As a paperless organisation, our digital learning environment supports flexible, environmentally responsible education that empowers students to study effectively — anytime, anywhere.

By integrating technology into all aspects of learning and administration, Envirotech ensures that every student develops digital literacy, adaptability, and confidence required for the modern workforce.

TEAM

Our greatest strength is our people.

The Envirotech team is a diverse community of educators, innovators, and professionals who are passionate about sustainability, learning, and transformation.

We foster a culture of collaboration, inclusion, and continuous professional development, ensuring our staff remain at the forefront of their industries.

Each team member contributes to our mission of providing quality education with integrity and care, ensuring that every learner receives personalised attention, mentoring, and support throughout their training journey.

The ongoing growth and professional excellence of our team directly translate into outstanding educational experiences and successful outcomes for our students.

ENVIROTECH VISION

- High Standards of Education focusing on environmental, sustainability and Innovation
- Empowering every student with the tools to succeed through practical skills, nationally recognised Australian qualifications, and globally relevant vendor certifications.
- Equipping our graduates to gain meaningful employment, participate productively in the workforce, or establish their own successful businesses.
- Offering a diverse range of courses and assisting students in gaining valuable industry experience through student services, internships, and work placement programs.
- Providing lifelong leadership and mentoring opportunities that foster personal growth, resilience, and rewarding career pathways.
- Recognising and understanding each student individually, ensuring awareness of their unique goals, circumstances, and learning needs.
- Delivering education and learning experiences that prepare students to confidently meet the challenges and opportunities of tomorrow.
- Achieving widespread recognition for our commitment to excellence in vocational education and training, delivered through an ethical, caring, and professional approach.
- Creating a supportive and nurturing environment for both staff and students — one that values compassion, integrity, and inclusivity.
- Maintaining a diverse faculty and staff, reflecting the global community we serve and fostering cross-cultural collaboration and respect.
- Promoting a friendly, safe, and healthy learning environment that enhances wellbeing and productivity.
- Maintaining an important focus on student employability, ensuring every graduate is equipped with practical, job-ready skills and confidence to succeed.

CAMPUS LOCATIONS



Envirotech operates campuses and delivery sites from two different states. Queensland (QLD) and New South Wealth (NSW).

The campuses are relatively close, only a one-hour drive from campus to campus via the picturesque Pacific Coast Highway.

GOLD COAST – 54 Paradise Avenue, Miami, QLD 4220, Australia

The Envirotech Gold Coast Dive Centre is a specialised marine and environmental training facility located in the heart of Miami on the stunning southern Gold Coast. This unique campus offers students the opportunity to learn beside the ocean — combining academic excellence with hands-on, practical training in real-world marine environments.

Students benefit from access to professional diving infrastructure and modern learning facilities that support qualifications in Marine Habitat Conservation and Restoration, Aquaculture, and Sustainability Studies. The Dive Centre provides an immersive, experience-based learning environment where theory meets practice — building technical expertise, teamwork, and leadership in marine and environmental stewardship.

Situated close to public transport, student accommodation, cafés, and recreational areas, the Dive Centre is conveniently located just minutes from the Gold Coast International Airport, making it easily accessible for both local and visiting students.

GOLD COAST – 10 Bains Road, Currumbin Valley, QLD, Australia

The Sustainable Operations Learning (SOL) Centre in Currumbin Valley provides a serene and inspiring environment for students to engage deeply with sustainability, leadership, and innovation. Set amid lush rainforest and flowing creeks, this campus represents Envirotech's dedication to environmentally conscious, hands-on, and future-focused education.

Purpose-built training spaces, digital classrooms, and outdoor learning areas support programs in Sustainability, Conservation and Ecosystem Management, Leadership, and Environmental Studies. The SOL Centre integrates nature with learning — encouraging students to think creatively, act responsibly, and lead with purpose.

Located just 10 minutes from the Gold Coast International Airport, the SOL Centre is both accessible and tranquil — a space where learners connect with nature while developing the knowledge, skills, and mindset to drive sustainable change across industries and communities.

BYRON BAY - 33 Childe Street, Byron Bay, NSW 2481

The Envirotech Byron Bay beach front campus is located in one of the world's tourist hot spots, in the most supportive learning environment across from the ocean, natural parks, resorts, trendy restaurants, hip cafes and locally owned shops. Byron Bay is one of Australia's coziest and coolest surfing towns, just a short drive away from the scenic New South Wales hinterlands.

Beach yoga, surfing lessons and cruising eateries are just a few of the activities to indulge in while opening your career prospects while studying with Envirotech International College in Byron Bay.

TRAINING ENVIRONMENT

Envirotech Education provides a dynamic, inclusive, and technology-enhanced training environment designed to inspire learning, innovation, and collaboration. All learning resources are delivered electronically through Envirotech's digital platforms, ensuring every student has flexible access to up-to-date materials, tools, and assessments. This approach promotes a paperless, sustainable, and highly productive learning experience.

Envirotech trainers and assessors are industry professionals who meet strict qualification and experience requirements before conducting any training or assessment validation. Each trainer holds a Certificate IV in Training and Assessment, possesses relevant and current industry experience, and meets any specific occupational competency requirements as outlined in the relevant training package or course curriculum.

Our training approach combines interactive classroom sessions, group discussions, workshops, hands-on practical activities, and workplace-based learning. Students are encouraged to participate actively, collaborate with peers, and apply newly acquired knowledge and skills in real-world contexts.

Students with additional learning needs are identified through a collaborative process between the student, trainer, and support staff. Reasonable adjustments are provided wherever appropriate to ensure equitable access, enabling all students to achieve their goals and successfully complete their qualifications.

Envirotech values continuous improvement and places great importance on student feedback. Learners are invited to complete online feedback surveys at the end of each term to help us evaluate and enhance our teaching, learning, and support services.

We maintain an open-door policy, encouraging students to approach staff at any time to share ideas, raise concerns, or seek academic or personal support. Our aim is to ensure that every student feels respected, supported, and empowered throughout their learning journey.

LANGUAGE, LITERACY, NUMERACY AND DIGITAL (LLND) SUPPORT

During enrolment, all students complete a Language, Literacy, Numeracy, and Digital (LLND) skills assessment.

