



RTO . 6590

www.ezetraining.com.au



LEARNER HANDBOOK

WELCOME TO EZE TRAINING

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Welcome Message

My message is: why wait! Do what you want in life, and this will bring you happiness.

Thank you for choosing EZE Training as your next step in making your dream a reality. We never stop learning, so if you are just starting out, or somewhere down the track in a career, then EZE Training may have the course that will move you to the next level.

I encourage you to set your priorities and make time for yourself to soak up every bit of information. Enjoy your time with us and good luck with your studies.

"Love what you do and do what you love. Don't listen to anyone else who tells you not to do it. You do what you want, what you love. Imagination should be the centre of your life." -- Ray Bradbury.



Richard Anthony
CEO

About EZE Training

Company Culture



EZE Training is a boutique RTO that has grown out of the vision to bring a love for self-expression and combined it with an entrepreneurial spirit. Our point of difference is that we are grounded in the industry and we can compete on the "big stage" while giving a personalised experience to our customers.

This means if you are an individual who wants training or an employer who wants to upskill your staff, then we will give you a dedicated Trainer and Assessor who will be your one point of contact to assist you in the journey from enrolment to graduation and on to the next stage of your career.

Typically, our clients work in the body art, beauty, or health industries. Small Business is usually the framework, and they want to expand into complementary services. These services all require a solid focus on Infection Control Education.

EZE Training expands its services in line with the growing needs of our Learners. That is why we have now added Certificate IV in New Small Business to our scope of registration and imported units of competency that are relevant to your business. We know it is important to be Learner centered, so we make our training reflect your values and aspirations. We have a focus on the body art, beauty and health industries. We offer training in working studios and clinics as well as online.

Accredited courses and workshops are regularly delivered Australia wide. Online training is also offered for some our courses.

Business Details

Registered Training Organisation No 6590

ABN: 58 145 767 264

<http://www.ezetraining.com.au>

Legal name: EZE Training Pty Ltd

Our Office Hours 9 am- 5 pm Monday through to Friday (AEST)

Our Contact details:

1300 552 044– Head Office- National Administration

Email – info@ezetraining.com.au

The locations for face-to-face training will be advised upon request and/or as part of your enrolment package.

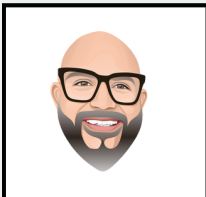
Day training and assessment sessions are typically conducted from 10 am to 5.00 pm depending on the training venue

Class times or locations may be subject to change at any time due to operational requirements.



Meet The Team

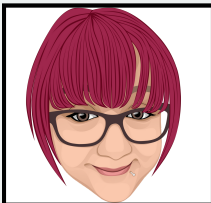
Richard



CEO and Head Trainer

Richard Anthony is well recognised in the industry and come with over 30 years' experience. As one of our senior trainers at EZE Training, Richard is up to date with the best infection control standards and any up-and-coming trends in the industry. Richard is a master piercer and has run his own business for many years now. He is always happy to share tips and techniques to assist anyone in the industry.

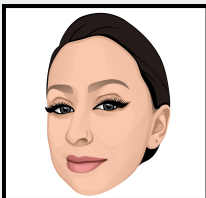
Sarah



Business Manager

Sarah is an accomplished Business Manager with a proven track record of driving success in the corporate world. With a strategic mindset and a keen eye for opportunities, Sarah has consistently led teams to exceed targets and deliver exceptional results. Her leadership style is characterized by a unique blend of innovation and efficiency, always seeking innovative solutions while staying grounded in the realities of the business landscape.

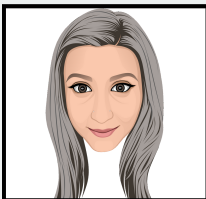
Samee



Administration and Senior Trainer

Samee is one of the top trainers at EZE Training and comes with a wealth of knowledge and experience in everything Body Piercing and infection control. As head of our admin channel and one of the first points of contacts in our business, she is always up to date with trends and processes. Samee is a natural teacher, her patience and ability adapt and ensure you are experiencing the best during training is what makes her on the top trainers in Australia.

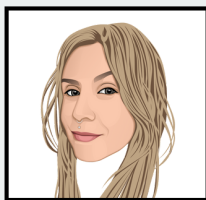
Jasmine



Training Manager and Senior Trainer

Jasmine Menta has been with EZE training from the very beginning and is our head trainer. She is also the president of BPAA making her experienced and well known in the Body piercing industry. Jasmine provides training advice and manages our team of trainers to ensure our Learners are receiving the best up to date processes in the industry. Jasmine is a Master Piercer and Tattooist and applies everything she learns to EZE Training ensuring her knowledge is passed onto the next generation in the industry.

Elle



Assessment Manager and Course Design

Elle started by completing the Body Piercing Course with us and then became apart of our family! She is now the best Learner support in the business and in charge of keeping all course resources up to date and easily read. As head of our support team, Elle will ensure you receive the help needed to complete any course on scope. At EZE Training we want to see you successfully succeed and pass and Elle is here to ensure you do

Our Trainers

Trainers/Assessors are Industry Practitioners, who have a passion for the industry and have extensive experience in the industry. This assures that your educational experience with us is driven by what industry wants and most importantly what industry expects.

One of the following credentials:

Credential: TAE40116 -Certificate IV in Training and Assessment or its successor

or

Credential: TAE40110 -Certificate IV in Training and Assessment, and one of the following:

(i) TAELN411- Address adult language, literacy and numeracy skills or its successor or (ii) TAELN401A- Address adult language, literacy and numeracy skills and one of the following:

(iii) TAEASS502- Design and develop assessment tools or its successor or (iv) TAEASS502A -Design and develop assessment tools or (v) TAEASS502B- Design and develop assessment tools.

Our Staff

Many of our staff are old Learners of Eze Training, and genuinely wish to share the benefits of our company and skills.

Our team of Trainers, Assessors and Admin bring significant subject matter expertise, practiced experience, communications skills and networks to Eze Training.

