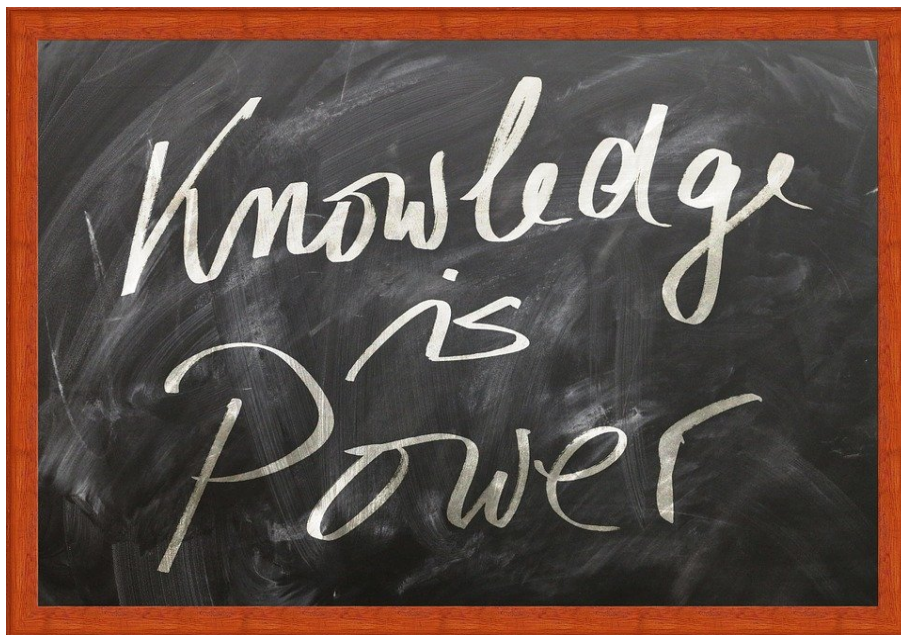




Student Information Booklet



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Mobile: John - 0418 194 262

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Welcome

Welcome to all students who are undertaking courses through Em-Care Pty Ltd.

Our Company structure:

Em-Care Pty Ltd is a Registered Training Organisation (RTO # 32509) that has been in business since 1998. Em-Care Pty Ltd Australian Business Number (ABN): 29 114 998 042

Em-Care Pty Ltd as trustee for Clinton Family Trust (ABN: 97 786 786 557) Trading as Em-Care Workplace Training.

Em-Care Pty Ltd is owned and operated by John & Evelyn Clinton. As trainer assessors, we strive to provide training and assessment services that are fair, flexible, reliable and valid.

This booklet has been provided to help you understand our obligations to you as a student and your obligation as a student undertaking a course with Em-Care Pty Ltd. Please take the time to read and understand this booklet to ensure you know your rights and obligations. Should you have any questions or concerns, you can speak to your trainer assessor or by contacting us directly – our details can be found on the front page of this booklet.

Our commitment to you as the student is to:

- Provide professional and quality training and assessment services
- Maintain a training environment which promotes health, safety and environmental practices in accordance with the Workplace Health and Safety legislation
- Ensure all students receive appropriate assistance throughout the course they undertake
- Provide adequate resources , including workbook and learning materials suitable for your course
- Communicate with your employer to ensure that the training facility they provide does meet with a level of expectation and is conducive to your training needs
- Be available to provide information and feedback to your supervisor/ employer in relation to courses being offered by Em-Care Pty Ltd
- Understand your work environment so that information given is relevant in your daily work activities

Types of Training

Em-Care Pty Ltd offers training in the mining, civil construction and health industries. There is a mix of accredited and non-accredited courses.

Accredited training is training that is recognised by a nationally accredited certification and a Statement of Attainment which is provided when competency is achieved by the student. Our accredited qualifications include:

- RII20215 Certificate II and RII20315 III in Surface Extractions Operations
- RII30815 Certificate III in Civil Construction Plant Operations
- RII40215 Certificate IV in Surface Coal Mining (Open Cut Examiner)

We also offer stand alone units within these qualifications, and in the Health Services Training Package, including:

- HLTAID001 Provide cardiopulmonary resuscitation
- HTLAID002 Provide basic emergency life support
- HLTAID003 Provide first aid
- HLTAID004 Provide an emergency first aid response in an education and care setting

As a student, you can recognise accredited units by the use of the unit codes and name within all our documentation. Your certificate will also contain a Statement of Attainment and feature the NRT logo.