This ensures that each learner is enrolled in a qualification suited to their abilities and identifies any areas where additional support may be beneficial.

Envirotech provides one-on-one academic support, reasonable adjustments, and tailored learning assistance to help every student achieve success in their studies.

Students can also request all key documents – such as the Student Handbook, enrolment forms, and VET Student Loan information – in accessible formats (large print, screen reader-compatible, or alternate languages).

Please contact Student Services students@envirotech.edu.au if you need alternative access or learning adjustments. We are committed to inclusion under the Disability Standards for Education and the Standards for RTOs 2025.

ENROLMENT PROCESS

Envirotech Education offers a streamlined and transparent enrolment process designed to ensure that every student has access to accurate information and fair entry into their chosen qualification.

The enrolment process collects all essential student details required for admission, including personal identification, Unique Student Identifier (USI), and documentation to verify eligibility for government-funded training, VET Student Loans (VSL), or fee-for-service enrolments.

All students are required to complete the Enrolment Checklist and submit all required documentation as listed in the enrolment form.

During this stage, Envirotech may conduct a Language, Literacy, Numeracy, and Digital (LLND) assessment to confirm suitability for the qualification level and identify any support needs.

The enrolment process may vary depending on the student's funding arrangement, such as:

- Government-funded programs

- VET Student Loans (VSL)
- Fee-for-service (FFS) enrolments

Once all required documentation is received and reviewed, Envirotech will issue a Training Agreement and Letter of Offer. These documents formalise the training relationship and outline the rights and responsibilities of both the student and the organisation.

The Training Agreement ensures clarity regarding:

- Course structure and duration
- Delivery mode and training schedule
- Fees and payment terms
- Support services and learning expectations
- Student rights, responsibilities, and academic policies

By signing the Training Agreement, students confirm their understanding of Envirotech's policies and procedures as outlined in this Student Handbook, the Fees and Refunds Policy, and the Terms and Conditions of Enrolment.

OFFER LETTER

Envirotech guarantees to send an Offer Letter within 1 business day.

The offer letter is the course or program contract, binding to both Envirotech and the student. It is created once a student submits the enrolment form together with all supporting evidence as per the checklist on the application form. It contains a summary of policies and procedures relating to student's enrolment.

The Offer Letter is sent to prospective students together with an invoice. To formalise student enrolment please return the signed document to Envirotech via email.

PAYMENT FEES

The Letter of Offer will state the amount payable before commencing study at Envirotech and the optional payment methods. At this stage the agreed tuition, service and Overseas Health Cover (OSHC) fees are paid. The transaction record should be provided to Envirotech via email.

After induction, all additional course fees are charged periodically through a direct debit service.

All fees and charges are managed in line with Envirotech's Fees and Refunds Policy ensuring fairness, transparency, and protection of student payments.

ENROLMENT COMPLETION

To finalise your enrolment, please follow the steps below:

1. Review your Offer Letter carefully and ensure all details are correct, including the course name, duration, and payment plan.
2. Read and understand the Terms and Conditions of Enrolment and all referenced policies in this Handbook.
3. Sign and return a copy of your Offer Letter and Training Agreement.
4. Submit all required documentation, including:
 - Proof of identity (e.g., driver's licence, passport, Medicare card)
 - Unique Student Identifier (USI)
 - Certified copies of previous qualifications (if applying for Credit Transfer or RPL)
 - Evidence of eligibility for funding or loan support (if applicable)
5. Complete your Language, Literacy, Numeracy, and Digital (LLND) assessment if required.
6. Make the required deposit payment or confirm your payment plan as per your Offer Letter.
7. Your Offer Letter remains valid for 28 days from the issue date shown at the bottom of the document.

Once these steps are complete, your enrolment will be formally confirmed and your access to online systems and class schedules will be provided.

Please refer to the Fees and Refund Policy and Student Terms and Conditions for further details on course pre-requisites, payment obligations, and withdrawal conditions.

PAYMENT PLANS

After paying your initial deposit, Envirotech Education offers flexible payment options that allow you to pay your remaining tuition fees in several instalments.

All payment plan details — including the instalment amount, schedule, and total balance — will be clearly outlined in your Letter of Offer and Training Agreement.

Payment plans are available to students enrolled under:

- Fee-for-Service (FFS) arrangements
- Government-funded programs (where applicable)
- VET Student Loan (VSL) deferred-fee arrangements

Direct debit supplier (Ezypay) fees:

All payment plans must be set up through Direct Debit, managed by Envirotech's approved payment provider, Ezypay.

This ensures that tuition instalments are processed automatically and securely according to the schedule specified in your signed Letter of Offer.

Direct Debit is compulsory for students choosing a payment plan and must be completed prior to the commencement date of your course.

To set up your direct debit plan, follow the Ezypay sign-up link provided in your Letter of Offer. Please note that the amounts and dates visible in the online Ezypay form are placeholders and will be automatically adjusted to reflect your approved payment schedule. Once your account has been activated, you will receive an email confirmation.

EZYPAY SIGN UP LINK

Please note, the monthly amount and dates that appear in the form are by default. They will be amended according to the payment plan on your signed offer letter. A confirmation email will be sent to you once you sign up and your account is active.

TRANSACTION FEE APPLIES

- \$5 for bank account (recommended)
- 3.894% of the debit/Instalment amount for visa/master card
- 7.786% of the debit/Instalment amount for AMEX

FAILED PAYMENT FEE APPLIES

If a scheduled debit fails, Ezypay will automatically attempt to reprocess the payment one week after the failed debit.

A \$20.24 failed payment fee will be added to the next transaction. Repeated failed payments may result in:

- Temporary suspension of access to training resources
- Notification of overdue fees
- Cancellation of enrolment in accordance with Envirotech's Fees and Refund Policy

Students experiencing financial hardship are encouraged to contact Envirotech's Finance Department before the due date of payment.

Support options, including revised payment schedules or temporary deferrals, may be considered on a case-by-case basis.

We recommend the use of BANK ACCOUNT details to avoid unnecessary fees. Using your BANK ACCOUNT details will ensure you pay the minimum transaction fees. Note that it must be an access or cheque account. Savings account does NOT have authorization to be debited and will result in failed payment and extra fees.