They continually strive for excellence and are all strongly committed to using their knowledge to educate and assist everyone from job searchers to job seekers to business owners.

Studying with EZE Training

At EZE Training we aim to cater for different learning styles to fit in with your busy life. So, some courses are face to face while others have a blended delivery of face to face and online. We also allocate you a Trainer and Assessor to make sure you have someone to guide and support you through the process.

Our face-to-face training has a minimum group size of 4 Learners. Unfortunately, to keep costs at a minimum, we cannot conduct classes with numbers below the minimum. In extreme cases, this may result in rescheduling classes.

Pre- requisites and Entry Requirements

Some qualifications on our scope of registration have pre-requisites or/and entry requirements; our Course Advisors can talk to you about these before you complete the enrolment process. You can also find this information on our website. If you currently do not meet the pre-requisites or entry requirements, we will work with you to formulate a pathway to help you achieve these requirements. Please see individual information sheets to learn the pre-requisites for each course.

To ensure we are giving you the best chance of success in your training we ask that you let us know if any of the followings apply to you.

- Health issues
- Physical restrictions
- Dependence on medication or drugs
- Language difficulties
- Literacy and numeracy difficulties
- Or any other circumstance which may affect your learning or professional practice.



Our Courses

Entrepreneurial

Code	Course	Mode	Nationally Recognised	Deposit Required	Total Fee
BSB40320	Certificate IV in Entrepreneurship and New Small Business	1 year online only	Yes	Yes	\$4750

Health and Infection Control

Code	Course	Mode	Nationally Recognised	Deposit Required	Total Fee
HLTINF005	Maintain Infection Prevention for Skin Penetration	3 months Online Only	Yes	N/A	\$499
SHBBINF002	Maintain Infection Control Standards	3 months Online Only	Yes	N/A	\$499
HLTINFCOV001	Comply with Infection Prevention and Control Policies and procedures	3 months Online Only	Yes	N/A	\$499
SHBXWHS003	Apply Safe Hygiene, Health and Work Practices	3 months Online Only	Yes	N/A	\$499

Body Piercing

Code	Course	Mode	Pre - Requisite	Deposit Required	Nationally Recognised	Total Fee
11035NAT	Course in Specialist Body Piercing	Blended- 4 days practical / 3 months online	HLTAID011 Provide first aid	Yes	Yes- includes accredited units HLTINF005, NAT11035001 and NAT11035002	\$3670
SHBBSKS008	Provide Upper Body Piercing	Blended- 3 days practical / 3 months online	SHBBINF002 Maintain Infection Control	Yes	Yes	\$2600

Social Media and Retail

Code	Course	Mode	Nationally Recognised	Deposit Required	Total Fee
SIRXOSM002	Maintain Ethical and Professional Standards when using Social Media and Online Platforms	3 months Online Only	Yes	N/A	\$499
SIRXOSM003	Use Social Media and Online Tools	3 months Online Only	Yes	N/A	\$499
SIRXSLS001	Sell to the Retail Customer	3 months Online Only	Yes	N/A	\$499

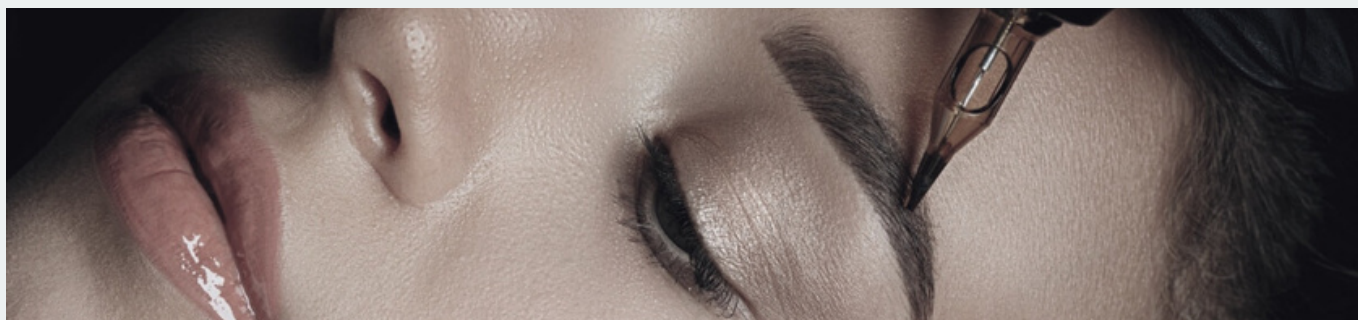
Cosmetic Tattoo Diploma

Code	Course	Mode	Deposit Required	Nationally Recognised	Total Fee
SHB50321	Diploma of Cosmetic Tattooing	4 Core, 5 electives (1 elective must be either HLTINF005 or SHBBINF002)	Yes	Yes	Bundle

This course is available for RPL please contact our head office for more information

Core Subjects:

Code	Course	Mode	Pre - Requisite	Deposit Required	Nationally Recognised	Total Fee
SHBBCOS001	Provide Cosmetic Tattooing Consultations	3 Months Online	HLTINF005 or SHBBINF002	N/A	Yes	\$499
SHBBCOS002	Apply Knowledge of Colour Theory and Pigmentology to Cosmetic Tattooing	3 Months Online	HLTINF005 or SHBBINF002	N/A	Yes	\$499
SHBBCOS003	Incorporate Elements and Principles of Design to Cosmetic Tattooing.	3 Months Online	HLTINF005 or SHBBINF002	N/A	Yes	\$399
SHBBSSC004	Identify the Function and Structure of Skin and Hair for Cosmetic Tattooing.	3 Months Online	HLTINF005 or SHBBINF002	N/A	Yes	\$799



Elective Subjects: These elective units can be completed outside of the Diploma individually with the corresponding pre- requisite

