



JOHN HENRY
INSTITUTE

RTO: 7054



Student Handbook

Training. Your Way.

Contents

- 03 Acknowledgement
- 04 Welcome
- 05 Vision and Mission
- 06 Quality Training
- 07 Courses and Qualifications
- 09 Policies
- 10 Smart and Skilled
- 11 Code of Conduct
- 13 Enrolment
- 16 Credit Transfer
- 17 Recognition of Prior Learning (RPL)
- 18 Assessment
- 18 Attendance
- 19 Disability Support
- 20 Reasonable Adjustment
- 21 Work Health and Safety (WHS)
- 24 Harassment and Discrimination



Acknowledgment

"We acknowledge the traditional owners of country throughout Australia, especially the NSW mid north coast and the Birpai Nation on whose traditional land our Port Macquarie central office is located.

We acknowledge their continuing connections to land, sea and community. We pay our respects to them and their cultures, and to the elders both past and present.

We look forward to deepening collaborative relationships built on hope and respect and sharing in a positive future"

Welcome

Thank you for choosing the John Henry Institute (JHI) as your learning partner. We are a Service Area within St. Agnes' Parish and a delivery site for the Lismore Diocese Registered Training Organisation (RTO 7054.) JHI and our partner organisations, provide training in nationally recognised qualifications through our accredited training programs.

JHI is committed to offering a wide range of training options and innovative delivery practices.



Through our partnerships with other learning providers, local businesses and industry representatives, JHI identifies learning and development opportunities that are relevant to real workplaces and lead to real job opportunities. JHI is also committed to the student, both in terms of successful completion of the course and also as a human being pursuing a life where they realise their fullest potential. We see learning as a lifelong endeavour and want to ensure that our students are well equipped and confident for their journey.

Everything we do reflects a commitment to excellence in education. Here are some of the practical ways we do this:

- 🕒 Our course offerings reflect the needs of industry and are reviewed by industry representatives to ensure they cover content which is relevant to the modern practices of the workplace. This means graduating students have a greater chance of securing employment in their chosen field.
- 🕒 Our trainers have recent and extensive industry experience. We aren't just teaching something from a textbook that we've never tried, and students get the benefit from our experience.
- 🕒 We are serious about education. Our content is reviewed by teachers and educational experts to ensure that our pedagogy reflects the learning needs of our students and the industries we represent.
- 🕒 We pursue the latest educational practice and use of information and technology, without losing grasp of what has always worked and is proven true.
- 🕒 We are serious about caring for our students. We mentor, coach and care for our students and have pastoral care practices embedded in our business. As a business, we have grown out of a contemporary learning based model and whilst our students have diverse needs, our heart is still to see them prosper and succeed.
- 🕒 We pursue excellence for ourselves and seek to learn and grow as an organisation and as individuals. We are also on the journey of lifelong learning and promote training within our organisation, which keeps us connected with the experience of being a student.

So wherever you are in life, education, career or ambition, I invite you to give yourself the best chance to succeed. I invite you to engage with JHI to help you find and reach your potential. I invite you to pursue excellence.

Natasha Murphy
JHI Manager

Our Vision

To help people see their value and their potential, so that they engage, participate and lead rewarding lives, benefiting themselves, their families and their community.

Our Mission

- ✓ JHI will assist in helping individuals access their potential, achieve their career objectives, inoculate disadvantage and build confidence in their future.
- ✓ JHI will work with industries and employers to improve their businesses, care for and invest in their staff, increase their customer base and potential returns.
- ✓ JHI will challenge the status quo in some areas of the training market and promote innovation and invigoration of service offerings and service delivery.
- ✓ For the region, JHI will stimulate economic activity, motivate employment growth and improve services availability and quality within the region.
- ✓ JHI will pursue new ventures to address market gaps and increase employment opportunities.
- ✓ JHI will inspire the community to aspire for better educational, employment and personal outcomes and advocate for generation change.

“It will cost you nothing to dream and everything not to...”

