

ENTURA CLEAN ENERGY AND WATER INSTITUTE STUDENT HANDBOOK

12 November 2015

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**WE OWN
WE OPERATE
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1. Entura – The company

Entura is the international consulting arm of Hydro Tasmania. Since 1914, Hydro Tasmania has forged a reputation as a leader in renewable energy and water management. More recently, Entura has taken that experience and knowledge and applied it to solve complex issues for similar businesses in Australia and around the world.

Our strength comes from an ability to deploy the best combination of expertise to meet the needs of clients and projects in any location. We have successfully helped in the planning, design, construction, operation and maintenance of energy and water projects in over 20 countries.

With over 350 technical, scientific and consulting specialists, we support corporate, government and semi-government clients across a range of geographic regions. Our experts work with utilities, developers and international companies to help them achieve their business goals using clever engineering and scientific solutions. As part of this function, Entura is developing an RTO to enhance our capabilities and to value add for our clients.

We can tailor a solution for your project in any of the following areas:

- renewable energy
- power engineering
- hydro power
- water management
- water infrastructure
- environmental management and planning.

2. Purpose and scope

This handbook is designed to provide essential participant information and applies to all participants to Entura courses.

3. General information

3.1 Contact with Entura

Location	89 Cambridge Park Drive Cambridge Tas 7170
Postal address	PO Box 355 Hobart Tas 7001
Phone:	03 6245 4500
Facsimile:	03 6245 4550
Website:	www.entura.com.au

4. Definitions, abbreviations and acronyms

Term	Definition
AAC: Australian Apprenticeship Centre	Provides coordination services between DET and the RTO for the registration and ongoing support of New Apprentices.
AQF: Australian qualifications framework	They provide the national policy for regulated qualifications in Australian education and training. These qualifications are provided in a single comprehensive national qualifications framework.
ASQA: Australian Skills Quality Authority	The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.
Assessment	The process of collecting evidence and making judgements on whether competency has been achieved. To confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a Training Package or by the learning outcomes of a VET accredited course.
Competency	The ability to perform tasks and duties to the standard expected in employment. It involves the ability to transfer and apply skills and knowledge to new situations and environment.
Course Overview	Provides the potential learner with an overview of the learning and expected outcomes. Outlines any prerequisites, the topics within the learning, the training and assessment methods and any relationship with National Competencies, Licensing arrangements etc. It also outlines the level of recognition that the learning provides e.g. Statement of Attendance or Statement of Attainment toward a recognised competency.
Credit Transfer	The granting of status or credit by an institution or training organisation to students for modules (subjects) or units of competency completed at the same or another institution or training organisation.
Essential knowledge and associated skills (EKAS) learning specification (LS)	Provide specific additional advice in facilitating consistency and reliability in resource development and delivery. The learning specifications are premised on the content of the Essential Knowledge and Associated Skills section of the unit. The specifications are designed to provide the depth and breadth of essential knowledge and associated skills to be learned. It contains assessment strategies, including a table of specifications, to increase validity, reliability and fairness.
Principles of assessment	Principles of assessment are required to ensure quality outcomes. Assessments should be fair, flexible, valid and reliable. Fairness: Fairness requires consideration of the individual trainees' needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the trainee to ensure that the trainee is fully informed about, understands, and is able to participate in, the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be reassessed if necessary.

	<p>Flexible:</p> <p>To be flexible, assessment should reflect the trainees’ needs, provide for recognition of competencies no matter how, where or when they have been acquired, draw on a range of methods appropriate to the context, competency and the candidate and support continuous competency development.</p> <p>Validity:</p> <p>There are five major types of validity including face, content, criterion (i.e. predictive and concurrent), construct and consequential. In general, validity is concerned with the appropriateness of the inferences, use and consequences that result from the assessment. In simple terms, it is concerned with the extent to which an assessment decision about a candidate (e.g. competent/not yet competent, a grade and/or a mark), based on the evidence of performance by the candidate, is justified. It requires determining conditions that weaken the truthfulness of the decision, exploring alternative explanations for good or poor performance, and feeding them back into the assessment process to reduce errors when making inferences about competence.</p> <p>Unlike reliability, validity is not simply a property of the assessment tool. As such, an assessment tool designed for a particular purpose and target group may not necessarily lead to valid interpretations of performance and assessment decisions if the tool was used for a different purpose and/or target group</p> <p>Reliability</p> <p><i>There are five types of reliability including internal consistency, parallel forms, split-half, inter-rater and intra-rater. In general, reliability is an estimate of how accurate or precise the task is as a measurement instrument. Reliability is concerned with how much error is included in the evidence.</i></p>
Qualification	The formal certification, issued by a relevant approved body, in recognition that a person has achieved learning outcomes or competencies relevant to identified individual, professional, industry or commercial needs.
QA: Quality Assurance	The systems and procedures designed and implemented by an organisation to ensure that its products and services are of a consistent standard and are being continuously improved.
Reference Material Workbook	Provides the Learner with reference material (extracts of legislation, advisory standards etc.) or case studies and simulations that provide activities that may form the basis of assessment.
Requirements	<p>That to which equipment and procedures and their outcomes must conform – includes statutory obligations and regulations and Standards called-up by legislation or regulations. Requirements may include:</p> <ul style="list-style-type: none"> • Codes of practice. • Job specifications • Standards called-up in specifications • Procedures and work instructions • Quality assurance systems • Manufacturer specifications • Design specifications • Customer/client requirements and specifications • Specified underpinning knowledge (specified in units’ Evidence Guides) • National and State guidelines, policies and imperatives relating to the environment.