Code	Course	Mode	Pre - Requisite	Deposit Required	Nationally Recognised	Total Fee
BSBESB304	Determine Resource Requirements for New Business Ventures	3 Months Online	4 Core Units and HLTINF005 or SHBBINF002	N/A	Yes	\$499
BSBESB401	Research and Develop Business Plans	3 Months Online	4 Core Units and HLTINF005 or SHBBINF002	N/A	Yes	\$599
BSBESB404	Market New Business Ventures	3 Months Online	4 Core Units and HLTINF005 or SHBBINF002	N/A	Yes	\$599
BSBESB406	Establish Operational Strategies and Procedures for New Business Ventures	3 Months Online	4 Core Units and HLTINF005 or SHBBINF002	N/A	Yes	\$599
BSBESB407	Manage Finances for New Business Ventures	3 Months Online	4 Core Units and HLTINF005 or SHBBINF002	N/A	Yes	\$599
BSBSUS511	Develop Workplace Policies and Procedures for Sustainability	3 Months Online	4 Core Units and HLTINF005 or SHBBINF002	N/A	Yes	\$599
SHBBCOS004	Provide Cosmetic Tattoo for Eyebrows	5 days practical & 3 months online	4 Core Units and HLTINF005 or SHBBINF002	Yes	Yes	\$6500
SHBBCOS005	Provide Cosmetic Tattoo for Lips	5 days practical & 3 months online	4 Core Units and HLTINF005 or SHBBINF002	Yes	Yes	\$6500
SHBBCOS006	Provide Cosmetic Tattoo for Eyes	5 days practical & 3 months online	4 Core Units and HLTINF005 or SHBBINF002	Yes	Yes	\$6500
SHBBCOS007	Provide Cosmetic Tattoo for Scalp Micropigmentation	5 days practical & 3 months online	4 Core Units and HLTINF005 or SHBBINF002	Yes	Yes	\$6500
SHBBCOS008	Provide 3D Nipple Areola Complex Tattooing	5 days practical & 3 months online	4 Core Units and HLTINF005 or SHBBINF002	Yes	Yes	\$6500
SIRXMKT002	Use Social Media to Engage Customers	3 Months Online	4 Core Units and HLTINF005 or SHBBINF002	N/A	Yes	\$799

Workshops:

Please note the following are non- accredited workshops

Body Piercing

Code	Course	Mode	Pre- Requisite	Summary of Workshop	Total Fee
EZEABP001	Advance Body Piercing Course	Blended- One Day practical & 3 month online	11035NAT or equivalent*	This is a practical course aiming to extend and refine complex and advanced techniques and processes to allow for Piercing practice at a higher level.	\$450
EZEMDW001	Micro Dermal Implant Workshop	Blended- 3 hour practical & 3 month online	HLTINF005 and Piercing Experience.	Theory and Practical of Micro Dermal Implanting gives consideration to the implications, contra- indications, placement, and success potential of this implantation process.	\$450
EZEMBP001	Master Body Piercing Course	Blended- One Day practical & 3 month online	HLTINF005 and Piercing Experience.	Theory: includes sterilisation/cross-contamination issues, using bioplastics, pain and blood reduction, shared client and business concepts, branding, cutting, scarification and updates from the Health Department and industry. Practical: includes complex and multiple piercing and male and female genital	\$600
EZEPC001	Ear Piercing Course - Including HLTINF005 Unit	Blended- One Day practical & 3 month online	N/A	Theory and Practical surrounding infection control and ear piercings with a needle	\$897

Auto Detailing

Code	Course	Mode	Pre - Requisite	Summary of Workshop	Total Fee
EZEGWT001	Glass Window Tinting Course	Online Only	N/A	This course describes the performance outcomes required to prepare various glass surfaces of vehicles and apply window tinting material. It involves preparing for the task, selecting and using specialist tools and equipment, producing templates according to window size and shape, cutting tint film, installing tint film on glass surface according to workplace procedures, cleaning and finishing window, and completing workplace processes and documentation.	\$199
EZEAD001	Auto Detailing Course	Online Only	N/A	This course has 18 Units covering all auto detailing practices and can be completed online	\$599

Others:

Code	Course	Mode	Pre - Requisite	Summary of Workshop	Total Fee
EZECTI002	Cosmetic Tattoo Intensive	Blended- 5 days practical & 3 months online	HLTINF005	5 full days of face to face in a classroom and clinical environment, plus online theory at your own pace. Covering Eyebrows, Lips and Eyeliner	\$6499
EZELSC001	Laser and Intense Pulse Laser Safety Course	Online Only	NA	This course is aimed at professionals in the Safety and Beauty Industry. It will provide you with the fundamental procedures and administrative tools necessary for the safe operation of Laser and Intense Pulse Light units.	\$89.99



Messages from our Learners

EZE Training has trained hundreds of professionals in their chosen career. Below is feedback from recent graduates.



Paigen, WA

11035NAT - Specialist Body Piercing Course

"I had a great experience with my piercing course through EZE training. The trainer Samee is absolutely fantastic and an absolute asset to your team, she is extremely thorough and was more than happy to answer questions after the course had finished and we had started our piercing journey which I think was really amazing and not very common with a larger industry training course."

Brett, VIC

HLTINF005- Maintain Infection Prevention

"This course was actually enjoyable to participate in - after tattooing and owning my own Victorian studio for 8 years, I learnt so much more on correct practice and the reasons why the cross-contamination mindset and practices are so important. Victoria does not really enforce this policy as do other states in Australia, and although I struggled with the intensity and length of the course, I will recommend that all of our trainee and apprentices do the course. Cheers Brett"



Tyler, NSW

EZEAD001- Auto detailing

"Great course loved every minute of it. Was full of great information and very easily understood."

Messages from our Learners

EZE Training has trained hundreds of professionals in their chosen career. Below is feedback from recent graduates.



Katie, VIC

11035NAT - Specialist Body Piercing Course

"Undergoing both my courses, I walked away with a great understanding of all aspects of the coursework as well as hands-on experience in body piercing. My Trainer is very easy going and straight to the point, making my learning experience at EZE Training enjoyable and very worthwhile. 10/10 would recommend this class to anyone who is thinking about becoming a body piercer!"