-Zig Ziglar

Quality Training

As a delivery site for a RTO, JHI meets rigorous quality standards and is registered with the Australian Quality Skills Authority (ASQA). The standards are outlined in the Standards for NVR Registered Training Organisations 2015.

This means that:

- 🕒 The qualifications you receive will be recognised by other RTOs.
- 🕒 Your learning facilitators are experts in their field and have industry qualifications and experience.
- 🕒 We are committed to quality course delivery and ongoing improvement. You will be encouraged to give feed- back on your course through surveys and discussions.

We support student learning by providing:

- 🕒 Links with industry to ensure training meets industry standards.
- 🕒 Learning resources and facilities to enable you to develop course competencies.
- 🕒 Specialist staff to assist with literacy, language and numeracy skills.
- 🕒 Specialist support staff, facilities and learning materials for students with disabilities.
- 🕒 Specialist support staff for Aboriginal and Torres Strait Islander students and students from non-English speaking backgrounds.

Please talk to us if you need assistance or further information on the above.



Courses and Qualifications

JHI use a range of delivery methods to make sure you can learn the way that suits you, with on demand, flexible and relevant training.

JHI delivers practical, work-ready courses. Delivery methods can include on-site at JHI or in your workplace, on the job, online and/or using a combination that suits the type of career areas you are studying.

✓ **Face-to-face**

On campus learning in the classroom with industry experienced teachers allows you to learn in an interactive, supported classroom environment with state-of-the-art facilities.

✓ **Online**

Online programs in a range of career areas offer you the flexibility to study where you want and when you want.

✓ **On the job**

Study in your workplace and receive practical training delivered on-the-job. Our industry specialist teachers will assess your skills at regular intervals. This is common for apprentices and trainees and may be combined with face-to-face classroom learning.

✓ **Full-time**

If you study full-time you will be in the classroom between ten to eighteen hours per week as approved by Centrelink. The actual number of days and hours you will need to attend class varies depending on the units you take.

✓ **Part-time**

If you study part-time you will be in the classroom for two to three hours per week per unit. The actual number of days and hours you will need to attend class varies depending on the units you take.

✓ **Flexible/Blended**

Flexible study options are available for some courses and may include a combination of classroom and on the job workplace training. Other flexible options may include online components, evening classes or courses delivered in blocks.

The courses and qualifications that are currently being offered by JHI under the NSW Government's Smart and Skilled Program can be found on our website. All courses listed on our scope of registration are nationally recognised and comply with Australian Quality Training Framework State and Federal regulatory body requirements.

The training you will undertake in these courses:

- ✓ Is based on national training packages that are designed to meet industry training needs.
- ✓ Leads to the achievement of nationally recognised qualifications within the Australian Qualifications Framework (AQF).
- ✓ Provides opportunities for practical, work-based learning that will assist you in developing the knowledge and skills you need for further work and study.

To achieve the qualification you are undertaking you must successfully complete all course requirements and assessments. If you have not achieved all of the competencies, you will receive a Statement of Attainment towards the qualification.

Apprenticeships and Traineeships combine work-based training with an employer and formal training from a training provider. They are established under training contracts between the employer and the apprentice or trainee and are regulated by government. They are a great way to be paid for work while you learn and earn a qualification. All NSW apprentices and most new-entrant trainees are eligible for a government subsidy under Smart and Skilled for the qualification that supports their apprenticeship or traineeship.

Apprentices, eligible new-entrant trainees and their employers can choose an approved Smart and Skilled training provider that best meets their needs. Their choice of training provider does not affect the fee that is paid. The fee they pay is the same regardless of which approved Smart and Skilled training provider they choose.

Rather than paying yearly or by semester, apprentices and trainees under Smart and Skilled pay a fee for the qualification. They may still pay in instalments over a number of years, but the fee is an amount for the qualification, fixed at the time the apprentice or trainee commences.

Policies

The following policies can be located on JHI's website – www.johnhenryinstitute.edu.au.

