

STUDENT HANDBOOK



Welcome to IT FUTURES

This Handbook is designed to assist new students in familiarising themselves with our policies and procedures, expectations of acceptable performance, behaviour and conduct. It also serves as a refresher for existing students studying at It Futures.

We care about you, our student, and are committed to motivating, developing and challenging you to achieve your technical and professional learning goals.

We look forward to developing and maintaining a constructive working relationship with you based on mutual respect, accountability and trust.

Regards,

**James Keath
General Manager**

1. Policies and Procedures

Students will be required to sign an acknowledgment found at the end of this document to confirm that they have read and understood IT Futures policies and procedures.

In addition to this handbook, students agree to adhere to all of the requirements set out in their contract.

2. Contact Hours

The IT Futures Training Centre operates seven days per week.

Our office operating hours are 9 am to 5 pm, Monday to Friday. Office staff can be contacted during these hours. After hours calls and emails will be attended to on the next working day or within 48 hours of contact.

In the case of an emergency or for urgent after hours queries only, the Operations Manager can be contacted on 0449 738 016.

3. Attendance

Students are expected to arrive at least ten minutes prior to scheduled classes and appointments. If students anticipate they may be late then they need to contact IT Futures staff as soon as possible and before the class or appointment commences.

Without a reasonable excuse being provided, late arrivals of more than fifteen minutes will not be permitted to join the class, and meetings will automatically be cancelled and rescheduled at the discretion of IT Futures.

4. Notification of Non-Attendance (unplanned)

If you are not able to attend class or appointments due to illness or any other 'unplanned' reason (compassionate or bereavement), you are required to phone the Operations Manager a minimum of twelve hours prior to the commencement time, where practical.

You are personally responsible for speaking to the Operations Manager. Please do not have a friend or relative phone on your behalf. Text messaging or email is not an acceptable form of notification.

5. Dress Standards

Students are expected to treat their time at IT Futures as if they are in a functioning business environment; therefore, standards of dress will apply.

While common sense should be exercised with regards to appropriate attire, the following is a list of unacceptable attire:

- Hats
- Athletic, sports and gym wear
- Beach wear
- Evening wear
- See-through clothing where skin is visible
- Midriff length tops
- Off-the-shoulder tops
- Thin-strapped singlet tops, tube tops and halter tops
- Cut-off jeans
- Thongs of any kind
- Slippers
- Platform shoes

6. Property of IT Futures

Students must not remove any property belonging to IT Futures from its or any other premises it manages without the expressed consent of the General Manager. If you are authorised to remove property then you must ensure that the property is maintained in good, working condition and returned the same by demand or within 48 hours following termination of contract.

The property of IT Futures must not be loaned to a third party.

Any student of IT Futures who is found guilty of the theft of our property will have their enrollment terminated without notice and the matter will be referred to the Police.

IT Futures reserves the right to invoice students for the cost of replacing or repairing property that is evidenced to be damaged deliberately.

7. Personal and Property Searches

IT Futures may from time to time, in response to a legitimate concern or allegation received related to unlawful acts (i.e. theft), request to search your belongings, baggage, locker or vehicle in the presence of a witness. Failure to consent to this request will be viewed as serious misconduct in and of itself and may result in IT Futures contacting relevant authorities to conduct the search on its behalf.

8. Lost Property

IT Futures cannot assume responsibility for personal belongings which are lost or damaged at

our premises. Students are advised to bring minimal and only necessary personal belongings on site with them. Any lost personal items must be reported to the Operations Manager.

9. Immediate termination of Contract due to Serious Misconduct

Serious misconduct is when a student of IT Futures:

- causes serious and imminent risk to the health and safety of another person or to the reputation or profits of the IT Futures business or
- Deliberately behaves in a way that is inconsistent with continuing their enrollment.

Examples of serious misconduct include (but are not limited to) theft, fraud, assault and refusing to carry out a lawful and reasonable instruction. Serious misconduct that involves breaking the law will be reported to the police.

10. Harassment, Bullying and Victimisation

IT Futures is committed to providing a supportive and productive workplace that values diversity, equitable access to employment opportunities and one that is free from discrimination, harassment, bullying and victimisation.