STUDENT'S RIGHTS

Envirotech Education is committed to delivering the highest standards of education and training under the Vocational Education and Training (VET) Quality Framework. In alignment with the Standards for Registered Training Organisations (RTOs) 2025, Envirotech ensures that every student is treated with fairness, respect, and transparency throughout their learning journey.

We uphold a strong culture of open communication, ethical conduct, and accountability, ensuring that all students have access to clear information, equitable processes, and appropriate support from the time of enrolment through to graduation.

Students are encouraged to familiarise themselves with their rights and responsibilities as outlined in this Handbook and in Envirotech's policies and procedures. These include information about:

- Deferral, suspension, or cancellation of enrolment
- Withdrawal or approved leave of absence
- Student complaints and appeals processes
- Consumer protection rights under Australian law
- Privacy and data protection
- Academic support and equity provisions

Envirotech Education is committed to ensuring that all students understand these rights and responsibilities, and we encourage you to contact the Student Services Team for clarification or support at any time.

This commitment extends to the protection of your personal information, fair handling of complaints, and continuous improvement of our services to maintain quality and compliance across all areas of education delivery.

RECOGNITION OF PRIOR LEARNING (RPL) AND COURSE CREDIT

Recognition of Prior Learning (RPL) provides an opportunity for students to have their existing skills, knowledge, and experience formally recognised toward completion of a qualification. This recognition can be granted for competencies achieved through previous training, work experience, or informal learning.

Students who have completed relevant, nationally recognised units or qualifications may also apply for Credit Transfer (CT) before commencing their studies.

Application Process

A written application for RPL or Credit Transfer should be submitted before or during enrolment in the selected course.

Applications for Credit Transfer must include:

- A Statement of Attainment or Record of Results issued by an RTO registered with ASQA
- Course code and title
- Unit(s) of competency code and title
- The result(s) and completion date

All RPL and Credit Transfer applications are assessed by qualified trainers or assessors experienced in the relevant industry area.

If a student is not satisfied with the outcome, they have the right to appeal through Envirotech's Complaints and Appeals Policy, available on the website or from the Student Services team.

Course Duration Adjustments

Approval of RPL or Credit Transfer may result in a shorter course duration. Students are encouraged to submit their RPL or Credit Transfer applications within the first two (2) weeks of enrolment to ensure timely adjustments to their training plan and payment schedule.

RPL PROCESS

Envirotech offers students the opportunity to apply for RPL to all students upon enrolment. It is your right to be awarded for your skills and experience and we will be privileged to assist you achieve this goal. The RPL process is rewarding and engages applicants through the process to create a portfolio demonstrating their accumulated professional achievements.

For further information about RPL and the process at Envirotech access our Envirotech RPL Guide, and Credit Transfer & RPL Form.

4 STEPS FOR RPL

1. RPL initial application

Students should apply for recognition at enrolment within the two (2) weeks following enrolment. The student, with support from Envirotech, will have to identify the appropriate qualification / unit for which they seek recognition.

RPL applications must be supported with the applicant's current CV.

2. Personal Interview

Envirotech will interview the student and will advise of RPL selected units and the evidence gathering requirements. The interview allows time to examine the applicant's CV, and assisting students on how to construct a reasonable evidence portfolio.

The student will be given access to the full curriculum, so they can clearly identify the learning outcomes or competencies and the type of required evidence.

3. Gather and submit your work

The gathering of competency evidence is the fundamental stage of the RPL where each individual student must seek the unique work outcomes demonstrating their skills and knowledge. To submit the RPL an application form should be completed and forwarded to Envirotech with all supporting evidence.

4. RPL finalisation

Envirotech will then analyse individual experience and qualifications and compare them against appropriate learning outcomes/competency statements. If the claim matches the learning outcomes/competencies, then full recognition is granted.

PROFESSIONAL GAPS

When a professional gap is identified by Envirotech the student may be required to complete gap training.

Students may appeal the decision and ask for a subject matter expert to make a recommendation. The cost of this further process will be borne by the student.

A letter of advice of the outcome will be forwarded to the applicant within two weeks of the final decision.

COURSE OUTCOMES AND QUALIFICATIONS

Envirotech Education delivers nationally accredited qualifications that meet the Australian Qualifications Framework (AQF) and the Standards for Registered Training Organisations (RTOs) 2025.

On successful completion of all required units of competency, you will be issued a nationally recognised qualification by Envirotech Education. If you complete one or more units without finishing the full qualification, you will receive a Statement of Attainment for the competencies achieved.

Each course comprises units of competency aligned to national industry standards. Your knowledge, skills, and performance are assessed against the criteria for each unit. When you are deemed competent in all required units, the full qualification is awarded.

All students who complete training with Envirotech Education receive either:

- AQF Qualification and Transcript (on completion of the full qualification), or
- Statement of Attainment (for partial completion or single-unit achievement).

Envirotech Education maintains records of all qualifications and Statements of Attainment for 30 years, enabling verification or re-issue on request.

COURSE / UNIT RESULTS

The following results are used to record unit outcomes on the above documents:

- **Competent:** When achieving satisfactory results in each of the unit sub modules assigned.
- **Withdrawn:** The student has withdrawn from a unit or course and not completed all required learning outcomes.
- **Exemption:** The student has been granted exemption from studying the unit due to previous study or an approved Recognition of Prior Learning process.
- **Pending:** Indicates that assessments or assignments have not been finished yet.
- **Not Yet Competent (NYC):** The student has been assessed and has not yet demonstrated competency in all the learning outcomes for an individual unit.
- **Re-issuing Qualifications:** If your Certificate or equivalent document is misplaced or damaged, contact Envirotech administrative staff to order a replacement. This will attract

a cost of \$20.00 plus postage. Qualifications are issued from the results and are kept for 30 years.

Re-assessment and Support

Students are provided with up to three (3) assessment attempts per unit to achieve competency. If a re-assessment is required outside normal operating hours, an administrative fee of \$70 may apply.

If you remain NYC after the third attempt, you will receive targeted feedback and support for a further 14-day study period before retaking the assessment. If competency is still not achieved, re-enrolment in the full unit will be required and additional course fees may apply.

Repeated non-completion or failure to meet course requirements may result in academic exclusion or a requirement to restart the current term.