Our non-accredited programs contain skills and content designed specifically for businesses, clients and community groups. They may contain some elements which include nationally accredited units however this will be clearly identified on the course material provided. For non-accredited training you will receive a Certificate of Completion, however this is not a nationally recognised qualification. Non-accredited training does not utilise unit codes (eg. HLTAID001) within their titles.

Student Support

Em-Care Pty Ltd provides training to clients as well as individual students. The most current course information is available on our website at: www.emcaretraining.com.au

We offer individual students one on one training or group training in a classroom environment. Training can often even occur in the student's workplace at the request of their employer. We provide experienced trained professionals who work and train in the industry and environments of the courses offered.

If any student requires any additional support or special needs (including language, literacy or numeracy) or has a relevant disability or condition or any other concerns, please advise your trainer prior to the commencement of the course where possible every effort will be made to ensure your needs are met.

In the event that the student requires higher level assistance than can be provided, Em-Care Pty Ltd will refer the student to an appropriate agency to assist in building their literacy and numeracy skills to an appropriate level to complete the training requirements.

Unique Student Identifier

A USI - Unique Student Identifier is a reference number that creates an online record of your training and qualifications attained in Australia.

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment.

When undertaking courses in the Vocational Education and Training (VET) sector such as first aid, or any other unit of competency you will be required to have a Unique Student Identifier (USI).

A USI is a reference number which will allow an individual's training undertaken in VET sector to be linked to the National Vocation Education and Training Data Collection.

This means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together. **USI** is for life. It will link your training records into an online **transcript** – see appendix B for further details on accessing your USI data

USI and further information can be obtained by visiting the following website <http://usi.gov.au>

Student code of conduct (All students)

1. Attendance
 - ❖ arrive on time to class
 - ❖ Be suitably dressed – closed in footwear and as per site requirements
 - ❖ advise in advance of known absence, lateness or early departure
 - ❖ explain absence to trainer on arrival/return to classroom
 - ❖ No smoking rules to be followed
2. Course Completion
 - ❖ homework and assessment tasks by the due date
 - ❖ contact your trainer between classes if you are experiencing difficulty with the homework or course content
 - ❖ if you are absent for an assessment task, provide medical certificate or statutory declaration to support this absence
 - ❖ negotiate a time with your trainer to catch up on this task as soon as possible
3. Responsible, respectful and cooperative behaviour
 - ❖ treat staff and fellow students in a respectful manner
 - ❖ respect the property of other people
 - ❖ do not use offensive language
 - ❖ avoid disrupting/interrupting others
 - ❖ come to class appropriately dressed
 - ❖ Observe PPE requirements
 - ❖ switch mobile phones to silent or vibrate during class time
 - ❖ no form of bullying, harassment or discrimination will be tolerated
 - ❖ Follow site rules including policies and procedures
 - ❖ Do not place yourself or any other person in harm's way
 - ❖ Follow all safety directions and mandatory signage
4. Preparedness to work effectively in class
 - ❖ participate in all learning activities to the best of your ability
 - ❖ bring all necessary materials to class including textbooks, homework, folders, notes and stationery.
5. Respect training facilities
 - ❖ do not damage tables or other property
 - ❖ leave rooms tidy (chairs and tables straight, rubbish in bins) at end of classes
 - ❖ clean up after yourself if using lunch-room facilities remember other persons use this area also
 - ❖ do not interfere with equipment or materials on display in classrooms
 - ❖ treat surrounding grounds and car parks with respect: place rubbish in bins, drive in a considerate manner and obey signs
 - ❖
6. Safety considerations
 - ❖ notify your trainer of any perceived hazards
 - ❖ before and after class, always wait in a well-lit area
 - ❖ please notify the trainer of any visitors to the class

Students found in breach of the Student Code of Conduct may be asked to leave the course; this includes students in courses being conducted for a client on the client's sites.

Course fees

Payment

Individuals requiring training will be required to pay upon the completion of the course and results have been verified. Full payment of fees must be obtained prior to the issuing of any Certificate or Statement of Attainment.

Payment can be made via the following method:

- Cash (receipted at time of payment)
- Eftpos facility available (security of personal information (card details) is disposed of once payment has been processed into the Security Shredding bin)
- Electronic Fund Transfer (details will be given to any individual upon request)
- Purchase Order (Client and will be invoiced at completion of training)

Lost, misplaced or destroyed Certificates or Statements of Attainment will incur an administration fee of \$30 per Certificate or per Statement of Attainment. Emailed SOA's will not incur any costs.

