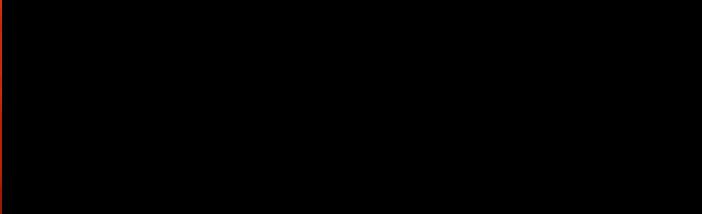


STUDENT HANDBOOK



Welcome

From the Managing Director

I would like to take this opportunity to introduce the Australasian Drilling Institute Pty Ltd (ADI) which was established in Cairns in June 2005.

The Australasian Drilling Institute was established to respond to the skill shortage, up-skilling requirements, marketing and recruiting personnel to the drilling industry.

We are proud to be a major provider of vocational education and training within the Australian Drilling Industry. As students and newcomers to the drilling industry we encourage you to develop a sense of ownership and pride in the facilities and services that have been established to provide you with an environment that is realistic, pleasant, friendly and conducive to learning.

Through your commitment to attend this course, you have demonstrated to us that you have made a conscious decision to join this great industry. You are a valued person and every effort will be made to ensure that you achieve successful outcomes.

To succeed within this industry, you need to have a strong commitment, flexibility and desire to learn and develop new skills and travel to new places. Our dedicated training and support staff are here to help you achieve your goals.

ADI is continuously striving to improve the way we do things and welcomes your suggestions on how we can do better. Our quality improvement trainee feedback forms provided with your course manual allows you to provide feedback on our performance.

Thank you for choosing this great industry and allowing ADI the opportunity to grow with you as you start your career within the drilling industry.

I wish you every success in your drilling career.



Ilisavani Cava
Managing Director
Australasian Drilling Institute



Acknowledgement of Country

Australasian Drilling Institute acknowledges the Djabuganjdi, the Yidinjdji, and the Yuggera people as the traditional custodians of the Country our Training Centres are located and recognises their continuing connection to land and waters, and thanks them for protecting the Country and its ecosystems that we enjoy today.

We acknowledge and respect the spiritual relationship between Traditional Custodians and this Country, which has inspired language, songs, dances, lore and dreaming stories over many thousands of years. We pay our respects to the Elders, those who have passed into the dreaming; those here today; those of tomorrow.

Contents

Welcome	2	Career and Employment Services	16
From the Managing Director	2	Discover Our Training Centres	17
Acknowledgement of Country	3	Brisbane Training Centre	17
Contents	4	Cairns Training Centre	17
Getting Started	5	Cadagi Outdoor Learning Training Centre	17
2024 & 2025 Academic Calendar	5	Stay in touch	18
Queensland school term dates	5		
ADI Christmas Period	5		
Queensland Public Holidays	5		
Session Timetable	6		
Session Changes	6		
Your Contact Details	6		
List of key contacts at Australasian Drilling Institute	6		
Accessing your digital network	7		
Connecting to Wi-Fi	7		
Logging in to Wi-Fi	7		
Online Safety	7		
Digital Support	7		
Credit Transfer and RPL	8		
Access your rights and responsibilities	9		
What You Can Expect	9		
What You Need to Know	10		
Plagiarism and academic misconduct	10		
Child Safety @ Australasian Drilling Institute	11		
Complaints, appeals and feedback	11		
Assessment	11		
Language and Literacy	12		
Rights of Appeal	12		
Student feedback	12		
Safety and Security	13		
Smoke-Free Training Centres	13		
Safety On Site	13		
Australasian Drilling Institute is COVID SAFE	13		
Emergency Situations	14		
Sexual Assault and Harrassment	14		
Cyber Bullying	14		
Mental Health and Wellbeing	15		
Emergency Support	15		
External Support	15		

Getting Started

2024 & 2025 Academic Calendar

Australasian Drilling Institute follows Australian public holidays (both Queensland and national), and Queensland school terms. However, dates can differ based on your chosen course, study mode and start date.

Your Training Coordinator will confirm your course dates with you at commencement.

Public holidays are student-free days with no classes, or access to support services on these days.

Queensland school term dates

2024 - Term 1	22 January – 28 March
2024 - Term 2	15 April – 21 June
2024 - Term 3	8 July – 13 September
2024 - Term 4	30 September – 13 December

2025 - Term 1	28 January – 4 April
2025 - Term 2	22 April – 27 June
2025 - Term 3	14 July – 19 September
2025 - Term 4	7 October – 12 December

ADI Christmas Period

ADI Training Centres close during the Christmas and New Years Period.