Re-Issuing Qualifications

If your qualification, Statement of Attainment, or transcript is lost, misplaced, or damaged, you may request a replacement by contacting Envirotech Education's Student Services Department. A re-issuance fee of \$20.00 plus postage will apply.

All replacement documents will be issued in accordance with Envirotech's record management procedures and the Standards for RTOs 2025 – Clause 3.5 (Certification, Issuing and Re-Issuing of Qualifications).

SPECIAL CONSIDERATION AND DEFERRED ASSESSMENT

Envirotech Education recognises that students may experience unexpected circumstances that can affect their ability to complete assessments or meet course deadlines. In such cases, students may be eligible to apply for special consideration or a deferred assessment.

Special consideration may include an extension of time, an alternative assessment arrangement, or a rescheduled assessment opportunity. These adjustments are designed to ensure that all students are treated fairly while maintaining the integrity and standards of assessment.

Students may apply for special consideration or deferred assessment if:

- Their performance in an assessment or class activity was seriously affected by circumstances beyond their control, such as illness, injury, family or personal emergencies, compassionate or religious reasons; or
- They were disadvantaged at the time of assessment due to unexpected events such as accident, disability, bereavement, trauma, or other compassionate circumstances.

Application Process

- Students must submit a Special Consideration or Deferred Assessment Request Form as soon as possible after the event occurs, preferably within five (5) working days of the assessment date.
- Supporting documentary evidence (e.g., medical certificate, counsellor report, or statutory declaration) must be included with the application.
- The request will be reviewed by the relevant Trainer/Assessor and the Academic Coordinator.
- Students will be notified of the decision in writing, along with any approved extension dates or adjusted assessment arrangements.

Envirotech Education is committed to ensuring equitable treatment for all students and will consider each request with empathy and fairness while upholding academic and compliance requirements.

TIPS FOR STUDYING EFFECTIVELY

- Make a weekly timetable that includes time for study, mark in deadline dates for any work that needs to be handed in for assessment e.g. assignments, projects.
- Keep up to date with class work by taking notes during the session and reviewing work at home.
- If you are studying via 'distance self-paced' ensure that you keep to your schedules for work completion.
- Prioritise your study with your work and personal life; you may have to give something up to be able to meet your study commitments.
- Revise your work prior to the next training session.
- Do take regular breaks during study sessions.
- Study at the time of day that best suits you.
- Give yourself a reward (snack, cup of coffee or do something you like) when you have completed the study task for the session.
- Visualise what you are reading about.
- Develop notes as you read, noting any new terms with their translation or meaning.
- Relate what you are reading about to what you already know.
- Ensure that you have plenty of fresh air, as one of your brains main foods is oxygen
- Email your trainer with any question or difficulty you come across in your home assignments.

APPEAL PROCESS

Envirotech Education is committed to providing a fair, transparent, and accessible process for all students to appeal decisions made by the organisation. Students have the right to request a review of any academic or administrative decision that directly affects their studies, assessment outcomes, or enrolment status.

The appeals process ensures that all matters are handled impartially and in accordance with principles of natural justice and procedural fairness. It is designed to protect students' rights while maintaining the integrity of Envirotech's academic, administrative, and compliance systems.

Grounds for Appeal

You may lodge an appeal if you believe that:

- An assessment decision was not made in accordance with Envirotech's assessment policy or the requirements of the training package.
- An error or unfairness occurred in an administrative or procedural decision (e.g., enrolment, withdrawal, suspension).
- You were not given a fair opportunity to present evidence or respond to a decision that affected your progress.
- Due process, fairness, or policy has not been followed.

Internal Appeal Process

1. Informal Resolution

Wherever possible, discuss the matter first with your Trainer/Assessor or the relevant staff member to seek an informal resolution. Many concerns can be resolved quickly through open communication and clarification.

2. Formal Appeal Submission

If the issue is not resolved informally, you may submit a Formal Appeal Form to the Student Services Department within ten (10) working days of being notified of the decision.

The form should outline the reason for your appeal and include any supporting evidence or documentation.

3. Review and Outcome

The appeal will be reviewed by an Appeals Committee consisting of a senior academic or compliance representative not involved in the original decision.

You will be notified in writing within 14 working days of the outcome.

The decision will include the reasons for the finding and, where applicable, details of any corrective action.

External Appeal Options

If you are not satisfied with the outcome of the internal appeal, you may seek independent external review.

Envirotech Education recognises the student's right to access an independent mediator or external complaints resolution body.

External review options include:

- National Training Complaints Hotline – 1800 000 674
- Queensland Training Ombudsman – www.trainingombudsman.qld.gov.au
- Consumer Protection Agencies under the Australian Consumer Law

Envirotech Education will cooperate fully with any external review and implement recommendations or corrective actions arising from an independent finding.

Important Notes

- Lodging an appeal will not disadvantage or penalise you in any way.
- All appeal matters are treated confidentially and recorded in the Complaints and Appeals Register.
- You will be given the opportunity to present your case at all stages of the process.
- You may be accompanied by a support person (family member, friend, or student advocate) at any meeting related to your appeal.

Consumer Protection and Legal Rights

The availability of Envirotech's complaints and appeals procedures **does not remove your right** to take further action under the **Australian Consumer Law** or other applicable legislation.

Envirotech's internal dispute resolution process does not limit or exclude your right to pursue external legal remedies.

EXPECTATIONS OF STUDENTS AND HOUSEKEEPING

At Envirotech Education, we foster a respectful, inclusive, and professional learning environment where all students can thrive.

Students are expected to conduct themselves with integrity, responsibility, and respect in accordance with Envirotech's values, code of conduct, and organisational policies and procedures.

All students are responsible for contributing to a safe, positive, and supportive learning space, showing respect toward trainers, staff, fellow learners, and community members both on and off campus.

STATEMENT OF UNDERSTANDING

During your induction, you will be required to sign the Statement of Understanding, confirming that you have read, understood, and agreed to the conditions set out in this Student Handbook. Please also refer to Envirotech's Policies and Procedures to familiarise yourself with your rights and responsibilities as an Envirotech student.