Forest, SA

11035NAT - Specialist Body Piercing Course

"I enrolled with EZE after they were recommended to me by a very reputable piercer. Through EZE I have developed various skills and professional knowledge of the piercing industry, with well guided trainers that made it simple yet effective. Thanks to this course transitioning into the industry was hassle free, and I would and have, highly recommend training with EZE if you are aspiring to be a body piercer."



Tiegan, QLD

Cosmetic Tattoo Electives

"I recently completed an online course on eyebrow cosmetic tattooing and was extremely impressed with the module on client consultation. The module was well structured and easy to follow. Providing in- depth information on the importance of a thorough consultation process and demonstrated how to effectively communicate with clients to achieve their desired outcome. The module also covered important topics such as client consent forms, pre-treatment instructions, and post-treatment care. Overall, I felt that the client consultation module of this course was extremely informative and practical. On completion of this module I feel I am well prepared to consult with clients in a professional and confident manner."

How to Enrol

Before actual enrolment, you can talk to our staff to confirm that this is the right course for you.

Enrol online “Pay and Start” <https://elearning.ezetrainingcourses.com.au/>

Please make sure you read the terms of payment before enrolling.

Call 1300 552 044 or email to make an enquiry at info@ezetraining.edu.au

EduPay Payment Plan

We understand the difficulty of finances for Australians – especially when you are trying to start a new career or go back to study. That is why we support payment plans.

EZE Training Learners have direct access to apply for educational loans via a EduPay/ TLC loans. The initial application process takes 30 seconds to complete at which point a EduPay/TLC consultant will contact you to complete the application. For all enquires relating to or regarding EduPay/TLC please contact them directly, EZE Training have no control over the application process or repayment agreement.

A full credit and financial assessment would need to be completed prior to acceptance of any offer or product.- see our the link on our website for more information: <https://ezetrainingcourses.com/payment-options/>



USI - Unique Student Identifier

All Learners doing nationally recognised training need to have a Unique Student Identifier (USI). A USI is a reference number made up of numbers and letters.

It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life. To receive a Statement of Attainment when completing your course, you will need to give us a copy your USI number. Creating a USI is free.

To obtain this USI, if you don't already, have one please follow the link below: <http://www.usi.gov.au/>

VSN- Victorian Learner Number

The Victorian Learner Number (VSN) is a nine-digit Learner identification number that will be assigned by the Department of Education and Early Childhood Development to all Learners in government and non- government schools, and Learners up to the age of 25 in Vocational Education and Training (VET) institutions.

The number, which is unique to each Learner, will be used as a key identifier on your Learner record, until reaching the age of 25. At the age of 25 your VSN will be retired.

VU will collect and record the VSN for relevant Learners enrolled in VE/FE (TAFE) courses.

The VSN will appear:

- on common Learner communications, such as enrolment confirmations, VSN notifications and Learner results statements/result summaries.
- on applications made by the Learner for enrolment in new schools or institutions.

Additional information can be found at the [Victorian Curriculum and Assessment Authority](#).

Our eLearning Portal

Our eLearning Portal includes self-evaluations, evidence uploading tasks, quizzes, practical assessments, video responses and conversation questions with industry requirements. This can be done using your webcam, so you can record your answers and submit videos for assessment.

Please note, an operational webcam and microphone is **compulsory** to start the online theory for all courses. The webcam assists with video response assessments and it verifies the Learners identity throughout the assessment process.

When using our eLearning Portal please use **Chrome Google** or if you are using a tablet you should download the free Puffin browser app and select 'desktop mode'. Learners could experience problems if they do go through different browsers.

Assessments

Our assessments are developed using the Principles of Assessment.

Valid - Assessment assesses exactly what it claims to assess.

Reliable - Assessment gives a consistent result each time.

Flexible - Assessment makes allowance for changing conditions in the workplace and different contexts for the same competency.

Fair - When the candidate for assessment clearly understands what they need to do to demonstrate competence. '

These follow the Rules of Evidence in that they are:

Valid- Address the elements and performance criteria

Current- Demonstrate the candidate's current skills and knowledge

Sufficient- Demonstrate competence over a period

Authentic- Be the work of the candidate

All Learners are given an Observation Guide and advised on the assessment events and timing of assessment schedules.

Deposits/Payments:

Courses under \$1000 will require full payment upfront to complete enrolment.

SHBBSKS008 - Upper Body Piercing Course will require a non - refundable deposit of \$1000. This will secure your face-to-face training and access to online work.

11035NAT - Specialist Body Piercing Course will require a non - refundable deposit of \$1500. This will secure your face-to-face training and access to online work.

Remaining courses over \$1000 will require an upfront deposit of \$1500 to complete enrolment, excluding the Diploma of Cosmetic Tattoo and the Cert IV in Entrepreneurship and New Business.

These deposits will be calculated per student, contact our staff to learn more today.

You will be required to pay the remainder of your course off in full within 3 weeks from the date of the initial deposit. Failure to pay in full by the date specified by EZE Training could result in the course being temporarily inactive, loss of deposit and loss of place in practical session.

Please note, this initial deposit is non-refundable. If course payment is paid in full, a minimum of \$1500 from this payment will be held as a deposit.

Payment Options

We offer ZipPay! The remaining balance can be done via zip pay, for interest free repayments over 6 months. This is a fast process and amazing option for completing payment. Let our staff know if you'd like us to send you an invite today!

We also accept Credit Card payment via our online eLearning portal, or you can call our staff to apply payment over the phone on 1300 552 044.

We also accept Direct Deposit, please see details for this option below.

A/C – Eze Training PTY LTD

BSB – 012-357

A/C Number – 197534806

If paying via direct transfer, please send through a copy of remittance advice containing your full name and invoice number.

Once Enrolled

We will phone you and send through a reminder text two weeks before your course commences to check your arrangements and if you need assistance in any way. Please do not hesitate to call us at any time if you have questions.