The close will occur from 21 December to 5 January for the 2023 - 2024 period.

The close will occur from 20 December to 4 January for the 2024 - 2025 period.

Queensland Public Holidays

New Year's Day

1 January

Australia Day

26 January

Good Friday

Friday 29 March 2024

Friday 18 April 2025

The Day after Good Friday

Saturday 30 March 2024

Saturday 19 April 2025

Easter Sunday

Sunday 31 March 2024

Sunday 20 April 2024

Easter Monday

Monday 1 April 2024

Monday 21 April 2025

Anzac Day

25 April

Labour Day

Monday 6 May 2024

Monday 5 May 2025

Cairns Annual Show (Cairns Training Centre Only)

Friday 19 July 2024

Friday 18 July 2025

Royal Queensland Show (Brisbane Training Centre Only)

Wednesday 14 August 2024

Wednesday 13 August 2025

King's Birthday

Monday 7 October 2024

Monday 6 October 2025

Christmas Day

25 December

Boxing Day

26 December

Session Timetable

Your session timetable will let you know when and where your sessions will be held. You'll receive your full session timetable once your enrolment has been processed by our Enrolments Team. Students attending some of our Training Centres may also be able to access their activity sessions online through the Learner Portal.

Session Changes

Please note that while we try to keep any timetable changes to a minimum, they may need to change due to unforeseen circumstances. We'll do our best to keep you informed of any changes, however we recommend you regularly check your timetable for any updates.

Your Contact Details

It's important that you keep Australasian Drilling Institute up to date with any changes to your contact details, including those of your emergency contact. If your details are incorrect you may miss out on important information such as timetable updates, results and certificates, student surveys, and graduation invitations. If you change address, update your email address, or get a new phone number, remember to update your details in the Learner Portal.

List of key contacts at Australasian Drilling Institute

To help ease you into your studies, we've put together a summary of the key contacts you may need whilst studying with Australasian Drilling. Below is a list of the most common queries and the best contact to reach out to:

Type of enquiry	Contact
Questions and support related to your day-to-day training and study including attendance, assessments, timetables etc.	Please contact your Training Coordinator directly. On enrolment their details should have been sent through to you.
Wanting to express interest a completing a course, getting started with the enrolment process, evidence requirements on enrolment	Contact the Enrolments Team via email on enrolments@drillinginstitute.com or call on +61740322175 (Option 1) Hours: 8am - 5pm Monday to Friday
Support with your computer, the Wi-Fi network or software	Contact the IT Help Desk: Email: ITSupport@drillinginstitute.com Call +61732760036 Hours: 8am - 4pm Monday to Friday
Assistance with training support, digital learning, and resources. For anything related to student support services (financial, disability, wellbeing, personal), student life and student events	Contact the Student Support Team via email on support@drillinginstitute.com or call on +61740322175 (Option 2) Hours: 8am - 5pm Monday to Friday
For any account matters, including billing and payment plans	Email: accounts@drillinginstitute.com Call +61740322175 (Option 3)

If there is an Emergency on an ADI site

Call Triple Zero (if required), then Call ADI on +61740322175 and press '9'

Available 24/7

For general enquiries, or anything else.

Please contact the Student Enquiries Team via email on info@drillinginstitute.com

Phone: +61740322175 (Option 1)

Hours: 8am - 5pm Monday to Friday

Accessing your digital network

Connecting to Wi-Fi

Free WiFi is available for students at all Australasian Drilling Institute Training Centres. You can use the WiFi to access your course materials, online services, etc. By using the WiFi you are agreeing to the student rules and policies

Logging in to Wi-Fi

To login to the ADI Wi-Fi Network, select the available ADI Student Network and enter the below password. Alternatively, you can scan the QR code to automatically add the network details to your device.



Password: randompasword

Online Safety

Take care online by following some simple tips:

- don't give out your personal information online, such as your phone number, date of birth, where you live or your plans
- don't click on links in emails from people you don't know
- protect your passwords; log out of all accounts before leaving a public computer
- protect your digital footprint; don't put anything online that you wouldn't want your friends, family, teachers or future employers to see.

Digital Support

Support may be requested at any time and discussed with an Australasian Drilling Institute Training Coordinator. Should you have any questions about your course, learning materials, assessment, or enrolment details, a Help Request can be submitted by clicking through the aXcelerate Learner Portal.

We aim to respond to all requests as soon as possible during business hours, however they may take up to 24 hours.

If you leave the page during this time, an email will be sent through when your Training Coordinator and/or Trainer responds.