SELF-DIRECTED LEARNING

Envirotech strongly encourages students to engage in self-directed learning — a key attribute valued by employers and essential for success in modern workplaces. Self-directed learning involves regularly updating your knowledge, building new skills, and taking responsibility for your own academic growth.

Our trainers will support you in developing these skills through tutorial sessions, mentoring, and access to additional study resources. You may also request optional access or staff assistance outside of class hours by prior arrangement with the Administration Office.

CHANGE OF CONTACT DETAILS OR CIRCUMSTANCES

Students must notify Envirotech within seven (7) days of any change to their personal or contact details (e.g., address, phone number, or email). You can update your details directly through the Student Portal. Guidance on how to do this is provided in the Student Portal Guide, available from the Administration Office during orientation.

CLOTHING AND PRESENTATION

Students are expected to maintain a clean, neat, and respectful appearance while attending classes or practical training. Footwear must be worn at all times.

Clothing displaying offensive or inappropriate language, images, or symbols is not permitted. Please bring a sweater or jacket, as air-conditioning in classrooms can be cool.

MULTICULTURAL AND ENGLISH LANGUAGE

Envirotech Education is proud of its diverse, multicultural student community. We support new arrivals through orientation and cultural adjustment assistance. To encourage language development, all students are expected to communicate in English while on campus, during class discussion and practical sessions. Speaking English in class and social settings enhances learning and helps students gain confidence in a professional environment.

We ask that all students demonstrate patience, tolerance, and respect toward others, both in and out of the classroom.

EATING AND DRINKING

Food and drink are allowed in the during sessions. You can make lunch in the kitchen and eat it in the Common Room. It is your responsibility to leave your area clean and tidy.

PRIVACY OF YOUR PERSONAL INFORMATION

Envirotech Education respects and protects your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

Your information will only be shared with authorised third parties where legally required or necessary to meet educational, reporting, or regulatory obligations. This may include:

- The Australian Government Department of Education
- The National Centre for Vocational Education Research (NCVER)
- State and Territory training authorities (for funded enrolments)
- Other relevant education or compliance agencies as required by law

Envirotech does not share information with the Tuition Protection Service (TPS) or the ESOS Assurance Fund, as these apply only to international students.

PUNCTUALITY AND ATTENDANCE

Students are expected to attend all scheduled classes, workshops, and practical sessions punctually.

Punctuality demonstrates professionalism and respect for trainers and peers.

- Late arrivals disrupt learning and may be recorded as partial or full absences.
- Students arriving more than 15 minutes late may be marked absent for one hour on the attendance roll.

- Attendance is also required for work placement, fieldwork, and project activities, where you represent Envirotech Education and your host organisation.

Consistent attendance and participation are essential for achieving competency and maintaining satisfactory academic progress.

Students enrolled in government-funded programs must meet the attendance and participation requirements set by their funding body.

KEEPING A COPY OF YOUR WORK

Students are responsible for retaining copies of all assessments and assignments submitted to Envirotech.

If any work is lost or corrupted in transit, you may be asked to resubmit the materials to ensure assessment requirements are met.

DRUGS AND ALCOHOL

Envirotech maintains a strict zero-tolerance policy toward the possession, use, or influence of drugs, alcohol, or illicit substances on campus or during training activities. Any student found in breach of this policy may be asked to leave the premises immediately. Continued non-compliance may result in suspension or removal from the program.

Unacceptable behaviour, including aggression, verbal abuse, or physical violence toward staff, students, or others, will result in instant disciplinary action or termination of enrolment.

SMOKING

Smoking is not permitted inside any Envirotech building or within designated outdoor learning and communal areas.

Smoking is allowed only in approved areas, away from campus entrances and classrooms, and only during official breaks.

Students must dispose of cigarette butts and waste responsibly in the bins provided.

MOBILE PHONES

Mobile phones must be switched off or to silent mode during all classes, workshops, and assessment sessions.

Students may make or receive calls during scheduled breaks only. Disruptions caused by phone use during class are considered a breach of classroom etiquette.

MEDICAL ATTENTION

If you have an ongoing medical condition, disability, or health requirement, please inform Envirotech during enrolment or induction.

This information enables us to provide reasonable adjustments and support in line with the Disability Discrimination Act 1992 (Cth) and Standards for RTOs 2025 (Clause 3.3).

If you require medication or treatment during class hours, notify your trainer or contact the Student Services Office.

In case of illness or injury on campus, trainers must be informed immediately so that first aid or emergency assistance can be arranged promptly.

ENVIROTECH EQUIPMENT

All students are responsible for the safe and proper use of Envirotech equipment, resources, and facilities.

Equipment must be handled in accordance with trainer instructions and returned clean and in good condition after use.

No Envirotech equipment, materials, or products may be removed from the premises without prior written approval.

Unauthorised removal or misuse of property will be considered serious misconduct and may result in disciplinary action, including suspension or cancellation of enrolment.

OTHER PROGRAMS

SCHOLARSHIP AND FUNDED PROGRAMS

Envirotech Education is committed to supporting access, equity, and participation in vocational education and training for all Australians.

To encourage diversity and inclusion, Envirotech offers a range of scholarships and funded training opportunities each year to eligible domestic students across Queensland and New South Wales.

Scholarships and funding options may include:

- Envirotech Education Merit Scholarships – awarded for academic excellence, community involvement, or leadership potential.
- Equity or Access Scholarships – available to students experiencing financial hardship or educational disadvantage.

Queensland Government Funded Programs

Envirotech delivers several qualifications subsidised by the Queensland Government Department of Employment, Small Business and Training (DESBT) through the following initiatives:

- Career SAS VETiS

New South Wales Government Funded Programs

Envirotech Education is an approved provider under Smart and Skilled NSW and the Externally Delivered Vocational Education and Training (EVET) initiative, administered by the NSW Department of Education.

- Smart and Skilled NSW – provides subsidised training for eligible students to obtain nationally recognised qualifications that align with industry and regional skills needs.
- EVET (Externally Delivered VET) – enables secondary school students in Years 11 and 12 to undertake vocational education and training as part of their Higher School Certificate (HSC).
Envirotech delivers EVET-approved programs such as the Certificate II in Aquaculture (SFI20119) and Certificate III in Marine Habitat Conservation and Restoration, supporting early entry into environmental and marine careers.