We recommend that you check with the office two weeks prior to the schedule training date if you are travelling and about to book accommodation or flights to ensure we have each minimum numbers.

Once enrolled in one of our courses you will be provided with your learning and assessment resources via on our online eLearning Portal and inducted into the course. During the induction, please feel free to ask our Trainers any questions you may have and they will be delighted to help.

RPL - Recognition of Prior Learning

Previous training and or experience can result in significant reduction of training time. Please talk to EZE Training regarding our Recognition of Prior Learning (RPL).

If you think you have all the skills and knowledge for a qualification you can take an assessment only pathway.

EZE Training provides RPL for:

SHB50321- Diploma in Cosmetic Tattoo

11035NAT- Specialist Body Piercing Course

RPL - Assessment Process

To be eligible for RPL, you are required to complete a questionnaire provided by EZE Training. This questionnaire is to assist us in determining if you meet competency standards for the qualification.

Please refer to our website or contact our staff at head office for costing on the RPL. Our staff will advise you in advance what the total cost for your RPL application will be.

Recognition of AQF Qualifications Issued by Other Registered Training Organisations

EZE Training will at all times abide by the mutual recognition agreements formed between all states/territory of Australia, in recognition of other RTO's training and certification therein awarded.

EZE Training will:

- Recognise Nationally Recognised Training through the provision of certification showing all requirements as detailed within the Australian Qualification Framework (AQF)
- EZE Training will award Credit Transfer to the relevant unit/s when presented with the appropriate evidence: The Learner must provide an official AQF Certificate or Statement of Attainment for verification.

Credit transfer applications received by EZE Training Pty Ltd staff shall be forwarded to the next scheduled management meeting for consideration and approval.

If authentication is in doubt, we will communicate with the issuing RTO's for the provision of written confirmation regarding a Certificate or Statement of Attainment.

The Learner will be advised of the decision within 14 working days.

Our policies and procedures-

Learner RIGHTS AND RESPONSIBILITIES

Learner Rights as an EZE Training learner, you have a right to:

- Be treated fairly and with respect by EZE Training staff and fellow learners
- Learn in an environment free of discrimination and harassment
- Pursue your educational goals in a supportive and stimulating environment
- Apply to have your existing skills and knowledge recognised as part of your study program
- Lodge a complaint without fear of retaliation or victimisation

Learner responsibilities by signing the enrolment form or accepting enrolment online you agreed to abide by all EZE Training policies and procedures.

You must:

- Advise EZE Training if you have a history of violence
- Treat other learners and staff with respect and fairness
- Not engage in plagiarism, collusion or cheating in any assessment event or examination
- Be punctual and regular in attendance
- Submit assessment items by the due date or seek approval to extend the due date
- Observe safety practices, e.g. wear approved clothing and protective equipment
- Not smoke in buildings
- Not eat or drink in areas used for skin services
- Catch up on missed work due to a class absence.
- Behave responsibly by not:
 1. Littering
 2. Harassing fellow learners or staff
 3. Damaging, stealing, modifying, or misusing property
 4. Being under the influence of alcohol or drugs
 5. Bringing weapons onto the premises
 6. Engaging in any other behaviour which could offend, embarrass, or threaten others.

If Learners DO NOT comply with EZE Training Code of Ethics, they will be asked to leave the class.

REFRESHER ATTENDANCE FOR PROFESSIONAL PIERCING

Any Learner who wishes may return and join a future training session to refresh themselves on course information. They may do so, free of charge within six months of their course face to face date.

*Refresher attendance is strictly by arrangement and ONLY on days allocated.

(No extra literature or kits supplied)

DRESS CODE

All Learners of EZE Training work in close contact with each other and members of the public. Learners must pay attention to personal hygiene and require a professional standard of dress always. Please remember that you are in a simulated work environment.

If Learners DO NOT comply with EZE Training Dress Code, they will be asked to leave the class and return when you are in the appropriate dress wear.

PLEASE NOTE: EZE Training does not accept any responsibility for the loss or damage of any Learner kits or personal items. All Learners are required to wear enclosed shoes at all times.

No:

- High heeled shoes
- Ugg Boots
- Open toed shoes
- Singlets

These requirements apply to courses at all times. Hair must be tied back, and fingernails must be short in length. Remember, If you do not have the correct clothing, you will be sent home and no attendance will be recorded.

ATTENDANCE AND ABSENTEEISM

EZE Training functions as a simulated workplace for practical experience. For some qualifications Learners are required to attend in person training.

Attendance at the agreed class times is compulsory. Lateness will not be tolerated as it disrupts our other learners experience.

The classroom doors will be closed at the commencement of class, and late Learners will wait until theory has finished to be recorded as late.

If you are running late for classes, you MUST notify your trainer via text and email our head office to notify our admin staff.

Learners who are absent from class due to illness must provide a doctor's certificate.

EZE Training are responsible for you during our allocated training times. Therefore, we need to be updated of your whereabouts at all times because we have a duty of care to follow.

FACILITIES, EQUIPMENT, AND Learner AMENITIES

EZE Training maintains an authentic Body Piercing workplace environment. Learners have access to necessary instructional and assessment facilities, materials and equipment. Learners are required to maintain EZE Training's facilities in good order.

Damage to any facilities should be reported immediately to your trainer.

Training faculties include:

- Specialist product and equipment
- Suitable workstations/tables set up safely and securely

ACCIDENTS AND INCIDENTS

Any Learner/s that suffers an accident or incident is to immediately report this matter to the trainer, at this point a incident report will be completed in your presence and a copy emailed to you. Any follow ups required will be actioned by our National Training Manager.

MOBILE PHONES

Mobile phones must remain off or on silent at all times during classes to avoid disturbance to staff and other Learners. Learners may make and receive calls during break times.

Learner FEEDBACK

As part of EZE Training Continuous Improvement Procedures, you will be asked to provide feedback about your time at EZE Training. This is your opportunity to provide EZE Training with information to help us improve what we do.