RPL: Recognition of Prior Learning	The assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.
RTO	Training organisations are registered by State/Territory Training Authorities and are required to meet AQTF standards. Only registered training organisations (RTO's) can issue AQF qualifications and deliver accredited training and assessment.
Rules of evidence	<p>Rules of evidence are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current as follows:</p> <p>Validity: see <i>Principles of assessment</i>.</p> <p>Sufficiency: <i>Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.</i></p> <p>Authenticity: To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the candidate's own work.</p> <p>Currency: Currency relates to the age of the evidence presented by candidates to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence must be from either the present or the very recent past.</p>
Standards for Registered Training Organisations (RTOs) 2015	These are the current standards for RTOs. Provides national recognition of Registered Training Organisations, qualifications and training products throughout Australia.
Units of competency	The specification of industry knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace.
User Choice	User Choice is a national policy that aims to make the training system more responsive to clients (businesses and people interested in Australian Apprenticeships). User Choice funding pays for the provision of some Australian Apprenticeships training.
VETrak	Student information system used by the Entura clean energy and water institute.

5. Course details

5.1 Course Information

For further course information about your training program or other training programs including entry and exit points and articulation, please contact your Entura representative, who will provide the information you need. The course information clearly indicate how the assessments are related to the development of the various capabilities and the acquisition of knowledge and skills.

They also contain details of assessable tasks and the respective weightings for each assessable piece of work. They will also set out the learning specification content, the objectives and expected outcomes, and a list of recommended texts and references.

5.2 Strategies for learning

To achieve a qualification or portion thereof, both the essential knowledge and skills and the practical field based activities will be assessed. The essential knowledge and skills will be provided in either a classroom or e-learn methodology as part of the initial formal component of the overall training. This content is clustered from different competency units to provide efficiencies in both training and assessment.

Trainees completing qualifications are to be mentored by senior staff as selected by their supervisor. Where possible, trainees will be provided with a Workplace Competency Assessment (WCA) document that assists in providing guidance for the training and assessment for on job activities or there will be a requirement to provide workplace evidence. A WCA may be used to track training events as the opportunities occur in the workplace. Workplace evidence may also be used as a mechanism to track training events and their outcomes. Methods of learning may include:

- Face-to-face directed learning
- Group activity or group discussion
- Problem solving activity
- Audio/visual presentation
- Role play scenarios
- Examples and/or samples to use
- On-the-job coaching
- Self-directed learning

5.3 Assessment

All participants will be assessed according to the requirements of the appropriate nationally recognised training package or accredited courses. Where possible, assessment practices will allow for flexible arrangements suitable for the participant's needs. Methods of assessment include:

- Observation or role play
- Question and answer or discussion
- Work samples
- Testimonial or third party report
- Presentation

- Assignment or project
- Work or training records
- Specific unit requirements
- Certificate

5.4 Assessment criteria

Assessment criteria are the descriptions of what the student is expected to do in order to demonstrate competency.

5.5 Assessment methods

Assessment of trainees may involve using a range of methods necessary to demonstrate competency. This includes but is not limited to:

- Direct observation.
- Structure activities e.g. simulations, roles, group work, case studies, reports, projects, field work, practical tasks.
- Assessments and tests.
- Portfolios of work samples, journal, log books etc.
- Other validated methodologies.

5.6 Complaints and appeals

Hydro Tasmania's Anti-discrimination and harassment requirements are applicable to employees and non-employees.