It is a condition of your enrolment that you read and understand these policies. Should you have any questions or concerns, please contact either the Student Enrolment Officer or your Trainer to discuss.

If you would like a hard copy of JHI's policies please contact us by email at info@jhi.edu.au or by phone on 02 6583 2321.

- Code of Conduct
- Consumer Protection Policy
- Fee and Refund Policy
- Grievance Policy
- Privacy Policy
- Student Acceptable Use Agreement
- Reasonable Adjustment in Assessment Policy and Procedures
- Credit and Recognition of Prior Learning (RPL) Policy and Procedures

Smart and Skilled

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. It is helping people in NSW get the skills they need to find a job and advance their careers.

Smart and Skilled provides eligible students with:

- ✓ an entitlement to government-subsidised training up to and including Certificate III
- ✓ government funding for higher-level courses (Certificate IV and above) in targeted priority areas

You are eligible for Smart and Skilled funding if you are:

- ✓ 15 years old or over, and
- ✓ No longer at school, and
- ✓ Living or working in NSW (or an Aboriginal or Torres Strait Islander person living in specific NSW border areas), and
- ✓ An Australian citizen, Australian permanent resident, Australian permanent humanitarian visa holder or new Zealand citizen
- ✓ Or are a NSW apprentice or trainee

More information can be found at the:

- ✓ Smart and Skilled website: <https://smartandskilled.nsw.gov.au/are-you-eligible>, or
- ✓ Contact JHI to discuss your eligibility



Code of Conduct

When you sign your enrolment form and pay your student fees (including online enrolment), you make an agreement with JHI that you follow JHI's policies and procedures.

The Code of Conduct outlines your rights and responsibilities as an enrolled student:

Students' rights

Students at the John Henry Institute have a right to:

- Learn in a safe, secure and clean environment.
- Be treated fairly and equitably and with respect by other students and staff.
- Learn in an environment free of discrimination, harassment, bullying or victimisation.
- Receive encouragement and support during the course of their training.
- Have their personal information and privacy protected.
- Have the results of their progress stored securely and maintained accurately.
- Be able to access their personal student records on request.
- Obtain information about assessments and the assessment process in advance of an assessment.
- Receive adequate comment from trainer/assessors about their performance in class and after an assessment, and about their progress in the course.
- Appeal any assessment decision and ask for it to be reviewed.
- Make a complaint by using the proper procedure and have it treated confidentially and dealt with fairly and quickly.
- Have the right to appeal against any decision made in relation to a complaint they make.
- Discuss their concerns or problems confidentially with staff.

Students' responsibilities

Students are also required to:

- Be courteous and polite to, and respectful of, each other and staff.
- Cooperate with each other and staff.
- Take all steps to improve teamwork and interpersonal communication.
- Adhere to all health and safety requirements at all times (whether written or spoken).
- Behave in an appropriate and acceptable way and not do anything that may cause anyone else offence or embarrassment (This includes not swearing or using offensive language; not using threatening or abusive language; and not harassing, bullying or victimising anyone.).
- Not do anything that disrupts a class or the learning of other students.
- Attempt to resolve any conflicts or misunderstandings immediately as they arise.
- Be punctual, regular and committed, and take responsibility and ownership for their own learning and their own actions.
- Sign any attendance registers as required.

- Maintain satisfactory course progress.
- Provide accurate information about themselves and promptly inform JHI of any change in their details.
- Pay relevant fees when they are due.
- Not smoke, consume alcohol or drugs on JHI premises; not enter the institute or any other facilities under the influence of alcohol or illegal drugs; not bring alcohol, illegal drugs or weapons to the institute.
- Not use mobile phones or paging devices in class or in any assessment situation.
- Prepare adequately for assessment, submit assessment tasks (such as assignments) by the due date, and ask for an extension of time if exceptional circumstances require it.
- Not engage in plagiarism or cheating of any kind.
- Dress suitably at all times.
- Not steal, damage, or misuse any JHI equipment or resources or anyone else's property.