IT Futures will:

- Ensure that its policies, procedures and practices do not discriminate against individuals, and that they protect them from any form of harassment and bullying in the workplace.
- Provide a process for the resolution of grievances and issues in the workplace.
- Ensure all complaints are treated in a sensitive, fair, timely and confidential manner.
- Promote appropriate standards of conduct at all times.
- Ensure that all staff and students have an awareness of the principles of EEO and diversity, as well as issues of harassment and bullying through ongoing training and education.
- Regularly provide information, advice and support on EEO related matters.

All students are required to:

- Follow the standards of behavior outlined in this handbook.
- Avoid gossip and respect the confidentiality of complaint resolution procedures.
- Treat everyone with dignity, courtesy and respect.

Discrimination

Discrimination occurs when a person is treated unfairly or unfavourably in the workplace and is given an unreasonable disadvantage:

- Based on their race, colour, descent, national or ethnic origin, as defined under the Racial Discrimination Act.
- Based on their sex, marital status, pregnancy as defined under the Sex Discrimination Act.
- Based on having a disability as defined under the Disability Discrimination Act.
- Based on their age as defined under the Age Discrimination Act.
- Because the actions and behaviours of others incite hatred and violence under the Racial and Religious Tolerance Act.

Other legislation that protects individuals includes:

- The Victorian OHS Act, including Brodie's Law
- The Human Rights and Equal Opportunity Act (Australia)

Direct Discrimination

Direct discrimination occurs if a person treats, or proposes to treat, another person with a protected attribute unfavorably because of that attribute.

Indirect Discrimination

Indirect discrimination occurs when a person imposes, or proposes to impose, a requirement, condition or practice that has, or is likely to have, the effect of disadvantaging people with a protected attribute and that is not reasonable.

Under the Equal Opportunity Act Victoria (2010), it is unlawful to discriminate against an individual because of their actual or assumed:

- Age
- Breastfeeding
- Carer status
- Disability or impairment
- Employment activity
- Gender identity
- Industrial activity
- Lawful sexual activity
- Marital status
- Parental status
- Physical features
- Political belief or activity
- Pregnancy
- Race
- Religious beliefs or activity
- Sex
- Sexual orientation

- **Personal association with someone who has, or is assumed to have, one of these personal characteristics.**

Harassment

Harassment is an unwelcome advance, request or any conduct that makes an individual feel offended, humiliated and/or intimidated. Harassment will not be tolerated and all allegations will be promptly, thoroughly and impartially investigated and appropriate action taken.

Legitimate comment and advice on the study or work performance or work related behaviour of an individual or group does not in itself constitute harassment.

Sexual Harassment

Sexual harassment is any unwanted, unwelcome or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended. A single incident can constitute sexual harassment. Even if the victim does not express their hurt or disgust to the offender at the time, it does not mean they consented to the behaviour.

Sexual harassment can take many different forms and may include physical contact, verbal comments, jokes, propositions, the display of offensive material and other behaviour that creates a sexually hostile working environment.

Sexual harassment is not behaviour that is based on mutual attraction, friendship and respect. Interactions that are consensual, welcome and reciprocated are not forms of sexual harassment.

Prevention of Bullying

IT Futures is a bullying-free workplace. Bullying is not an acceptable part of our work culture and values.

Bullying is repeated, unreasonable behaviour directed toward an individual or group of individuals that creates a risk to health and safety. Examples of behaviour that could be considered bullying include: verbal abuse, cyber bullying, and threats, humiliating someone through sarcasm or insults and intimidation.

Bullying can harm a person's health and well being. Anyone who experiences or witnesses bullying should report it. When bullying is reported, it will be investigated in accordance with relevant grievance procedures. Where necessary, a formal investigation will be undertaken and disciplinary action may result.

Brodie's Law

Under Brodie's Law serious bullying may also include conduct or behaviour that is intended, or could reasonably be expected, to cause the victim of the bullying to engage in suicidal thoughts or thoughts or actions that involve self-harm. Serious bullying is categorised as a criminal offence and is punishable by up to ten years jail.

Racial and religious vilification

Vilification is behaviour that encourages others to hate, disrespect, or abuse a person or group of people because of their actual or assumed race or religion.

It is against the law to give permission or to help someone to vilify others, for example by publishing or distributing information about them.