If a trainee participates in a training activity and is dissatisfied with it or the person running it, they have the right to lodge a complaint. If the trainee disagrees with the outcome of an assessment, they also have the right to appeal the decision.

This policy provides an avenue for most complaint or appeal to be addressed. However, in some cases alternative measures may need to be explored.

Hydro Tasmania's behaviours underpin the above process.

5.6.1 Complaints

Trainees may raise any matters of concern relating to training delivery including the quality of the teaching or amenities, perceived discrimination or sexual harassment or any other issues which may arise.

The Entura clean energy and water institute encourages all parties to approach complaints with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, an external mediator will be appointed.

The trainee can informally discuss the complaint with the Lead trainer. At this stage a decision will need to be made to use the Complaints and appeals form to formally complain due to the nature of the complaint. The process should follow the Complaints flowchart.

The Entura clean energy and water institute undertakes to deal with trainee's complaints in a constructive and timely manner and to ensure that:

- Each complaint and its outcome is recorded in writing using the Entura complaints and appeals form.
- Initial mediation will be carried by the Lead trainer as per the Entura complaints flowchart. At any time during this process, the complainant may escalate the complaint to next level.
- The final stage of the complaint is to be heard by an independent person or panel.
- The complainant has an opportunity to formally present his or her case.
- A written response of the appeal outcomes, including reasons for the decision will be provided to the complainant.

The Entura clean energy and water institute will act upon the subject of any complaint found to be substantiated. All complaints are to be managed fairly, equitably, and as efficiently as possible.

5.6.2 Appeals

Trainees may raise any matters of concern relating to assessment outcomes.

The Entura clean energy and water institute encourages all parties to approach appeals with an open view and to attempt to resolve problems through discussion and conciliation.

The trainee can informally discuss the appeal with the Lead trainer. At this stage a decision will need to be made to use the Complaints and appeals form to formally appeal the assessment outcomes. The process should follow the Appeals flowchart.

The Entura clean energy and water institute undertakes to deal with trainee's appeal in a constructive and timely manner and to ensure that:

- Each appeal and its outcome is recorded in writing using the Entura complaints and appeals form.
- Initial mediation will be carried by the Lead trainer as per the Entura appeals flowchart. At any time during this process, the appellant may escalate the appeal to next level.
- The final stage of the complaint is to be heard by the Business manager.
- The appellant has an opportunity to formally present his or her case.
- A written response of the appeal outcomes, including reasons for the decision will be provided to the appellant.

5.7 Cheating and plagiarism

Cheating and plagiarism can take many guises but it is the intention to gain an unfair advantage in the assessment of a unit. This advantage will not be tolerated with the outcome being arbitrated by the General Manager of Entura.

5.8 Extensions for assessments and assignments

It is expected that teachers will provide a due date for each assessment task. Extensions may be granted with trainees after receiving approval from the Lead trainer.

Trainees who are unwell or are not able to attend for other valid reasons, they can make application for special consideration by emailing the trainer.

5.9 Number of assessment attempts

As a general rule, Entura trainees are entitled to two attempts to achieve each assessment task within any unit enrolment period. If additional attempts are required a reassessment plan will be developed in consultation with the assessor.

5.10 Repeating a course

If after the two entitled attempts on assessments and you are deemed not yet competent, you will need to repeat the course in order to advance through a program.

Additional fees will be charged at this point for a repeat subject.

5.11 Return of assessed work

Assessed tasks must be returned to the trainee author in a timely manner. The trainee must be provided with informed feedback so as enable them to determine how their work could be improved. It is recommended that teachers return work within 2 weeks of the assessment due date.

5.12 Reasonable adjustment of assessments

Reasonable adjustment describes the actions or changes which will enable a student to participate on the same basis as other students. 'Reasonable adjustments' may be made to accommodate different contexts provided that:

- The outcomes of the unit and the integrity of the qualifications and statements of attainment are not compromised.
- Where a trainee's needs require such adjustment, the assessor must make a judgement in accordance with the principles and rules of assessment.
- Reasonable adjustment may take the form of particular equipment or software, or changes to a physical environment.
- The use of interpreters would not be reasonable, as English Language is essential.
- All adjustments must be recorded to guide any further assessment and for validation and moderation purposes.

5.13 Assessment records and certification

In the case of completion or partial completion of an accredited or nationally recognised training program, a Statement of Attainment or Qualification will be issued. Should you wish to access your training or assessment records, please contact Entura. A replacement assessment record will be provided within seven working days.