As an RTO, JHI have the responsibility to:

- Support all students in learning, studying, and developing skills in a safe and healthy educational and social environment.
- Do our best to make sure that our students can complete their course in ways that are convenient to them.
- Make changes to course delivery, timetable and location only if it is in the best interests of all our students or if the advantages of the changes will outweigh any inconveniences (avoiding casual changes to the running of a course or its time, date, fees, or location).
- Advise students of changes to fees, course delivery, timetable and location and of any alternative arrangements available to them.
- Protect the welfare of children and other vulnerable people who may come into contact with our students in the context of workplace components of a course, visits to industry and simulated workplace settings.
- Ask students (where applicable) to sign a statutory declaration in relation to their history of violent or abusive behaviour or dealing with vulnerable people, and offer the services of a Counsellor should a student request it in relation to making this declaration.

As an RTO, JHI have a right to:

- Choose to run any course or withdraw it, and where necessary hold a course at a location other than that advertised.
- Alter the fees, times or dates for the whole or any part of a course as needed.
- Not necessarily guarantee that students will be able to complete their course at the location where they first enrolled, at the times or on the days they were first offered and/or in the manner they were first offered; for example, by class attendance or external studies.

Enrolment

The enrolment process

The enrolment process may vary depending on the type of qualification you intend to study.

To enrol in your chosen course with JHI you will be required to complete an enrolment form or you can enrol online through our website – www.johnhenryinstitute.edu.au. To request a copy of our enrolment form please email info@jhi.edu.au.

Information on the fees and charges relating to your proposed course of study will be advised upon enrolment and after all required documentation has been provided to JHI, e.g. Centrelink documentation, proof of identity etc where required. Please refer to JHI's Fee and Refund Policy for further information on withdrawal, transfer, deferment and refunds.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to guide you through the course. Note that enrolment is not confirmed until fees have been paid as agreed.

Please contact JHI to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience.
- Previous completion of another qualification that is specified as a prerequisite for a course.
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role.
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced.
- Access to a computer that has appropriate software and capacity to access learning and assessment materials.
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection).
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade.

When you enrol you will be asked for a number of things:

- ✓ Personal details – for example, information about where you were born, your main language, your study history, your reason for study, your identity etc.

The Australian Skills Quality Authority (ASQA) is entitled to collect this information for the purpose of auditing participation and monitoring and reporting training outcomes. The information may also be used by the National Centre for Vocational Education Research (NCVER).

- ✓ Proof of Identity e.g. Driver's Licence or Medicare Card.

- ✓ Proof of Concession e.g. Centrelink Income Statement or a current concession card showing CRN
- ✓ To sign a declaration stating that:
 - You have read and understand the *JHI Privacy Policy*.
 - You have been provided appropriate and sufficient information to make an informed decision about your enrolment.
 - You understand and agree by the *JHI Code of Conduct*.
 - You have been issued with all the information on fees, how to pay for them, refunds, withdrawals, deferments and transfers.
 - That you have provided accurate information, including the number and type of qualifications you have completed in the past.

Notification of Enrolment

In some circumstances, JHI is required by the NSW Government to notify them when a student enrolls. You will need to give consent to JHI for use of your student information by signing or electronically accepting (ticking a box) a consent form which will be included with your enrolment documents.

Unique Student Identifier (USI)

From 1 January 2015 all students undertaking nationally recognised training delivered by a registered training organisation are required to have a Unique Student Identifier (USI). A USI gives students access to their online USI account that is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

For further information to create a USI or check your account please visit the USI website at www.usi.gov.au. You will be required to set access controls to allow the Department of Education and Communities and JHI the appropriate levels of access to your USI records. For further information, please refer to the USI Student Help Line.

John Henry Institute cannot not issue certification documentation to students without a USI.

Fee Information

JHI offers both Fee for Service and Government subsidised courses.

The fees payable vary, depending on your personal circumstances, your study history and the course you choose. If you choose a Government subsidised course, and are eligible for a subsidised place, you will pay a reduced fee (see Smart and Skilled).