VET Student Loans (VSL)

VET Student Loans (VSL) are available for approved Diploma-level qualifications to assist eligible students with tuition costs.

The loan amount is repaid through the tax system once the student's income exceeds the repayment threshold set by the Australian Government.

VSL is regulated under the VET Student Loans Act 2016 and administered by the Australian Government Department of Employment and Workplace Relations (DEWR). Information on eligible courses, census dates, and student obligations is provided in the VSL Student Information Guide available on the Envirotech website.

Eligibility and Application

All funded and scholarship programs are subject to specific eligibility criteria and evidence requirements.

Details, application procedures, and supporting documentation are available on Envirotech Education's website and within each program's course information document.

Funding and subsidy arrangements are administered in accordance with the requirements of:

- The Queensland Department of Employment, Small Business and Training (DESBT)
- The NSW Department of Education (Smart and Skilled and EVET)

- The Australian Government Department of Employment and Workplace Relations (DEWR)

Students must submit their electronic Commonwealth Assistance Form (eCAF) no earlier than two business days after enrolling and no later than the day before their first census date.

VET Student Loan Fee Notices are provided at least 14 calendar days prior to each census date, showing tuition fees and VETSL debt details for the upcoming study period.

Commonwealth Assistance Notice (CAN)

After each census date, students who have accessed a VET Student Loan will receive a Commonwealth Assistance Notice (CAN) from Envirotech Education.

This notice confirms:

- The amount of VETSL debt incurred for that unit or fee period
- Any tuition fees paid directly by the student
- The census date for the loaned amount

- The total VETSL debt, including any applicable loan fee (20%)

Disputes: Students have 14 calendar days from the date the CAN is issued to advise Envirotech if they believe any details are incorrect.

The CAN is sent by email and must be retained as part of your personal loan records.

Our Commitment

Scholarships, funded programs, and loan assistance form part of Envirotech Education's mission to make high-quality vocational education affordable, inclusive, and outcome-focused. These initiatives provide opportunities for students to gain nationally recognised qualifications that enhance employability, support sustainable industries, and strengthen Australia's skilled workforce.

Access and Inclusion Support

Envirotech Education is committed to supporting all learners, including those with disability, language, literacy or numeracy (LLN) needs. If you require the VSL Student Guide, loan forms, or this handbook in an accessible format (such as large print, screen-reader compatible files, or alternative language), please contact **Student Services**. We will work with you to ensure equal access to essential information and support services.

TRAINEESHIP & APPRENTICESHIP

Envirotech provides Nationally Recognised qualifications under this funding program which are adjusted to suit individual business needs and apprenticeship programs for some of our courses.

We provide flexible training options allowing for on-the-job training, with negotiations around time, location, and the nature of the training to suit individual business needs.

INTERNSHIP

An Internship is a temporary position within a host organisation with an emphasis on on-the-job training. From that you can gain practical training and experience in an English language environment, helping you to develop a network of professional contacts. These can be useful for future references and increasing your chances to find a similar job in your home country.

COURSES AVAILABLE

- Certificate III in Marine Habitat Conservation and Restoration
- Certificate IV in Marine Habitat Conservation and Restoration
- Diploma of Marine Habitat Conservation and Restoration
- Diploma of Sustainable Operations
- Diploma of Leadership and Management
- Diploma of Project Management

INTERN AT ENVIROTECH

The Envirotech Internship Program is designed to provide students with meaningful, practical work experience that complements their formal studies. The program enables students to apply their vocational skills in a real-world business environment within Envirotech Education or one of its partner organisations.

Internships offer a valuable opportunity to integrate theory with practice, enhance employability, and gain insight into the operations of an educational and business environment. Participation in the program is unpaid and conducted for a fixed duration as part of the student's training and course outcomes.

This internship forms part of the student's vocational placement and professional development experience, and there are no additional fees associated with participation.

MAIN BENEFITS

1. Practical Industry Experience – Gain firsthand knowledge of various aspects of business operations in a professional work environment.
2. Career Pathway Development – Explore future career prospects and potential long-term opportunities with Envirotech or its partner networks.
3. Personalised Career Advice – Receive feedback and guidance on your career direction, helping you identify suitable roles and industries for your future.

4. Professional Networking – Build connections with experienced professionals who may provide valuable references or future job opportunities.
5. Skill Application – Apply the skills, knowledge, and techniques acquired in the classroom to real-world projects and challenges.
6. Confidence and Professional Growth – Develop a “can-do” attitude, self-motivation, and resilience through hands-on learning experiences in a supportive environment.

Program Conditions and Support

- Internship placements are approved and monitored by Envirotech Education’s Work Placement Team.
- All interns receive workplace induction and supervision to ensure compliance with Fair Work principles and training and safety requirements.
- Internships are conducted in accordance with Standard 3.2 of the Standards for RTOs 2025, ensuring that work-based learning aligns directly with course outcomes and competency requirements.
- Students are covered under Envirotech Education’s insurance policy during the approved internship period.

OCCUPATIONAL HEALTH AND SAFETY (OH&S)

Envirotech Education is committed to providing and maintaining a safe, healthy, and secure environment for all students, staff, contractors, and visitors.

We achieve this by complying with the Work Health and Safety Act 2011 (Cth) and relevant state legislation — including the Work Health and Safety Regulation 2011 (QLD) and Work Health and Safety Regulation 2017 (NSW).

Our goal is to ensure that everyone studying or working with Envirotech — whether on campus, during work placement, or on field excursions — can learn and participate in an environment free from harm, hazards, and risk.

Envirotech’s WHS system includes:

- Proactive risk management and incident prevention;
- Regular safety inspections and audits;
- Emergency preparedness and response procedures;
- Ongoing WHS induction and training for all staff and students.

Student Participation in WHS

All students share responsibility for maintaining a safe and healthy learning environment.

Participation in WHS practices is an integral part of your training and assessment.

You are required to:

- Follow all safety instructions provided by trainers, supervisors, and workplace mentors.
- Use tools, equipment, and machinery safely and only as directed.
- Wear the appropriate Personal Protective Equipment (PPE) at all times during practical training, workshops, or excursions.
- Report any hazards, unsafe conditions, or incidents immediately to your trainer or supervisor.
- Complete all WHS-related training and assessment activities — even if similar topics were previously studied.