Students are able to access results online with their student ID and password. This will be issued on the first day of attendance, if enrolment occurred prior to attendance. In all other cases, this will be provided within seven working days.

5.14 Course feedback

On completion of your training you will be asked to complete a Course Evaluation form which is designed to gain feedback from participants to help us improve our service. This is your opportunity to give constructive suggestions about the training and to acknowledge your completion of training. At a later stage, you may receive a survey asking you about the outcomes from your training. We ask that you spend a few moments to complete and return the survey.

5.15 Access and equity

Entura will endeavour to meet your individual needs through the integration of access and equity principles. This will be achieved through:

- Promoting the right to equality of opportunity without discrimination in our vocational education and training delivery environment;
- Ensuring the identification and fair allocation of resources; and
- Recognising individual needs in the decisions we make which affect our customers' lives.

5.16 Learning support

Participants who feel that they may need learning support for Literacy, Numeracy or other Special Needs should approach their Entura representative prior to training. Where advanced notice is given, adjustments may be made to the delivery and assessment of subject matter to provide discrete and allowable assistance. This assistance must not unfairly advantage the participant but is appropriate where course outcomes can be achieved using alternate delivery techniques, such as oral assessment or additional practice time. Additional tuition may be appropriate in some instances.

5.17 Accessing Entura's library resources

On enrolment, you will have access to the library and computing facilities.

5.18 Nomination process

Participants may nominate to any Entura course by completing Entura's Application for enrolment. Admission of participants into nationally recognised or accredited courses is dependent on meeting all prerequisites of the course.

6. Skills recognition

Recognition of Prior Learning and Credit Transfer

Recognition of Prior Learning, including Credit Transfer, recognises knowledge and skills gained from previous studies, training or work experience, or other life activities and those that may be currently demonstrated. This includes recognition of qualifications and Statements of Attainment issued by any other Registered Training Organisation. It may also require a practical assessment.

RPL applications should be made prior to your nomination on a course.

Further information, including fee structure for Recognition of Prior Learning is available on request from your Entura representative.

6.1 Mutual recognition

Entura, recognises Australian Quality Framework qualifications and Statements of Attainment issued by other registered training organisations. Credit transfer can be granted for units of competency completed at another institution or training organisation.

6.2 Enrolment form

An Enrolment form is to be completed by each participant for each RTO accredited course and/or unit of competency.

The forms should be completed at least five working days prior to the commencement of the training activity and include a unique student identifier (USI). Business support officer will meet with the Lead trainer to review the returned forms and to make any necessary changes to the delivery of the training, the support materials and assessment practices arising from these responses.

6.3 Unique Student Identifier

From 1 January 2015, all students completing nationally recognised training need to have a Unique Student Identifier (USI). A USI is a reference number and creates a secure online record of your nationally recognised training.

The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

7. General information

7.1 Fees and refunds

The majority of the fees and other arrangements will be completed without the trainee's involvement through company to company arrangements. These arrangements will be negotiated as part of the initial contractual arrangements.

This arrangement does not preclude training individual trainees however these individual trainees will be entering into a contract arrangement for this training.

All clients and individual trainees will be provided with a full and comprehensive fee structure including course, administration, materials and other fees and charges. This will be provided initially during contract negotiation or on application to attend the training program and again during the registration process as part of the information pack.

Entura's policy and procedures for debtors administration and invoicing will be applied to all non-employees candidates. Details of who is to be invoiced are to be obtained at the time of enrolment including:

- If a candidate is unable to attend an activity, they must contact Entura.
- If they can give 14 days' notice, they will not be charged a fee.

- If they give less than 14 days' notice, they will be charged a 20% administration fee.
- If they give no notice before the day of the activity, they will be charged full price for the activity.
- Charges may be waived by the Entura clean energy and water institute manager.
- As defined by contract terms.

7.2 Guidance and welfare services

Free confidential and professional assistance is available to all Entura trainees through Entura's Employee Assistance Program. If you are experiencing personal, social or work problems that affect your learning in any way, please contact your Entura representative for information about guidance and welfare services. External trainees should contact their employer.

7.3 Privacy

Entura is committed to protecting the privacy of your personal information.

As part of this commitment, Entura adheres to the National Privacy Principles contained in the Privacy Act 1988 (Cwth) that form the basis of Entura's Privacy Policy.