At EZE Training we take our Learner Feedback very seriously. Our systems and processes are designed and implemented to ensure you have a quality educational experience with us. We continually get feedback from our Learners and stakeholders about our performance; we then take this feedback and improve our services and commitments to you, our Learners, and our stakeholders.

ASSURING QUALITY OF TRAINING AND ASSESSMENT SERVICES

EZE Training is a Registered Training Organisation also known as RTO;
Our RTO number is **6590**.

Our registration requires us to adhere to strict requirements that in turn require us to deliver and assess Nationally Recognised Training to meet national standards.

ETHICAL MARKETING AND ADVERTISING

It is our policy to always market and advertise our services in an ethical and accurate manner; we do this by:

- Developing and implementing our marketing and advertising materials based on feedback from our stakeholders.
- Ensuring our marketing and advertising materials on our website, brochures and social media pages meet industry requirements.
- We also ensure that we do not mislead our stakeholders through any marketing and advertising mediums we use.
- We continually review and update our marketing and advertising materials and modes to ensure they meet consumer protections laws and meeting our regulating bodies.

We endeavour at all times to have ethical and accurate marketing practices which transparently show what we offer and how we can deliver on our promises. Your rights as a consumer are protected at all times.

If you would like to discuss or help us improve our marketing and advertising materials, please call our friendly staff on 1300 552 044 who will gladly assist you with such matters.

Learner SAFETY AND SECURITY

Once you have successfully enrolled in one of our courses, you will be provided with information about access to our office and training facilities. Our friendly staff will talk you through our safety and security procedures and help you get well versed in our training and assessment facilities.

To help us create a safe and secure environment, we request that you follow all emergency, safety, security procedures and instructions relating to our training facilities.

ACCESS, EQUITY, AND ANTI-DISCRIMINATION

All EZE Training staff and learners have an obligation under legislation not to discriminate, harass or question people because of who they are, who they are related to, how they identify or who they associate with on any of the following grounds:

- Race, colour, ethnic or ethnoreligious background descent or nationality
- Disability, including intellectual, physical, psychiatric and HIV/AIDS
- Homosexuality (actual or presumed)
- Age
- Any sexuality or gender

It is also unlawful for a person to do anything publicly that could incite vilification, encourage, or stir up hatred, serious contempt, or severe ridicule against others on any grounds. If there is a complaint that a learner or staff member has acted in a discriminatory way contact EZE Training Head Office. EZE Training practises zero tolerance of racism. For more information on racial discrimination go to www.racismnoway.com.au.

Although EZE Training will make every effort to accommodate all disabilities of individuals, as a matter of ethical conduct, we may be unable to enrol a Learner if it is clear or becomes evident that it would be impossible for the Learner to successfully complete a particular course.

In these circumstances, EZE Training will assist the Learner in choosing a suitable alternative to ensure that the training needs of the Learner are met. If you require assistance, please discuss with your trainer/assessor, if they are unable to assist you, please provide your contact details to the trainer, who will refer the matter to the National Administration Manager or the CEO.

MEETING INDIVIDUAL LEARNING NEEDS

Our team at EZE Training are committed to meeting your individual learning needs.

We do this by (but not limited to):

- Providing you flexible learning and assessment options, i.e., self-directed study and face to face modes of study, where relevant.
- Having staff continually encourage and support you in meeting your learning outcomes. If you are facing some obstacles stopping you from progressing, we will work closely with you to help try to overcome the situation and get you back on track with achieving competency.
- Where possible, EZE Training will assist in the form of one on one coaching, to help the Learner complete the course. This could be in the form of face to face conversations, telephone contact and or email.

Contact the Learner Support if you believe you need assistance with your course. One of our capable assessors will assist you - please email support@ezetraining.com.au

PROCEDURES FOR TIME LIMITS AND COMPLETION

All Eze Training Courses have a time limit in regards to the online component- please see individual course information sheets for exact time frames. Once enrolled your expiration date can be found on your Confirmation of Enrolment email.

Extensions can be requested via email prior to the expiration date to our head office- see table below:

If contacted prior to expiration date

For 2 week extension: \$0 Fee

For 1 month extension: \$100 Fee

For 3 months: \$250 Fee

If contacted post to expiration date

Within 6 months of expiration: \$250 Fee

After 6 months: Expired need to re-enroll

Please note you are entitled to a maximum of three extensions equal to or less than 9 months post original expiration date .

LANGUAGE LITERACY AND NUMERACY (LL&N)

EZE Training is committed to making its training widely accessible. As such, we recognise that literacy or numeracy problems may not, of themselves, preclude a person from successfully acquiring the competencies associated with any of our courses. Every effort will be made to assess a learner's ability to carry out all the learning tasks and successfully demonstrate the course competencies.

Where possible, the learning activities may be modified to compensate for Learners with literacy or numeracy skills needs. An initial assessment of a participant's literacy and numeracy skills will be determined upon enrolment in a course.

The LL&N assessment will be undertaken online and the results checked by your Assessor. Where there are literacy concerns, the Assessor will be in contact to discuss the concerns. The Assessor will forward these concerns to the Compliance Manager if the Learner requires further assessment regarding their ability to undertake the course.

LEARNING AND SUPPORT SERVICES

If it is determined that a person has issues that are going to hinder a person from completing the course, then we will refer the person to the Reading Writing Hotline on 1300 655 506 and their website: <http://www.literacyline.edu.au/> as this organisation is funded by the Federal Government to help people with such issues.

Learner WELFARE AND GUIDANCE SERVICES

EZE Training recognises that a significant aspect of quality of training programs relies on active support and management of Learner and staff welfare. Considering this, EZE Training is committed to providing both Learners and staff with adequate access to:

- Information relating to OHS/WHS
- Equal employment opportunity
- Antidiscrimination policies as is appropriate

INDUSTRY CONSULTATION AND INPUT

It is our policy to continually engage with Industry Representatives and obtain their feedback to ensure we are delivering quality training and assessment services to our Learners, so they are skilled in the professions they choose.