Every unit of competency delivered by Envirotech includes relevant WHS references, ensuring you graduate with the knowledge and skills necessary for safe participation in the workforce.

Failure to follow safety instructions or procedures may result in disciplinary action or exclusion from practical activities.

DUTY OF CARE

Work health and safety is everyone's responsibility.

All Envirotech staff, contractors, and students have a duty of care to take reasonable steps to protect their own health and safety and that of others.

As a student, you must:

- Take reasonable care for your personal safety and that of your classmates, trainers, and colleagues.
- Comply with all Envirotech and host employer WHS policies, rules, and safe work procedures.
- Report unsafe conditions, faulty equipment, or incidents to a trainer, supervisor, or WHS Officer immediately.
- Identify and report potential hazards or near-misses in your classroom, workshop, or workplace.
- Refrain from any action that could endanger yourself or others.

This duty of care extends to off-campus activities, including:

- Practical sessions
- Industry work placements
- Field excursions and marine or environmental training sites

During these activities, you must follow all directions from trainers or supervisors and promptly report hazards, injuries, or safety concerns.

First Aid and Emergency Response

Envirotech Education maintains First Aid Kits and emergency supplies at all campuses and practical training locations.

The kits are regularly checked, stocked, and compliant with Safe Work Australia's First Aid in the Workplace Code of Practice.

- The primary First Aid Kit is located in the Staff Room at each delivery site.
- Additional first aid supplies are available at fieldwork, marine sites, or vocational placement locations.
- Designated First Aid Officers are trained and authorised to provide first aid and coordinate emergency medical assistance if required.

In an emergency, students should:

1. Immediately alert their trainer or supervisor.
2. Follow all instructions and evacuation procedures.
3. Remain calm and assist others if it is safe to do so.

WHS in Funded Programs and Work Placements

Students participating in government-funded training, traineeships, apprenticeships, or work placements are covered under Envirotech Education's insurance and WHS management system for all approved training activities. Host employers are also required to maintain safe working environments consistent with Work Health and Safety legislation.

Envirotech works with industry partners to:

- Conduct risk assessments prior to placement;
- Verify host WHS compliance;
- Ensure students are adequately inducted and supervised;
- Respond to incidents promptly and in line with reporting procedures.

If you are injured or involved in an incident during a placement, notify both your host supervisor and Envirotech's Work Placement Team immediately.

REPORTING HAZARDS AND INCIDENTS

If you identify a potential hazard, unsafe practice, or injury, report it as soon as possible using one of the following methods:

- Inform your trainer or WHS Officer directly;
- Submit a Hazard or Incident Report Form (available from the Administration Office or Student Portal); or
- Email: safety@envirotech.edu.au

All reports are logged, reviewed, and actioned as part of Envirotech's continuous improvement and safety assurance process.

EMERGENCY CONTACTS

In an emergency, contact:

- **Police / Fire / Ambulance:** 000
- **SES (floods & storms):** 132 500
- **Police attendance (non-emergency):** 131 444 (all states except VIC)
- **International incident emergency helpline:** 1300 555 135 (within Australia)
- **Outside Australia:** +61 2 6261 3305
- **Road Assistance QLD:** 13 1905
- **Road Assistance NSW:** 13 1111
- **Poisons Information Centre:** 13 1126
- **Community Health:** 07 5519 8242
- **Gold Coast services:** www.goldcoast.com.au/essential-gold-coast-services

Hospitals and Health Facilities

- **Gold Coast University Hospital:** 1 Hospital Blvd, Southport QLD 4215 | 1300 744 284
www.health.qld.gov.au/goldcoasthealth
- **Robina Hospital:** 2 Bayberry Ln, Robina QLD 4226 | 07 5668 6000
www.health.qld.gov.au/services/goldcoast/gcoast_rorina_hosp.asp
- **Tweed Hospital:** Cnr Florence & Powell Sts, Tweed Heads NSW 2485 | 07 5506 7416
[www.nnschlhd.health.nsw.gov.au/about/community-health/tweed-heads-community-health](http://nnschlhd.health.nsw.gov.au/about/community-health/tweed-heads-community-health)
- **Byron District Hospital:** 10 Shirley St, Byron Bay NSW 2481 | 02 6685 6200
www.service.nsw.gov.au/nswgovdirectory/byron-district-hospital
- **Byron Central Hospital:** 54 Ewingsdale Rd, Ewingsdale NSW 2481 | 02 6639 9400
<http://nnschlhd.health.nsw.gov.au/about/hospitals/byron-central-hospital/>

FIRST AID KIT

The first aid kit is provided for use by all staff and students and is maintained by the Red Cross. The first aid kit is located at the staff room.

CRITICAL INCIDENT

A critical incident is any traumatic or high-risk event (occurring within or outside Australia) that causes, or has the potential to cause, extreme stress, fear, or harm to individuals or the institution. Envirotech Education has a Critical Incident Policy and Procedure outlining the steps to manage emergencies, provide immediate support, and document follow-up actions.

Students must report any critical incident immediately to a trainer, staff member, or Student Support Officer.

Critical Incident: it is any traumatic event or threat of such (within or outside Australia) which causes extreme stress, fear or injury. Critical incidents may include (but are not limited to) events such as:

Critical incidents may include, but are not limited to:

- Missing students;
- Death, suicide, or serious injury;
- Violence, assault, or severe verbal or psychological aggression;
- Natural disasters (e.g., floods, fires, severe storms);
- Serious accidents during training, fieldwork, or excursions;
- Widespread infection, contamination, or threat of disease;
- Damage to facilities or property;
- Civil unrest or deprivation of liberty;
- High-risk threats to personal safety (e.g., domestic violence, sexual assault, substance abuse);
- Any incident that could significantly affect the wellbeing of students or staff; or
- Publicity that could adversely impact the reputation or operations of Envirotech Education.

Note:

Non-life-threatening events may still qualify as **critical incidents** if they cause significant distress or disruption to students or staff.

All incidents are handled in accordance with **Envirotech Education's Critical Incident Policy**, which includes:

- Immediate response and communication procedures;
- Coordination with emergency services (if required);
- Follow-up support, counselling, and welfare checks;
- Documentation and reporting requirements; and
- Review of risk management practices to prevent recurrence.