There may also be some additional costs for items that will benefit your learning such as textbooks, personal protective equipment, and/or industry equipment.

For further information relating to fees please refer to JHI's *Fee and Refund policy* located on our website.

Credit Transfer

Credit Transfer is available when you have completed one or more units of competency with a nationally recognised Registered Training Organisation (RTO) and want to apply this towards one of our courses.

Credit transfers must be like for like, i.e. the unit codes must match exactly between the previously completed unit and the unit for which you are requesting credit for or its equivalent as listed on www.training.gov.au

To apply for credit transfer we will require a certified copy of your certificate, record of results (transcript) and/or statements of attainment which clearly lists the unit/s previously completed.

For further information on Credit Transfer please refer to JHI's *Credit and Recognition of Prior Learning (RPL) Policy and Procedures*.

“Such is the constitution of the human mind, that any kind of knowledge, if it be really such, is its own reward”

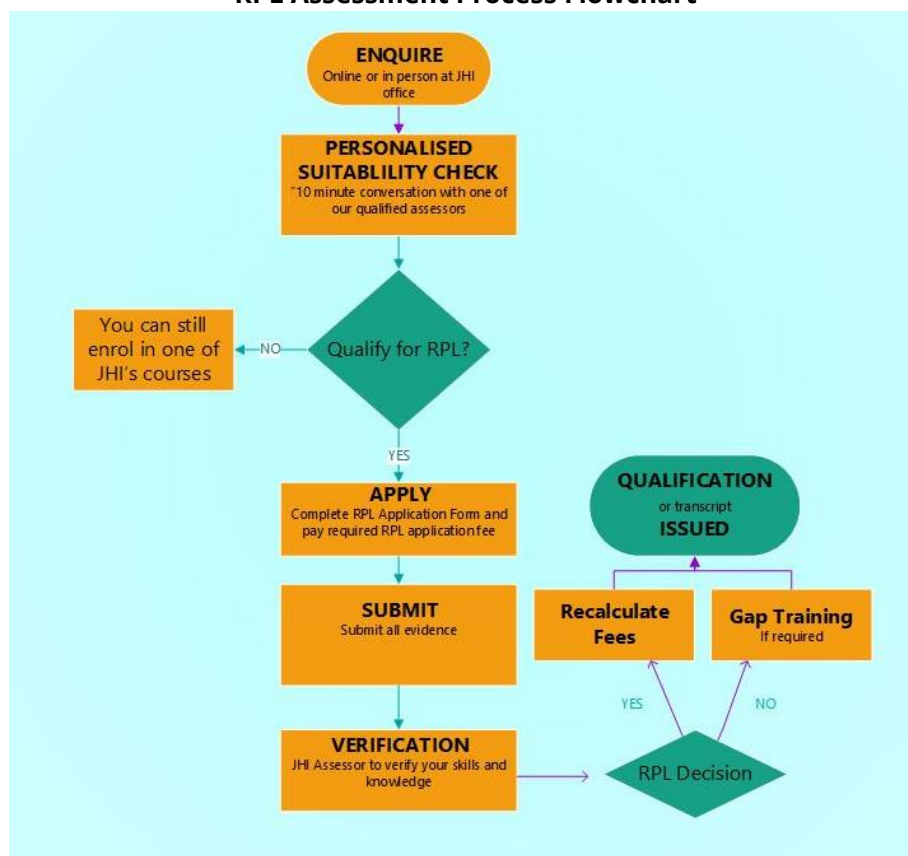
- Cardinal John Henry Newman

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- ✓ Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree)
- ✓ Non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business) and
- ✓ Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative)

RPL Assessment Process Flowchart



For further information on RPL and how to apply please refer to JHI's *Credit and Recognition of Prior Learning (RPL) Policy and Procedures* found on our website.

Assessment

Assessment is an important part of your learning and is required in order for you to gain a nationally recognised qualification or statement of attainment. It is generally progressive and involves more than one assessment item for each competency.

How will I be assessed?