We engage with Industry Representatives before we add any courses/qualifications to our scope of registration, during this process we develop a Training and Assessment Strategy document which sets out how each course/qualification is to be delivered. We continually update our strategy documents and ensure that Industry Representatives input is included in the delivery of courses/qualifications that we deliver.

Our Trainers/Assessors are industry practitioners, who have a passion for the industry and have extensive experience. This assures you that your educational experience with us is driven by what the industry wants and most importantly what industry expects.

COMPLAINTS AND FEEDBACK

Informal Resolutions: We encourage our Learners/clients and staff to informally resolve complaints/appeals as we have found that the majority of these situations can be addressed at this level.

However, we also understand that not all complaints/appeals can be resolved informally. We endeavour to have all informal complaints/appeals be brought to the attention of RTO Management meetings and forwarded to the continuous improvement process if applicable.

The following process applies if informal resolutions aren't made:

- If a person deems that they have grounds for a complaint/appeal, or a conflict arises from actions, decisions or omissions by EZE Training management or staff. This needs to be brought to the attention of the CEO. The Learner will be required to complete a Stakeholder Feedback Form
- If the Learner wishes, they could have their complaint/appeal handled exclusively and confidentially by either the CEO or by an independent Third Party (In Victoria, a Third-Party Mediator will be a person who is employed by the Dispute Settlement Centre of Victoria www.justice.vic.gov.au). The Learner needs to indicate this on the Stakeholder Feedback Form.
- If you are not happy with an assessment result and wish to appeal the decision, complete a Stakeholder Feedback Form and send it to our head office who will bring it to the attention of RTO Management. All assessment material will be reviewed by a senior assessor and a decision on the appeal will be made. The Learner will be notified within 30 days.

To obtain a copy of Stakeholder Feedback Form please contact our head office.

Marking

Please allow up to 7 business days for a trainer to mark off your submitted assessments and for certificate processing.



To make a complaint to an independent third party in another State, we offer the following State Department bodies, which may be able to assist you further.

STATE	DEPARTMENT	WEBSITE LINK
QLD	Office of Fair Trading	http://www.fairtrading.qld.gov.au/index.htm
NSW	NSW Fair Trading	http://www.fairtrading.nsw.gov.au/
ACT	Office of Regulatory Services	https://www.accesscanberra.act.gov.au/s/fair-trading
NT	Consumer Affairs	https://consumeraffairs.nt.gov.au/
SA	Consumer and Business Affairs	https://www.sa.gov.au/topics/business-and-trade/regulation/fair-trading
TAS	Consumer affairs and fair trading	https://consumer.gov.au/consumers-and-acl/consumer-questions-and-complaints/tasmania
WA	Department of Commerce	http://www.commerce.wa.gov.au/ConsumerProtection/
VIC	Consumer Affairs	http://www.consumer.vic.gov.au/

All formal written complaints/appeals lodged will be brought to the attention of the CEO or delegate within 48 hours of being received. An opportunity will be provided to all complainants/appellants to present their case formally.

The complaint will be investigated within 21 days. The CEO or delegate will make final decisions. The CEO will ensure that as far and as fairly as possible, the person making the complaint/appeal is satisfied with the outcome. However, EZE Training will not be responsible for issues that are clearly and solely the Learner's responsibility.

The person making the complaint/appeal will receive a written statement of the outcomes, including reasons for the decision within 21 working days of lodging their complaint/appeal. If a complaint/appeal is not rectified to the satisfaction of both parties, the CEO will call a meeting of the parties and have a third-party attend to mediate the dispute, if this has not occurred earlier in the resolution process.

EZE Training at all times will endeavour to resolve any issues the client/Learner may have. All complaints/appeals and their outcomes will be addressed and details registered during our fortnightly meeting Complaints/Appeals. Information gathered will be used by EZE Training to improve the quality of its services and reduce customer complaints/appeals. It is the aim of EZE Training, where possible, to ensure any complaints are resolved to the satisfaction of both parties.

If a complaint/appeal is still not resolved, then the Learner/client is advised that they can contact the National Regulator ASQA. ASQA advise Learners first to go through the RTO's internal resolution process to resolve the issue.

The link for ASQA is: <http://www.asqa.gov.au/complaints/making-a-complaint.html> Follow the process outlined by ASQA.

EZE Training at all times will endeavour to resolve any issues the client/Learner may have. All complaints/appeals and their outcomes will be recorded. Information from this register will be used by EZE Training to improve the quality of its services and reduce customer complaints/appeals.

OTHER INFORMATION RELATED TO THE INDUSTRY

There are laws and regulations that have specific relevance to the skin penetration and beauty services industries. Wherever knowledge of a specific law or regulation exists, it is covered in the knowledge evidence field of the assessment requirements. The assessment conditions field requires RTOs to provide current regulatory documents to assist the assessment. All this information can be accessed on your Learner eLearning portal.

Contact head office if you require a copy of your states regulations.

PRIVACY POLICY

EZE Training follows strict privacy policies in conjunction with Privacy Laws updated in 2014. All forms, files, results and records of any Learner are deemed confidential under the new Privacy Laws. Records are accessible only to relevant staff members of EZE Training and only for relevant and appropriate use. This means your records can only be released to other parties with your written permission, (or in circumstances as dictated by law).

The Privacy 1988 (2014 update) prevents EZE Training from providing any Learner details to any person other than the Learner. All matters about enrolment, results, fees or assessments can only be discussed with the Learner, unless the enrolment form is signed by a third party, or a letter of permission from the Learner is provided allowing access to the Learner's information. Similarly, the Act prevents us from providing any Trainer/Assessor or Consultant details to any Learner or other persons regardless of the situation. This applies to any case of corporate clients.

Our RTO will ensure that your information remains private and we have systems in place to ensure that your personal information is managed, stored and released in a secure manner and accordance with privacy laws.