Some behaviour may not be vilification if it is reasonable, done in good faith or in public interest, such as publishing research about racist views or behaviours. Some comments or jokes about a person's race or religion may not be vilification if it does not meet the above criteria, but they could still be discriminatory.

No Disadvantage or Victimisation

Students will not be disadvantaged in their study opportunities as a result of making a complaint.

Victimisation means subjecting a person to some form of detriment because he or she has:

- Lodged a complaint of discrimination, bullying or sexual harassment.
- Reasonably asserted their rights, or supported someone else's rights, under anti-discrimination laws.
- Made an allegation that a person has acted unlawfully under anti-discrimination laws.
- Reported serious bullying to the Police.

Issue Resolution

IT Futures advises its students to discuss and/or put in writing their concerns to the Operations Manager. It is acceptable and encouraged to do so after the first instance of the issue occurring and to name or describe the offender (if comfortable to do so). Depending on the nature and severity of the complaint, internal or external mediation may be an appropriate option to resolve the matter.

The Operations Manager will be responsible for offering other support and advisory services to assist the employee or employee during difficult times.

Breaches of the Policy

Breaches of this policy will not be tolerated and may result in disciplinary action.

11. Non Smoking Policy

IT Futures is committed to providing a smoke-free environment for its employees, staff and visitors at our workplaces.

Smoking is not permitted inside any enclosed spaces or internal areas at our workplace or any area stipulated as 'nonsmoking' in accordance with legislative requirements.

Staff and students shall not smoke in the presence or view of the public and are permitted to smoke only on designated breaks.

Students shall be responsible for the disposal of litter associated with smoking.

12. Resolving Grievances

It is expected that before initiating formal grievance procedures, students will generally try to resolve concerns and issues directly with the person or persons concerned, wherever possible. Honest and open communication can often lead to the resolution of workplace concerns before they become formal grievances. If this initial approach is unsuccessful, not possible or inappropriate the complainant should proceed to raise the issue with the management team of IT Futures.

The student can raise the grievance verbally or in writing to the management of IT Futures and clearly identify:

- What the issue is
- Who is involved
- What is the desired outcome.

Generally, the Operations Manager will assess the grievance and seek to resolve the matter in consultation with the Career Advisor. After assessing the grievance, the Operations Manager may choose to conduct an investigation into the matter. This investigation is to ensure procedural fairness for all parties. The Operation Manager's investigation into a grievance may include the following:

- informing the person(s) who is the subject of the grievance of its nature and providing them with an opportunity to respond.
- Informing the parties that any information obtained in the conduct of the review is confidential.
- taking and keeping accurate notes of all meetings.
- interviewing people who can help to ascertain the facts and ensuring their confidentiality.
- obtaining relevant documentation.

- providing copies of relevant policies and procedures.
- identifying options for the resolution of the matter and discussing these with those involved.
- proposing a resolution, where appropriate, with input from the complainant and respondent and implement or facilitate the implementation of the resolution. (This may not be an option for more serious grievances including unlawful behaviour).

The students involved may have a nominated support person present at the meetings.

The Operations Manager shall keep all parties informed of the progress of the matter and monitor the situation during and after the resolution process. The Operations Manager shall advise all students involved in writing of the outcome.

13. Alcohol and Drug possession or use onsite

IT Futures is committed to promoting and maintaining a workplace that is alcohol and illegal drugs free. Students must never attend IT Futures under the influence of or consume alcohol or other illicit drugs during work time, including travel to and from the site, onsite and during breaks.

IT Futures acknowledges that its students may require, be prescribed or use over the counter legal sedatives, opiate analgesics, antihistamines and inhalants. Students must advise IT Futures prior to commencing training or participation in the placement if they are using any of the above legal substances that may adversely affect their ability to perform tasks safely, and if requested provide a document prepared by a medical practitioner confirming their ability to do so.

Reasonable alcohol consumption at work related events

Alcohol may be consumed at IT Futures events; however, students must be of legal drinking age if they wish to consume alcohol and are expected to conduct themselves responsibly. It is the responsibility of the student to arrange safe transportation to their place of residence after the event and ensure they do not drive.