You can be assessed at any time in your course. Your trainer will provide you with documents that detail how and when you will be assessed. All accredited courses are competency-based, which means your assessment is based on your ability to demonstrate your skills against the standards prescribed by industry in the training package. Your JHI trainer and assessor will gather assessment evidence using a variety of assessment tasks in a variety of contexts. Your results will be recorded as either competent or not yet competent. If you are judged as not yet competent you will be given other opportunities to be reassessed.

Resubmission

If you have completed the assessment task within the required assessment dates but are initially assessed as unsatisfactory, you may be entitled to re-sit or resubmit the assessment event. This only applies to initial attempts or submissions that are considered to be a genuine attempt by the student.

If your assessment is returned to you because it is incomplete you will have three (3) weeks from the date of notification of the original assessment result to resubmit your assessment for marking. Two (2) resits or resubmissions may be granted for each assessment event and will be subject to approval by your JHI trainer.

What is an assessment review?

If you disagree with the outcomes of an assessment you have the right to appeal. You must speak to your JHI trainer to ask for a review as soon as possible after receiving your result.

For further information on academic appeals, please refer to the *JHI Grievance policy*.

Attendance

As competencies in accredited courses are developed and assessed over time, regular attendance and participation is vital. If you are unable to attend a class, please let your trainer know as soon as you can.

For all accredited courses it is a requirement that you attend and actively participate in a certain number of course sessions. Your required attendance will be discussed with you at the commencement of your course.

Disability Support

JHI ensures that people with a disability have access, support and equal opportunities when studying with us. Services that may be offered to students include:

- In class support
- Tutorial support
- Assessment adjustments
- Modified learning materials
- Adaptive and assistive technology

If you would like to discuss your individual learning needs please discuss with your JHI trainer.