Credit Transfer and RPL

If you've previously completed studies with another Registered Training Organisation, TAFE, university, or another education provider it's worth checking to see if you're eligible for a credit transfer. A credit transfer can reduce the amount of units you need to complete to receive your qualification, saving you time and money.

Alternatively, if you have previous work or volunteer experience in your industry you may be eligible for Recognition of Prior Learning (RPL). Contact our Student Enrolments Team for more information or to see if you're eligible for credit transfer or RPL.

Access your rights and responsibilities

As a student with the Australasian Drilling Institute, it's your responsibility to understand and adhere to specific policies and procedures during your time with us. State and national laws, including Australian consumer laws, determine these policies to ensure student and employee wellbeing, and academic integrity. They also describe your rights and Australasian Drilling's responsibility to you. You'll find all the policies that affect you in one place – in our Quality Management System (QMS). Our policies include:

- Access and Equity
- Attendance
- Change of Contact Details
- Language, Literacy and Numeracy
- Photography
- Harassment

- Smoking, Alcohol and Other Drugs in the Workplace
- Privacy Policy
- [Complaints and Appeals](#)

The full student rules and policies cover a range of areas:

- personal conduct and behaviour including equity and diversity, use of facilities and resources, and health and safety
- enrolment and fees including student support, fees, and refunds
- assessment, progression and misconduct including articulation, extensions, and appeals
- results and awards including grades
- complaints and feedback
- additional information for international students.

What You Can Expect

As a student with Australasian Drilling Institute you can expect to:

- be provided with accurate information about your program and the requirements for enrolment
- be treated with courtesy, respect and fairness regardless of age, gender, ethnicity, religion, sexuality or disability
- experience a safe learning environment where hazards are identified and controlled as far as is reasonably practicable
- be provided with the resources to complete your education and training

- have personal information treated confidentially, protected against unauthorised access, and provided to third parties only when permitted or required by law
- be assessed fairly and judged on the criteria outlined in program information
- be provided timely and constructive feedback about the outcome of assessment and progress of study
- have complaints and appeals considered promptly.

Vocational education and training (VET) students encompass a range of abilities, learning styles, educational needs and cultural backgrounds. Inclusive practice ensures everyone has the opportunity to learn and to access the support needed to engage purposefully and experience learning success. Inclusive practice in VET provides these opportunities and enhances the realisation of economic and social benefits.

What You Need to Know

We expect that every student will treat their peers, trainers and Australasian Drilling Institute staff with respect and will contribute to a positive, safe learning environment for all. Bullying and abuse won't be tolerated, including online and social media, racial vilification, sexual harassment, victimisation, intimidation and failing to obey reasonable direction from a Australasian Drilling Institute staff member.

As a student with Australasian Drilling Institute you have a responsibility to:

- provide all documentation/undertake actions required at time of enrolment
- treat others with courtesy, respect and fairness
- respect the safety, well-being and property of others
- refrain from behaviour that may be perceived as unsafe, intimidating, discriminating, harassing, bullying or disruptive to others
- respect Australasian Drilling resources and facilities

- take reasonable steps to not cause foreseeable harm to another person or their property, using duty of care
- use computing and electronic resources appropriately
- participate actively and positively in learning and assessment activities
- make every effort to meet assessment requirements and submit work on time
- meet the requirements for academic progression and completion for your course
- disclose relevant information to enable Australasian Drilling Institute to assist you to undertake training
- Proactively seek assistance from support services when needed

Any breach of the Australasian Drilling Institute Student Rules and Policies will be subject to a disciplinary process. A breach may also be considered unlawful under Queensland or Australian law and could cause further action being taken.

Plagiarism and academic misconduct

Plagiarism is when you use someone else's work or ideas in your assignment without crediting the source (where you found it or who wrote it). If you're not sure what this means or how to provide credit in your assessment correctly, speak to your trainer or a member of our Student Support Team. It's important to know that if you do engage in academic misconduct, there are consequences that can cause you failing, losing your eligibility for funding and even being excluded from your course.

In summary, you must not:

- Copy sections of someone else's text without crediting the original author
- buy an essay or other work from someone else and submit it as your assessment
- use a phone, other mobile or fixed device or other unauthorised sources to access information improperly, support or text during a regulated assessment setting
- allow others to copy your work for their assessments or complete someone else's work for them.