Disciplinary Measures

Breaches of this policy will be thoroughly investigated and may result in disciplinary action, including termination of the contract. Such measures will take into consideration the nature and severity of the non-compliance, risks to health and safety, whether the incident is a one off or long-term issue.

14. Use of FREE Wi-Fi

Students will be provided with login and password information to access free wi-fi during their time at IT Futures.

It is expected that the wi-fi is accessed predominantly for study purposes and that personal use is limited.

Students must not use the Wi-Fi to:

- Create or exchange messages that are offensive, harassing, obscene or threatening.
- Visit web sites containing objectionable (including pornographic) or criminal material.
- Exchange any confidential or sensitive information held by IT Futures.
- Create, store or exchange information in violation of copyright laws (including the uploading or downloading of commercial software, games, music or movies).
- Use internet-enabled activities such as gambling, gaming, conducting a business or conducting illegal activities.
- Create or exchange advertisements, solicitations, chain letters and other unsolicited or bulk email.

Under no circumstances is the wi-fi detail to be forwarded to a third party that is not connected to IT Futures.

Students found to be in breach of this policy will be subject to disciplinary action, which could include the termination of their enrollment.

15. Mobile Phones

Personal calls, SMS or web browsing must not be made or received during training or placement, unless in the case of an emergency.

Missed calls from the staff of IT Futures should be responded to in a timely manner, immediately (if requested) or at least within twenty-four hours.

16. Social Media

At IT Futures, we understand that social media is part of our everyday lives and that it is a valuable tool to use to connect with others personally and professionally. However, sometimes the line between our personal and work lives can become blurred.

We support students that choose to use social media privately; however, you need to be mindful that any content you publish is always publically available, even on personal accounts and essentially lasts forever. Your anonymity is never guaranteed and how it is replicated, shared or posted is beyond your control.

As such, you should ensure:

- Your posts, comments, messages and pictures are not obscene, defamatory, incite violence or disruption, threatening, harassing, discriminatory or hateful to or about IT

Futures, its management, other students, clients or about another person associated with our business.

- You do not post inappropriate photos of IT Futures training sessions or functions, without consent.
- You do not create a Facebook page or group to protest about the operations or decisions made by the management of IT Futures.
- You do not provide comments to journalists or related third parties that may publish information about the operations of IT Futures Students, unless expressly authorised.

17. Offering Gifts

Students must not offer any gift (money, a voucher or a product, to name a few) to any staff, trainers or students of IT Futures, unless the gift is a token gift of appreciation up to the value of \$50. For example, a box of chocolates or similar for a special occasion. Any token gifts must be reported to the Operations Manager.

18. Unauthorised attendance at IT Futures on a non-training day

Students are not permitted to access or enter/re-enter the premises of IT Futures when they are not attending training, unless they have a pre-arranged appointment with the staff or trainers of IT Futures or for any other reason authorised by the Operations Manager.

19. Friendship with Staff, Trainer and Students of IT Futures

IT Futures acknowledges that students, in the course of their involvement in the learning program, are likely to form a very good rapport with the management, staff, trainers and other students.

Even so, friendships that students may form with such individuals is discouraged. This is because as a training provider we need to always act in the best interests of our students and to avoid any chance of forming conflicting dual relationships. Therefore, we need to keep professional boundaries clear and intact.

Guidelines for these boundaries include, but are not limited to, the following:

- Do not allow your friendships with other students to cloud your performance.
- Do not overshare personal information, and avoid giving out contact details such as your home address, to people you meet as a student at IT Futures.
- Respect that the time you spend with management, staff, trainers and other students should be confined to your professional IT Futures activities.

20. Media Policy

Students may be photographed or videoed during the course of their contract, including at



events, for documentation or promotional purposes. The images and recordings may be used in online or print publications. Students will be advised of the intended use for organised and random photo opportunities and must verbally confirm their acceptance or request that their image is not to be published.

Acknowledgment of Understanding

I acknowledge that I have read and understood the contents of the Student Handbook.

I agree to adhere to all of the IT Futures Policies and Procedures as well as any future Policies and Procedures implemented during the course of my contract. I also agree that non-compliance with the terms and conditions of the Student Handbook and associated contract may result in disciplinary action and/or termination of the contract.

Student's Name

Student's Signature

Date: _____