

1.0 Policy

This policy and procedure ensures that Ultimate Institute of Australia can provide educational services in a safe and secure environment.

The following procedure provides a guideline to the requirements of timetabling of classes, times of the Ultimate Institute Australia's operation, and delivery schedule to ensure that the students are not being asked to undertake training and assessment without over extending their time capabilities or jeopardising their safety.

2.0 Responsibility

The CEO is responsible for the implementation of this policy and to ensure that the staff are aware of its application and procedures.

3.0 Procedure

Hours of Operation

Normal Business Hours for Ultimate Institute of Australia are as follows:

- Monday - Friday (8:30am - 5:30pm)

All training and assessment services that are conducted by Ultimate Institute of Australia will be scheduled within the following hours of operation:

- Monday - Saturday (8.30am - 10.00pm)

Timetabling

Each course that is delivered by Ultimate Institute of Australia in a classroom environment is required to have a detailed timetable developed to identify to the student the required hours of attendance to complete the course. Each student is provided with a timetable at the time of enrolment. This allows the students to plan their travel to and from the training premises.

Ultimate Institute of Australia must not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day.

Identification and Security

Student Identification:

Students will be provided name tags during orientation session for student identification.

Student Welfare Policy and Procedure



Staff identification:

Staff are issued with name tags that must be carried at all times.

Building Security:

During normal business hours the building is open to all, however from 6:30 pm onwards on weekdays and on weekends the automatic main doors are closed and only people holding security passes are allowed. Ultimate Institute will have a staff member available on the ground floor from 6:30 pm onwards on weekdays and on weekends to allow access. We have requested the building management to allow lift access to our floor 24x7. People are free to exit the building without any security passes and can press the button on the door to exit the building.

Ultimate Institute of Australia is located in the heart of Melbourne CBD and has a tram stop within 150 meters of the building. Trams run regularly on weekends and after hours.

Informing students

Students will be informed of safety measures and processes through the student orientation session. The student handbook will also contain:

- Emergency Services contact details
- Student Safety Tips
- Public Transport information

The students will also be briefed with a safety presentation through the orientation session where this information will be further explained.

4.0 Revision history

Revision	Date	Description of modifications
1 1.0	June 2015	Policy created and approved
2 1.1	August 2016	Policy reviewed and updated
3		