Child Safety @ Australasian Drilling Institute

We are committed to upholding the Child Safe Standards. These apply to all organisations in Queensland providing services to children under 18 years. It's everyone's responsibility under these standards to report any concerns for the wellbeing of a child to a staff member. We have zero tolerance for child abuse and harm to children and

we are committed to all students' safety, participation and empowerment. Our relevant policy is the Working with Children (Handling Disclosures and Suspicions of Harm) Policy. If you are a young person, or the parent/guardian of a young person and have questions or feedback about our support, please email wellbeing@drillinginstitute.com

Complaints, appeals and feedback

You may need to discuss an academic or procedural decision or feel that a process or situation affects you unfairly compared to other students. Remember that your trainers are there to assist you, and they should be your first point of contact. Raise your concerns with them explaining why you feel that way. You can access a formal independent complaint process if you need more clarification or resolution by filling out a formal

complaints form. Our [Complaints and Appeals \(Grievance\) Policy](#) can be accessed [here](#). You can also contact the Quality Manager for information at qualitymanager@drillinginstitute.com

Speaking up isn't always easy. If you need support or guidance around the process, contact our Student Support team. Call +61740322175 (Option 2) or email support@drillinginstitute.com

Assessment

We assess our Learners on a combination of elements including:

- Online eLearning Modules (used to train and develop Knowledge and Performance Evidence)
- Online eLearning Assessment (used to assess Knowledge Evidence)
- Digital Forms/Paperwork (used to assess both Knowledge and Performance Evidence)
- Competency Based Observations, also known as CBOs (used to assess observed Performance Evidence)

Our CBO Assessments are based on the unit of competency and will be carried out in a simulated environment provided it is realistic and sufficiently rigorous to cover all aspects of the Learner's normal work activities.

Where the assessment task is undertaken by a team, each team member will be observed on their contribution only.

During the Assessment Evidence collection process, the Assessor will be required to:

- Provide verbal instructions to the participant/s
- Observe the participant/s work performance
- Take and upload photos, where required

- Provide an assessment outcome, and
- Provide participant feedback/s.

Please ensure you have all the required resources to complete this Assessment. Appropriate PPE must be worn at all times during this assessment.

By undertaking the practical activities you are acknowledging that the Assessor provided clear instructions and you understood what was required to complete these assessment tasks.

Language and Literacy

If for any reason language or literacy is a barrier to successful completion of this assessment then other strategies need to be put in place to overcome these barriers. This may be either short or longer term and may be cultural or educational in nature. Strategies may include needing an interpreter or conducting a verbal assessment instead of written.

Rights of Appeal

If a candidate does not agree with the assessment outcome, they have the right to be re-assessed either by the same assessor or another assessor at the time of assessment, if operationally practical, or at an agreed time.

Where the participant is working dangerously and without necessary care, the assessor must direct the participant to cease work immediately.

Student feedback

At Australasian Drilling, we value your ideas and suggestions. Share your feedback with our team at feedback@drillinginstitute.com. You can let us know what's working well, or where we can improve. Your insights will help us enhance the student experience for everyone who trains with Australasian Drilling. If you are a young person, or the parent/guardian of a young person and have feedback about the services or support offered to you, please email wellbeing@drillinginstitute.com.

Safety and Security

Smoke-Free Training Centres

Our number one priority is providing a safe, healthy and productive place for you to train. As part of our commitment to provide healthy, vibrant Training Centres for our students, all Australasian Drilling Institute facilities are smoke free. This also includes e-cigarettes.

Safety On Site

As a student, there are steps you can take to help ensure the safety of yourself and others:

- don't leave personal belongings unattended or bring valuable items into Training Centres
- be mindful of your sitting position as poor posture can lead to physical and mental fatigue, and possible injury
- be careful when lifting or moving heavy objects and remember to use your knees, rather than your back to lift the weight
- obey safety signage and wear appropriate personal protective equipment (PPE)
- only use property, plant and equipment for its intended purposes
- follow directions given by Australasian Drilling Institute staff
- report all injuries, incidents, hazards or near misses to your trainer.

You are entitled to respectfully challenge directions or decisions of Australasian Drilling Institute staff if you think they are unlawful, unreasonable, or could endanger a person's health or safety.

Australasian Drilling Institute is COVID SAFE

Australasian Drilling Institute has implemented a range of proactive measures to limit the impact of COVID-19 and to support our students to continue their study. As a student, it's important that you play your part in helping slow the spread and keep our Training Centres COVID safe.

What you can do to help:

- don't come to training if you're unwell
- if you have symptoms, get tested and self-isolate at home
- limit your movements in our Training Centres and only come to training for essential activities
- practise good hand hygiene - wash your hands or sanitise your hands before and between classes
- keep a distance of 1.5 metres from staff and other students (where practicable)
- disinfect equipment after use.