Refunds

Em-care Pty Ltd will not refund any monies paid by students or individuals after they have completed part or the full course.

In the event the student or individual must leave for a family emergency then their circumstance will be taken into consideration.

Proof of emergency/event will be required prior to recommencing the course.

If payment is being made by a client on behalf of their employees, the Directors will offer alternative times and dates to ensure the student or individual is not disadvantaged due to the circumstances that may have arisen.

In the event that Em-Care Pty Ltd or trainer delivering training on behalf of the RTO do not provide the agreed services a full investigation of the situation will be made by the Directors and a suitable solution will be discussed and implemented with the students involved. These events will be determined on a case by case basis. Learners will be advised of any changes to the training agreement or services in writing as soon as practicable.

Cancellation Charges

Cancellation charges only apply to public courses. A 15% cancellation fee will be charged if any course is cancelled within 24 hours' notice of commencement of the course.

If a Purchase Order is supplied for the course scheduled, then no cancellation fees apply.

Students records

All course details, student records and course results of students and individuals will be recorded and stored in accordance with AQF guidelines.

As per ASQA guidelines – Schedule 5 of the Standards for Registered Training Organisations (RTOs) 2015 Em-Care Pty Ltd will retain records of statements of attainment issued and maintain a register of statements of attainment issued and provide reports of records to the VET Regulator on an annual basis.

Issuance of your Statement of Attainment (as per AQF guidelines – Standard 3) Em-care will issue your Statement of Attainment within 30 Calendar days of the student meeting all the requirements of the training package. Em-Care Pty Ltd is responsible for the issuance of all qualifications and competencies, maintaining the quality and integrity of the training and assessment in line with the Standards.

Should Em-Care Pty Ltd cease trading for any reason, all student records will be passed onto ASQA, the regulator, as per the standards. Students will be issued with a Statement of Attainment for any units of competency that have been completed, and will be issued with a testamur for any qualification that has been completed. Students are encouraged to retain a copy of all training material and assessment documents that have been completed or are in progress so in the event of a change in RTO they can provide their partially completed or non-assessed work to their new provider.

Recognition of Prior Learning (RPL)

Any student or individual requiring details or qualification results for any course or part course they may have completed through Em-Care can request their information in writing. No information will be provided to any student or individual if the request is not made in writing. An administration fee will be charged for this service.

Em-Care will work with other recognised RTO's to ensure students or individuals receive the relevant information that is required.

Em-Care recognises that RPL is an assessment process that a student or individual has obtained through formal and non-formal learning. RPL recognises that prior knowledge and experience can be measured against the course in which the student is enrolled. A student or individual possessing some of the skills and knowledge taught in the course may not need to complete all of the units required for the full competency.

Evidenced based skills and knowledge and practical experience will be assessed by a competent trainer to ensure the student or individual have the ability to achieve full competency of that course.

Evidence may include; resume – listing industry experience and currency, logbooks, diary notes, training plan, supervisor notes, verbal confirmation, completes the required theory assessment and must complete the physical assessment of skills gained throughout their employment.

All information will be recorded and retained in the student / individual training file in Axcelerate, student learning management system.

Credit Transfer

Where students have previously completed an equivalent unit of study and can provide a valid statement of attainment showing this, Em-Care will verify the statement and then credit transfer the unit onto the new qualification statement. Students will not have to complete an identical unit of study where a verified statement is provided demonstrating completion already.

Literacy & Numeracy

Student or individuals identified with some form of literacy and numeracy will be assisted upon enrolment. The trainer assessor will determine if the student has the appropriate skills level to meet the course package requirement.

Every effort will be made to assist the student including the availability for a scribe or another trainer assessor being available to assist during this course.

Assistance can also be provided by the trainer during breaks or prior to the completion of the course.

Em-Care Pty Ltd ensures that access, equity and fairness to any individual or student identified as requiring such assistance. Trainers are empowered to provide support when and where required. Trainers will also have access to information should any student / individual require any external assistance with literacy and numeracy.

LLN concerns are also addressed prior to the course commencing with the Client and additional assistance is discussed to ensure that the student is not disadvantaged due to low literacy and numeracy levels.