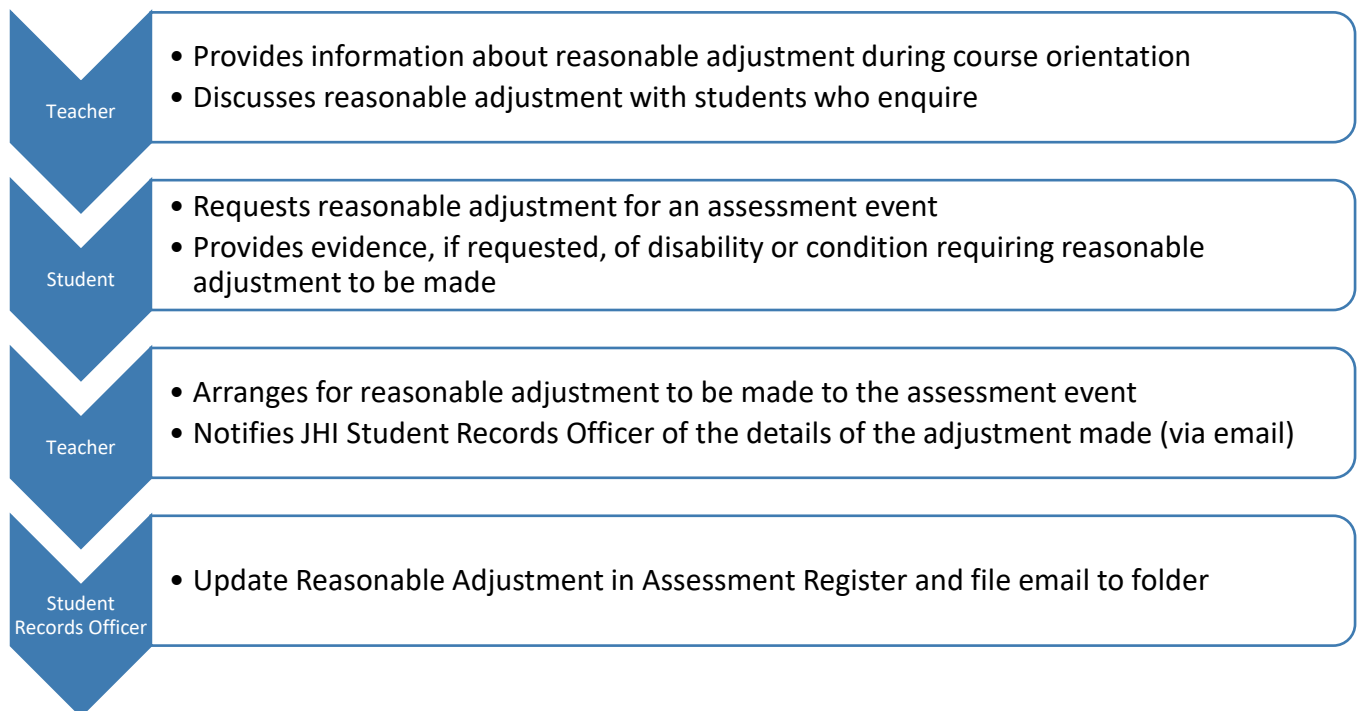


Reasonable Adjustment

If you have a disability you may be eligible for 'Reasonable Adjustment' during your study. The Disability Discrimination Act (DDA) through the Disability Standards for Education requires providers to take reasonable steps to enable the student with disability to participate in education on the same basis as a student without disability, and specifically to ensure that:

- Teaching materials are appropriate to the needs of the student
- Course learning activities are sufficiently flexible for the student to be able to participate.
- Study materials are available in an appropriate format for the student.
- Teaching strategies are adjusted to meet the learning needs of the student.
- Assessment procedures are adapted to enable the student to demonstrate the knowledge, skills or competencies being assessed.

1. Reasonable Adjustment Process Flowchart



For further information on reasonable adjustment, please refer to JHI's *Reasonable Adjustment in Assessment Policy and Procedures* located on our website.

Work, Health and Safety (WHS)

Overview

JHI has a duty of care to ensure the health, safety and welfare of all employees, students and visitors. When you enrol you will be told about any protective clothing and equipment you need for your course. In your first class orientation, you will be given information about what to do in an emergency or if you are injured and need first aid. In your course, you will learn about workplace health and safety (WHS) requirements relative to your industry area.

You are required by law to take reasonable care for your own health and safety and the health and safety of others in the workplace and while studying at any JHI location.

You must not interfere with or misuse anything provided for you in the interest of health and safety.

You should report any safety issues or concerns to your JHI trainer or JHI administration staff as soon as possible including situations where your level of distress is making you feel unsafe or you feel another student may need assistance due to their level of distress.

It is a compulsory requirement of some JHI courses that Personal Protective Clothing and Equipment (PPCE) must be worn for practical learning activities.

For further information on WHS please refer to the St Agnes' Parish *Work Health and safety Policy*.

Managing Risk and Harm

JHI is required by law to ensure the health and safety of students, staff and visitors on our premises. In order to meet these legal obligations, it is necessary for us to assess and manage any known risk of violent behaviour. If you have a history of violence that may suggest that you could pose a current risk of any type to JHI students, staff and/or visitors, it is a condition of your enrolment to advise the JHI Student Enrolment Officer, a JHI trainer, or the JHI Executive Manager prior to attending your first class.

For these purposes, 'violence' is not restricted to physical acts. It includes any behaviour that seriously interferes with the physical or psychological safety and well-being of others such as:

- Actual violence to any person.
- Actual violence to any person intended to cause harm or injury to others.
- Threats of violence or intimidation of others.
- Suspension or expulsion from any school or educational institution for violent or aggressive behaviour.

If you do not disclose this information upon enrolment, then you are in breach of this regulation and risk causing your enrolment to be invalid. JHI is committed to offering vocational education and training to the entire community. Following your advice of a potential risk, we will carry out an assessment of the current risk and, if necessary, provide you with support and a management plan. Only in exceptional circumstances will a risk assessment lead to exclusion from enrolment. It is our aim to provide an appropriate, safe environment to suit every students' needs and maximise your success in your studies.