Emergency Situations

In the event of an emergency, it's critical that you follow any directions from our staff or emergency services personnel.

Fire wardens will communicate safety instructions to students and staff.

If you hear the evacuation alarm, evacuate the building immediately as directed. Leave your personal items behind. Go immediately to the evacuation assembly location points. These can be located on our Evacuation Plan found at the entry to all of our buildings.

In the event of a lockdown your trainer will locate a secure area within the building where you can remain out of sight. Make sure your phone is silent in this situation.

In the event of a minor incident requiring first aid, notify your trainer or nearest member of staff. There are a number of First Aid Officers on call and first aid kits available at each Training Centre.

Sexual Assault and Harrassment

At Australasian Drilling Institute we have a zero tolerance policy for sexual assault and harassment. We are committed to providing a safe and secure environment for our students and offer support services for students who have experienced sexual assault or harassment. This includes supporting victims of assault or harassment to continue to engage with their training, and taking appropriate action against perpetrators.

If you experience sexual assault or harassment you can contact your our Student Support Team, Trainer, or any other member of staff.

In an emergency call 000

Cyber Bullying

Cyberbullying is the intentional use of technology to hurt, threaten, harass or humiliate a person and cause fear and distress. Australasian Drilling Institute has a zero tolerance for cyberbullying and is committed to ensuring our learning environments are safe, respectful and inclusive. We are committed to addressing and resolving all incidents of student misconduct and encourage students to speak up if they are being bullied online. If you experience cyberbullying while studying, please contact your trainer who can provide you additional information and support.

Mental Health and Wellbeing

These days, we know that looking after our mental health is just as important as maintaining our physical health. Being in a strong mental health space will benefit your training experience. Building your resilience and having strategies to cope with life changes will not only assist you in your studies, but will be beneficial in your future work environment.

Emergency Support

If you're worried you may harm yourself or someone else, or need emergency help for someone else in this situation, please call 000

External Support

A range of external support services are available including:

Network	Contact
Queensland Sexual Assault Helpline 7:30am - 11:30pm, 7 Days	1800 010 120
DVConnect 24 hour Domestic Violence Helpline	1800 811 811
1800Respect National Sexual Assault, Domestic Family Violence Counselling Service	1800 737 732 or 1800respect.org.au
Rape and Domestic Violence Services Australia	1800 211 028 rape-dvservices.org.au
QLife National LGBTI Telephone Counselling and Information line	1800 184 527 qlife.org.au
Mensline Telephone and online counselling	1300 789 978 mensline.org.au
Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)	07 3391 6677 qpastt.org.au
Lifeline 24/7 crisis support line	13 11 14

Kids Helpline Telephone Counselling Support 24/7	1800 551 800
Headspace National Youth Mental Health Foundation	1800 650 890 Headspace.org.au headspace.org.au/eheadspace
Reach Out Online mental health support for Young People	ReachOut.com
Head To Health Digital mental health resources from trusted service providers	HeadtoHealth.org.au

Career and Employment Services

Getting your qualification is only half the story. With Australasian Drilling Institute, the real end game is job outcomes for our students.

If you're training at select locations, you may be able to access specific career and employment resources and services. You can also speak to your Trainers about planning your career pathway, applying for jobs, and your future career development.

Discover Our Training Centres

Brisbane Training Centre

Building 7 'The Boardroom'
107 Miles Platting Rd
EIGHT MILE PLAINS QLD 4113

+617 3276 0036
Brisbane@drillinginstitute.com

*limited visitor parking available onsite

- Completions
- ETA/RPL Progression
- IT Systems
- Quality & Compliance
- VET in Schools



Parking Bus Train Bike

*	✓	✓	✓
---	---	---	---

Cairns Training Centre

27 Aeroglen Dr
AEROGLEN QLD 4870

+617 4032 2175
Cairns@drillinginstitute.com

- Accounts
- Contract Management
- Drilling Foundations
- Enquiries
- Enrolments
- VET in Schools



Parking Bus Train Bike

✓	✓		✓
---	---	--	---

Cadagi Outdoor Learning Training Centre

293 Speewah Rd SPEEWAH QLD 4881

Stay in touch

Apart from our website, you can connect with us on our social channels. We regularly update our community and share exciting news, events and achievements.



[@AustralasianDrillingInstitute](https://www.facebook.com/AustralasianDrillingInstitute)



[@australasiandrillinginstitute](https://www.instagram.com/australasiandrillinginstitute)



[@australasian-drilling-institute](https://www.linkedin.com/company/australasian-drilling-institute)