EMERGENCY MEETING POINT

GOLD CAST CAMPUS

Gold Coast Dive Centre

Please refer to the Emergency and Evacuation Plan displayed in each classroom and throughout the campus building. These plans outline the safest evacuation routes and emergency procedures specific to the Miami facility.

In the event of an emergency or evacuation, remain calm and proceed immediately to the designated assembly point located at the main entrance of the building, near the Forty-Two 20 Café on Paradise Avenue. This location serves as a clear and accessible meeting point for all students, staff, and visitors until it is declared safe to return.

Fire extinguishers, first aid kits, and other emergency equipment are positioned along the corridors outside classrooms and are clearly marked with signage. These are to be used only by trained or authorised personnel.

Students must follow all instructions provided by their trainer, Fire Warden, or emergency services personnel at all times. Do not re-enter the building until official clearance is given.

SOL Centre

Please refer to the Emergency and Evacuation Plan located in each classroom and in all common areas. These diagrams indicate evacuation routes, exits, and safety procedures specific to the SOL Centre.

In the event of an emergency or evacuation, proceed calmly to the designated assembly point located in the main car park area near the entry gate and SOL Centre signage. Remain at the assembly point until a Fire Warden or authorised Envirotech staff member confirms that it is safe to return to the premises.

Fire extinguishers, first aid kits, and emergency response equipment are located near reception and throughout the training areas.

BYRON BAY CAMPUS

Please refer to the Emergency and Evacuation Plan posted in each classroom and main hallway. These plans identify exit routes, safe zones, and emergency procedures specific to the Byron Bay campus.

In the event of an emergency, move calmly to the assembly point located at the front entrance of the building, beside the Envirotech Education sign. Remain at this location until directed otherwise by the Fire Warden, trainer, or emergency personnel.

Fire extinguishers, first aid kits, and evacuation maps are located throughout the campus and must only be operated by trained personnel.

STUDENT SERVICES

INTERNET ACCESSIBILITY

All Envirotech students have free access to the Envirotech Wi-Fi network across all campuses. Login details are provided during orientation.

PHOTOCOPYING AND PRINTING FACILITIES

Printing and photocopying services are available through the **Administration Office** at the following costs:

- Black and white: \$0.20 per page
- Colour: \$0.50 per page

LIBRARY ACCESS AND LEARNING RESOURCES

Students have access to both physical and digital learning resources, including:

- Online academic and e-learning resources
- DVDs, videos, and visual reinforcement materials relevant to each course
- Lecture recordings or audio study materials (where available)
- Review sessions and sample tests for self-study

- Access to nearby **public libraries** in Miami and Byron Bay for additional materials

STUDENTS' AMENITIES

All campuses provide clean, comfortable, and well-equipped amenities, including:

- Kitchen facilities with a coffee and tea station (free tea and coffee provided)
- Toilets and showers
- Drinking water stations

Students are responsible for keeping shared spaces clean and tidy at all times. Dishes and utensils must be washed and returned to their designated storage areas after use.

NOTICE BOARD

A Student Notice Board is located in the main classroom area at each campus. It provides important information such as class timetables, term calendars, campus events, and student announcements.

Students wishing to post personal notices must first obtain approval from Envirotech staff.

DISCOUNTS

Envirotech students are entitled to local business discounts in the surrounding campus areas. Information on participating businesses and discount opportunities is provided during orientation and updated regularly on the Student Notice Board.

PERSONAL MEETINGS WITH STUDENTS AND OPEN COMMUNICATION

Envirotech operates under an open-door communication policy.

Students are encouraged to approach any staff member for assistance or advice — whether academic, personal, or administrative.

Our team is here to ensure you feel supported and connected throughout your studies.

WELFARE AND SOCIAL SERVICES

All students have access to qualified welfare and social support officers who can provide confidential guidance on personal, cultural, or study-related matters.

Support may include:

- Personal and emotional wellbeing
- Academic progress or motivation
- Accommodation or financial challenges

- Adjustment to life in Australia

Appointments can be booked through the Administration Office.

COUNSELLING

Counselling services are provided to all students at no cost.

Counselling services may be also contacted by phone and via the internet, the following contacts may be of service.

- www.health.qld.gov.au
- www.aihw.gov.au
- www.lifeline.org.au/goldcoast/lifeline_services

STUDENT CARDS

On your first day at Envirotech, a photo will be taken for your student ID card.

Your card includes personal identification details and is non-transferable.

Student cards provide access to:

- Student concessions for transport
- Discounts for local attractions and social events
- Eligibility for the International Student Identity Card (ISIC) — www.isiccard.com.au

EDUCATIONAL GUIDANCE AND ACADEMIC MENTORING

Students experiencing academic difficulties or wishing to improve course performance are encouraged to access tutoring and study support.

Free tutoring sessions are available every Friday and must be booked in advance through the Administration Office.

Tutors provide guidance in:

- Assessment preparation
- Time management and study skills
- Clarification of course content

STUDENT RECORDS

All student records are maintained securely and confidentially in compliance with the Privacy Act 1988 (Cth) and ASQA data management requirements.

Students can access their academic records and progress reports through the Student Portal.

STUDENT FEEDBACK AND QUALITY IMPROVEMENT

Envirotech Education values your input in improving our training and support services.

- You are encouraged to provide feedback about your course, learning experience, or support services at any time.
- Feedback can be shared via:
 - Student satisfaction surveys
 - Suggestion forms
 - Conversations with trainers or Student Services
- Your feedback helps us identify areas for improvement and is reviewed as part of our **self-assurance and continuous improvement** cycle.

All feedback is confidential and contributes to maintaining high standards under the **Standards for RTOs 2025**.

DOCUMENT CONTROL

Field	Details
Version	2025 v2
Approval Date	12 November 2024
Next Review Due	1 September 2025
Approved By	Compliance Manager
Applies To	All domestic students and VET Student Loan recipients
Responsible Officer	Head of Compliance

LEGAL SERVICES

Students can access free or low-cost legal advice through Legal Aid Queensland:

Address: 1st Floor, 100 Scarborough Street, Southport QLD 4215

Phone: 1300 65 11 88