Please note:

EZE Training Pty Ltd is required to provide, to both Federal and State Government, about Learner and training activity data which may include information provided in your enrolment form. Information is required to be provided under the Federal and State Regulations and Guidelines. The relevant Government Departments may use the information to inform their planning, administration, policy development, program evaluation, and resource allocation, Government Departments may also disclose information to their consultants, advisers, other government agencies, professional bodies and other organisations.

For Victorian Learners only:

The Education and Training Reform Act 2006 requires EZE Training Pty Ltd to collect and disclose your personal information for some purposes including the allocation of a Victorian Learner Number and updating my personal information on the Victorian Learner Register. Information is required to be provided by the Victorian VET Learner Statistical Collection Guidelines

CONFIDENTIALITY

EZE Training follows strict confidentiality policies, and we do not discuss or disclose any information about a participant's situation that relates to their participation in our training courses. If a participant discloses any information about a situation, they might be facing we keep this information confidential and do not discuss or disclose this information to others without the participant's consent.

LEGISLATIVE REQUIREMENTS

We are subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated, and all staff are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au>

The legislation that particularly affects your participation in Vocational Education and Training includes:

Commonwealth Legislation:

National Vocational Education and Training Regulator Act 2012 Human Rights and Equal Opportunity Commission Act 1986 Disability Standards for Education 2005
Disability Discrimination Act 1992 Racial Hatred Act 1995
Racial Discrimination Act 1975 Sex Discrimination Act 1984
Privacy Act and National Privacy Principles (2001)
Privacy Amendment (Enhancing Privacy Protection) Act 2012 Privacy Regulation 2013
Skilling Australia's Workforce Act 2005
Skilling Australia's Workforce (Repeal and Transitional Provisions) Act 2005.

State-Based Legislation

National Vocational Education and Training Regulator Act 2012
Adult, Community and Further Education Act 1991
Tertiary Education Act 1993
Children and Young Persons Act 1989 Equal Opportunity Act 1995
Workers Compensation Act 1958 Workers Compensation Regulations 1995
Dangerous Goods Act 1985
Occupational Health and Safety Act 2004
Copyright Act, 1879. 42 Vic No 20 (modified 2002)
Sex Offenders Registration Act 2004
Occupational Health and Safety Regulation 2001
Bluebook - Infectious Diseases Epidemiology and Surveillance

Copyright Notice

Copyright and other relevant intellectual property rights exist on all texts and documentation relating to EZE Training Pty Ltd Services and the full extent of the course content.

Communication

We have several different ways of communicating, phone and email. These and other contact information can be found on our 'Contact Us' link on our website or via our literature.

Exclusions and Limitations

The information received from EZE Training Pty Ltd is provided on an 'as is' basis.

To the fullest extent permitted by law this company:

- Excludes all representations and warranties relating to our course content or which is or may be provided by any affiliates or any other third party, including about any inaccuracies or omissions in the company's literature;
- Excludes all liability for damages arising out of or about your attending our training. This includes, without limitation, direct loss, loss of business or profits or any other direct or indirect, consequential and incidental damages.

EZE Training Pty Ltd does not exclude liability for death or personal injury caused by negligence. The above exclusions and limitations apply only to the extent of the permitted law. None of your statutory rights as a consumer are affected.

REFUND POLICY

Course Fees and Charges

All our fees and charges are clearly outlined for you during enrolment and these charges are outlined in our information sheets, confirmation emails, our website at <http://www.ezetraining.edu.au/> and in this information book. Please ensure that you read and understand these during your enrolment process.

Cancellations and Withdrawals

A Learner may withdraw from or cancel a course at any time. If the Learner withdraws or cancels from a course, unless the Learner is eligible and applies for a refund in accordance with the following provisions, the balance of any unpaid fees shall be due and payable within 7 days, this is only applicable for RPL.

REFUNDS

Refunds will only be payable in the following circumstances:*

- Special Circumstances: including serious illness, death or emergency
 - Refund amount at the discretion of Eze Training
- Eze Training ceases to operate as an RTO prior to completion of the course
 - Refunded the full amount paid

*In any event, Eze Training will not be liable to refund fees if a course is postponed, interrupted, or cancelled due to an event beyond the reasonable control of Eze Training, including but not limited to changes in government regulations, power shortages or blackouts, industrial activities, strikes, war and hostilities, disease, inclement weather, acts of God or any other similar occurrence.

Under no circumstances will Eze Training be liable to refund or pay any amounts in excess of fees actually paid by the Learner. By law Eze Training excludes liability for any indirect, consequential or special losses that may be incurred by a Learner in connection with the services supplied. Where such liability cannot be excluded, the same shall be limited to resupply or payment of the cost of resupply, at Eze Training's option.

Please see page 8 in regards to our minimum numbers policy and rescheduling.

Extension, Withdrawal and Refund Policies

All our courses require a non-refundable minimum deposit to secure your spot.

Eze Training complies with Australian Consumer Law in regard to refunds. We are not required to provide a refund if you change your mind about the course that you have chosen to enrol into. Please see below regarding the refund application process.

Whilst course fees are non-refundable, the decision of assessing the extenuating circumstances and refund requests rests with the CEO and management and shall be assessed on a case by case basis with their decision being final.

If you are having difficulties completing your course or attending on the allocated training day, you can transfer your course to another date or request an extension. This must be done minimum two weeks prior to your face-to-face training or expiration date for online only courses.

Please be sure to read through your course's information regarding expirations and due dates.

To place an extension request, please email our Training Manager- jasmine@ezetraining.com.au, with the subject "Extension Request"

To request a change of date, please email our head office at info@ezetraining.com.au with the subject "Change of Date Request". Please include all details or attachments that further aid any of your requests.

No Refunds available on all Non Accredited courses and workshops

Refund Applications

To apply for a refund please email us at - info@ezetraining.com.au with the following information

- Learner Name
- Contact details, including phone, email, and home address
- Course name
- Course date
- Reason for refund request
- Evidence in support

Refunds are normally processed within 10 days of receipt of a complete application. Delays may occur where applications are incorrect or incomplete.

References to days means calendar days.

Administration:

If a refund is approved, an Administration Fee of \$250 will apply.