Assessment Appeals

Students or individuals who do not agree with their results of their assessment or evaluation have the right of appeal. This information is detailed in every “Unit of Competency – Learner Assessment” where each student is required to read and sign that they understand they have a right of appeal.

Prior to lodging any appeal, the student or individual should approach the trainer to discuss their concerns. The trainer must inform the Directors of any appeal to ensure that all relevant processes are followed. It is important that all details are obtained so that the decision made by the trainer can be reviewed and that the appeal by the student / individual can be clarified with all the facts present.

All complaints will be handled with strict confidence. The directors will review all information and documents to make an informed decision on the matter. If required, the Directors may seek an independent assessor who will conduct an independent re-assessment. The outcome of this re-assessment will be made by the directors after consultation with the independent assessor.

All information and documentation will be recorded and kept in the student file. Files are to be maintained as per AQF guidelines.

Appeals & Complaints Policy

Em-care Pty Ltd Appeals & Complaints Policy is designed to determine guidelines for all parties involved and allow the ability to resolve appeals and complaints fairly and quickly, using conciliation or mediation to bring about a solution in the best interest of the student and Em-care Pty Ltd. (See **appendix A** for full policy and form)

The policy is designed to promote clear, honest and open communication and to provide a timely and effective method for Em-care Directors, Staff, Contractors, students and clients to express their concerns and or make a formal complaint.

If at any time during your course you are dissatisfied with the training and assessment provided by Em-care and their trainers, you are encouraged to lodge an appeal or make a complaint. The complaint and appeal must be made in writing (use attached form in Appendix A) and is to be signed by the person making the complaint. Em-care will endeavour to process the appeal and or complaint within 14 days of the date it is received by Em-care Pty Ltd.

The address for the appeal or complaint is PO Box 307 Carina Qld 4152 or via email. Confidentiality and privacy of all records is assured.

All complaints must be discussed with your trainer assessor if appropriate. If you are not satisfied or not wishing to address the complaint with the trainer assessor, then you must contact Em-care directly. The contact details for Em-care directors are listed in your Student Information Booklet.

Issues can also be raised by completing the Student Evaluation Form which will be given to you at the end of the course or at any time when requested from your trainer assessor. All evaluation forms are reviewed by the directors after each course.

Any complaint or appeal lodged cannot be resolved via Em-care processes, Em-care will inform the student of their rights to progress the complaint or appeal through the appropriate legal avenues:

- Training Ombudsman Queensland: 1300 306 699 or www.ombudsman.qld.gov.au
- Office of Fair Trading: 13 QGOV (13 74 68) or www.fairtrading.qld.gov.au
- RTO Registration Details: www.training.gov.au
- Australian Skills Quality Authority: 1300 701 801

Access & Equity Policy

Em-Care Pty Ltd will meet the needs of individuals, students' clients and community through its Access and Equity Policy. Regardless of cultural, gender, linguistic, disability or religious background, Em-Care Pty Ltd will ensure that all have access to our services equitably.

Em-Care Pty Ltd will seek to meet the needs of all clients and individuals/students who express interest in our services and training programs; within financial and resource constraints of conducting a viable business.

We aim to achieve this by:-

- Deliver training and services based on sound knowledge to the needs of clients and individual students
- Undertake community consultation with various organisation and peak bodies
- Collaboration and consultation with industry leaders
- Ensure our training and services are efficient and effective to support innovation and success
- Undertake audits to ensure skills of our trainers meet the desired needs of our community's cultural diversity
- Identifying and responding quickly to emerging issues which may arise from cultural diversity
- Open and effective channels of communication with all stakeholders
- Effective and transparent reporting and review mechanisms
- Monitoring and supporting the individual/student to ensure the learning and assessment strategies lead to their increased learning ability
- Fairness in allocating resources to all individuals/students
- Encouraging clients to ensure fairness and unbiased access to all of their employees where training needs are identified

Em-Care Pty Ltd will ensure that by providing access and equity and endeavouring to meet the needs of clients and individuals/students that we do not place ourselves or our employees, contractors, trainers, visitors, clients and their employees at risk.

Any adverse behaviour or violence may result in the non-acceptance of a trainee regardless of cultural, gender, linguistic, disability or religious background.

Every effort to provide support, training and assessment will be given to that individual; however, Em-Care Pty Ltd has the right to refuse acceptance or the continuation of training and assessment of that trainee/student.