Personal Protective Clothing and Equipment

In the interests of health and safety, and by law, you are required to observe standard safety practices, including wearing appropriate clothing and using Personal Protective Clothing and Equipment (PPCE) when required. This includes wearing of appropriate protective footwear as necessary. Access to workshops, commercial kitchens and other high risk areas will be denied if appropriate PPCE is not worn.

Child Protection

JHI has a Duty of Care to children and young people. The Children and Young Persons (Care and Protection) Act 1998 defines a 'child' as a person under the age of 16 years and a 'young person' is defined as 16-17 years of age.

JHI is obliged to:

- Have up-to-date knowledge of information and legislation regarding child protection,
- Comply with policies and procedures, and
- Ensure confidentiality and any exchange of information does not contravene legislative requirements.

A child or young person is at risk of significant harm if the circumstances that are causing concern for the safety, welfare or wellbeing are: a) present to a significant extent; b) sufficiently serious to warrant a response by a statutory authority irrespective of a family's consent; c) not minor or trivial; d) may reasonably be expected to produce a substantial and demonstrable adverse impact on their safety, welfare or wellbeing; e) may be a single act or omission or an accumulation of these.

Significant harm can include the following:

- Physical abuse
- Sexual abuse
- Psychological harm
- Relinquishing care
- Carer concerns (parent/carer substance abuse, parent/carer mental health, parent/carer domestic violence)
- Danger to self or others
- Neglect (supervision, physical shelter/environment, food, hygiene, medical care, mental health care, education)

Harassment and Discrimination

At JHI, Harassment is any behaviour that offends, humiliates or intimidates any other person on any grounds, where the behaviour is not welcome. Harassment may be sexual or non-sexual. Harassment due to race, sex, pregnancy, religion, marital status, sexual preference, disability, transgender status or age is against the law under the NSW Anti-Discrimination Act (1977).

Harassment can take many forms:

- Material that is racist, sexist, ageist, sexually explicit, anti-gay, anti-transgender that is displayed publicly, circulated or put in someone's workspace or belongings, on a computer (including e-mail) or on the internet including social media platforms.
- Verbal abuse or comments that put down or stereotype people generally, or an individual particularly, because of their sex, pregnancy, race, homosexuality, disability, transgender (transsexual), age or marital status, or physical characteristics such as height and weight.
- Jokes based on gender, race, marital status, homosexuality, disability, age or transgender (transsexual). There is a difference between harmless humour which may refer to gender, race and so on, and using a racist or sexist joke to have a "dig" at someone - and therefore to harass them.
- Offensive gestures.
- Ignoring, isolating or segregating a person or group.
- Referring to a person who is transgender by their previous name or gender, or calling them "it".
- Staring or leering in a sexual manner.
- Sexual or physical contact, such as grabbing, kissing or touching.
- Intrusive questions about sexual activity.
- Unwelcome wolf whistling.
- Repeated sexual invitations when the person has refused a similar invitation before.

Harassment does not have to be an ongoing pattern of behaviour or number of incidents. Just one act can be enough to be harassment. Someone does not have to say "no" before any particular type of behaviour or action can be considered harassment. If at any time you are not sure if your behaviour is offending or will offend someone, then that behaviour should stop immediately.

It is also against the law for anyone to:

- Victimise anyone because they complained about harassment, or
- Victimise anyone because they supported someone who complained about harassment.

© John Henry Institute (RTO 7054), 2021.

The information contained in this handbook is indicative only. While every effort is made to keep this information up-to-date, the John Henry Institute reserves the right to discontinue or vary arrangements, programs and courses at any time without notice and at its discretion.

While the John Henry Institute will try to avoid or minimise any inconvenience, changes may also be made to programs, courses and staff after enrolment. The John Henry Institute may also set limits on the number of students in a course.

Authorised by the Institute Executive Manager | ABN 15 088 000 604





JOHN HENRY
INSTITUTE

RTO: 7054



JOHN HENRY
INSTITUTE



St AGNES'
PARISH

www.johnhenryinstitute.edu.au