Our primary purpose is to provide training and consulting services to meet your needs. We collect your personal particulars that are necessary to confirm your identity and manage your training records related to the services provided. We securely store and protect these details against misuse, loss or unauthorised access, modification or disclosure. We only use or disclose information about your personal training records where you would reasonably expect or if you have provided us with consent. If you have any concerns, questions, or would like to update your personal information, know what information we hold about you, or make a request for personal information please contact us.

8. Code of behaviour

8.1 Misconduct

Entura's values guide our behaviour, how we interact and how we make decisions.

- We put people's health and safety first.
- We build value for our partners and customers through innovation and outstanding service.
- We behave with honesty and integrity.
- We work together, respect each other and value our diversity.
- We are accountable for our actions.
- We are committed to creating a sustainable future.

The code of behaviour is designed to ensure a harmonious learning environment is available to everyone. Your Entura representative will take steps to manage any disruptive participants, in consultation with their employer.

Provision exists for an employer to immediately suspend and seek approval to cancel the training contract where the apprentice or trainee engages in serious misconduct.

Serious misconduct is defined in the *Vocational Education, Training and Employment Act 2000* and includes:

- theft
- assault
- fraud

Assessment processes are taken seriously within Entura and academic misconduct is considered as serious breach of Entura's values. Participants who are found to have breached normal assessment processes may risk course exclusion. This may additionally impact on their employment agreement.

If theft, assault or fraud occurs outside of work hours, it would be considered serious misconduct if it has a significant negative effect on:

- the apprentice or trainee's ability to perform their duties; or
- the employment relationship (not the interpersonal relationship) in general; or
- the employer's business reputation.

Serious misconduct at work is classed as:

- being under the influence of liquor or a drug; or
- causing an imminent risk of serious bodily injury or work-caused illness or a dangerous event occurring; or
- behaving in a manner that is inconsistent with the continuation of a registered training contract.

8.2 Dress standards

Participants are expected to dress appropriately for the nature of their training and their company standards. Normally the training environment is of an industrial nature and is therefore subject to the Workplace Health and Safety Act. Appropriate Personal Protective Equipment and clothing will be required. Specific information regarding dress standards for your training program will be provided by your Entura representative.

8.3 Eating and drinking

Designated facilities are provided at training venues for eating and drinking.

8.4 Workplace health and safety

The Workplace Health and Safety Act places obligations on you and your Entura representative to ensure a safe learning environment and to follow instructions relating to workplace health and safety.

Any incidents or accidents occurring on Entura premises or under the control of an Entura representative must be reported immediately.

Evacuation processes are posted on notice boards in all Entura premises. You should familiarise yourself with the appropriate exit points, fire extinguisher locations and meeting points. If a trainee

has a disability that may cause difficulty during an evacuation, then they must inform their Entura representative.

8.5 Sexual harassment

Sexual harassment is unwanted and unwelcomed sexual attention, for example; when someone

- makes comments about another's sex life
- stares or leers at someone else
- persists in asking someone out after being refused
- tells dirty jokes or displays offensive objects or literature in others presence
- makes offensive phone calls
- touches or brushes against someone else, on purpose or against their will
- tries to force someone into sexual activities

Sexual Harassment and Anti-Discrimination Officers are available through Entura to provide confidential support or advice for any trainee experiencing this sort of harassment.

8.6 Attendance

Students are encouraged to attend all classes. Classes help you meet the educational objectives of the courses by providing information regarding the application of concepts and theories. Classes may also include practical exercises and case studies.

Absence from class will seriously limit your ability to pass or achieve good results. If required, your academic progress may be reviewed and a good record of class attendance may show evidence of commitment to your studies.

Employers will be informed on any non-attendance. Please inform the Business Service officer of any non-attendance as soon as practicable.

8.7 Smoking, drugs and alcohol

Smoking is prohibited in all buildings under the control of Entura.

Entura is committed to providing a safe workplace.

The misuse of alcohol and medications, and the use of drugs can have serious consequences in the workplace. Entura has an obligation under the Workplace Health and Safety Act 1995 to provide a safe workplace. It shall, therefore, take action when the health or safety of people in the workplace is affected by substance misuse. The consumption of alcohol or the use or possession of illegal drugs is prohibited within any Entura training facility or site.

Entura's Drug and Alcohol Policy applies to everyone working at or attending a recognised Entura workplace. All personnel at an Entura workplace may be subject to random drug and alcohol testing and testing on suspicion.

Any incidents where trainees are suspected of being under the influence of drugs or alcohol, possession or procurement, sale or use of drugs on Entura premises will result in exclusion from training activities and will be reported to your employer and, where appropriate, the police.