Privacy Policy

Information collected from individuals, students or clients is used for account purposes (where applicable) and statistical and data base use only. At no time will Em-Care Pty Ltd, its Directors or staff release any details or information of any student, individual or client without the prior written consent of the individual, student or client.

Students or individuals can view their training record by contacting the USI data transcript. See appendix A for additional information on how to access their data. All reasonable steps are taken to ensure privacy and confidentiality of records and documents of all students or individuals.

Any information gathered is only used for the purpose of delivery of training and assessment services and document compliance requirements according to the National Vocational Education and Training Regulator Act 2011. All data is stored and retained in accordance with the Qld Information Privacy Act 2009 (current as at 05.06.2017)

No student data is shared or disseminated to any person or organisation. All data is entered and stored electronically in our LMS program Axcelerate. All hard copies are stored in a secure location and only accessible by the Director and RTO Manager.

Changes to personal details

It is your responsibility to notify us in writing of any change of name, address or contact details, which occur during the term of your studies with us. This can be done via your trainer/assessor or by contacting Em-Care Pty Ltd directly.

If you have changed your surname e.g. marriage, then you must contact USI to have this recorded (as your new name) as Em-Care can only issue your Statement of Attainment in the original name unless you change this prior to the course commencing.

Drug & Alcohol

No student is to attend a course while under the influence of alcohol or drugs.

Drugs and alcohol have the ability to impair the student's ability to maintain safe work practices and result in them endangering themselves and others. Under the Workplace Health and Safety Act, students are obliged to ensure they do not place the health and safety of themselves and others at risk. All students have a responsibility to present for training and while at training remain, unaffected by alcohol and other drugs.

Students (in the workplace, at a training facility or on a client site) who are identified as being affected by alcohol and or drugs will be subjected to the site drug and alcohol policies and procedures.

The client will be informed of student/s who are displaying inappropriate behaviour. Student/s will be escorted back to the client and their enrolment for that course will be terminated.

Workplace Health & Safety

Em-care Pty Ltd is committed to providing a safe and healthy work environment for its students, contract trainer assessors and visitors.

Trainer assessors conduct a visual inspection of the training facility prior to student's arrival and take all necessary steps to ensure everyone's safety.

Where training activity is conducted on the client site or on a pre-arranged site all steps are taken to ensure compliance with WHS and the RTO. Where machinery is utilised for training purposes, the trainer assessor must complete all pre-start inspections and ensure maintenance logs and inspections are carried out by approved and authorised personnel prior to training commencing.

- **First aid** issues must be reported to the trainer assessor who will administer first aid or contact the first aid personnel on site. A first aid report form must be completed. If an ambulance is required, the First Aid officer (or trainer assessor) must contact them and ensure that they remain with the student until the ambulance arrives.
- **Incidents/accidents** are to be reported to your trainer assessor immediately and an accident/incident report form must be completed
- **Fire safety** and fire evacuation procedures are explained to all students upon commencement of any training.
- **Housekeeping** responsibilities will be explained to all students upon the commencement of any training course.

This will include but not limited to:

- Mobile phone use
- Evacuation / muster points in the event of a fire or other emergency
- First Aid facilities
- Toilets
- Lunchroom or food consumption designated area

Continuous Improvement

Em-care Pty Ltd is committed to ensuring that our service delivery of all of our training packages are valid and current. We also review the training methods used by our contract trainer assessors on a bi-annual basis. All students are issued with an Em-care Pty Ltd evaluation form and an AQTF form, at the end of each course as we value all feedback either positive or negative. All information received is logged into our register.

We maintain a continuous improvement register and all evaluation information is logged and reviewed by the Director and RTO manager. This information is then disseminated back to trainer assessors for ways to improve or rectify the issue/s raised.

Students are also contacted for feedback by the RTO manager. Any issues or concerns are addressed with the Director. Feedback will be provided to the student upon their request.

EmCare Pty Ltd – Appeals & Complaints Policy & Form

Access to Em-Care Policies & Procedures

All students can access or view our full suite of policies and procedures by contacting Em-Care Pty Ltd directly.

How to contact us:

Em-Care Pty Ltd
PO Box 307
Carina Qld 4152

Mobiles:

John Clinton – 0418 194 262
Evelyn Clinton - 0418 747 009

Email: admin@emcaretraining.com.au

Web: www.emcaretraining.com.au

Appendix A Complaints Policy & Form

Em-care Workplace Training - **Appeals & Complaints Policy** is designed to determine guidelines for all parties involved and allow the ability to resolve appeals and complaints fairly and quickly, using conciliation or mediation to bring about a solution in the best interest of the student and Em-care Workplace Training.

The policy is designed to promote clear, honest and open communication and to provide a timely and effective method for Em-care Directors, Staff, Contractors, students and clients to express their concerns and or make a formal complaint.

If at any time during your course you are dissatisfied with the training and assessment provided by Em-care and their trainers, you are encouraged to lodge an appeal or make a complaint. The complaint and appeal must be made in writing and signed by the person making the complaint. Em-care will endeavour to process the appeal and or complaint within 14 days of the date it is received by Em-care.

The address for the appeal or complaint is PO Box 307 Carina Qld 4152 or via email to: admin@emcaretraining.com.au . Emails go directly to the Directors. Confidentiality and privacy of all records is assured.

All complaints must be discussed with your trainer assessor if appropriate. If you are not satisfied or not wishing to address the complaint with the trainer assessor directly, then you must contact Em-care immediately. The contact details for Em-care directors are listed in your Student Resource Booklet.

Issues can also be raised by completing the Student Evaluation Form which will be given to you at the end of the course or at any time when requested from your trainer assessor. All evaluation forms are reviewed by the directors at the end of each course or sooner if one is provided to us.

Any complaint or appeal lodged cannot be resolved via Em-care processes, Em-care will inform the student of their rights to progress the complaint or appeal through the appropriate legal avenues:

- Training Ombudsman Queensland: 1300 306 699 or www.ombudsman.qld.gov.au
- Office of Fair Trading: 13 QGOV (13 74 68) or www.fairtrading.qld.gov.au
- RTO Registration Details: www.training.gov.au
- Australian Skills Quality Authority: 1300 701 801

Students who feel discontent in relation to any service, training or assessment provided by Em-care or their contractors, including appealing an academic result from a course they have attended has the right to make and or lodge a formal complaint. In order to process the appeal or complaint the issue must be raised in writing.

Em-Care Pty Ltd – Appeals & Complaints Form

Please provide all relevant information pertaining to the complaint or appeal. All information provided is kept private and confidential. Details for lodgement of form as listed in the Policy attached:

This form must be completed and signed prior to any review being undertaken.

Name:	
Address:	
Course details: <ul style="list-style-type: none">• Date• Course Name• Venue/Site	<div></div> <div></div> <div></div>
Trainer Assessors name:	
Appeal details:	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
Complaint Details:	<div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div>
Other parties involved: (If applicable)	

Appendix B Download your USI Transcript

HANDY TIPS

You will only be able to login to your USI account if you have set your password

If you haven't, then you will need first activate your account, by clicking on the 'Student Login' button, agree to the terms and conditions and then click on the 'Activate your Account here' link (located beneath the Login box) and follow the prompts to set your password and security check questions.

How to view and download my USI Transcript?

Go to www.usi.gov.au

If you haven't logged into your USI account for a while, you may be asked to update or confirm your details before you can continue

Scroll to the bottom of the screen to select either 'confirm' or 'update' to continue

Select 'Student Login'

Agree to Terms and Conditions and Login

Select 'View Transcript'

Read transcript information and if you agree, select the tick boxes and select 'Next'

Your USI Transcript will include the following details:

Your full name

All your nationally recognised VET training since January 2015

The name of all units of competency in which you enrolled and your outcome, for example whether the competency was achieved or not;

the Training Organisations that delivered the units;

the date the units were commenced and completed; and

an indication of the source of funding, whether you paid for your own training, or received training that was subsidised by the government.

Select 'Download Transcript' and choose to open or save the pdf

MORE HANDY TIPS

You can use most mobile devices to view your USI Transcript

Your USI Transcript won't show training before 2015

You can choose to set permission for your Training Organisation to view your transcript from within your USI account to assist them to manage your training

Your USI transcript does not replace the statement of attainment you received from your Training Organisation

If you are having trouble logging in to the USI system, be sure to check for notices on the website or student portal. The system could temporarily be unavailable for maintenance purposes.

Your transcript may be a useful backup for when the original documentation for training after 2015 is lost or where you cannot get a copy from your Training Organisation, because it is no longer operating

If your USI was created for you by your Training Organisation, you will need to activate your USI before proceeding.

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Doc No	Document Name	Version	Date	Doc Owner
TRM-01	Student Information Handbook	Ver 3	15.11.2019	Evelyn Clinton