

Employee Handbook

by

Think: Education Group

THINK: EDUCATION
GROUP

BILLY BLUE
COLLEGE OF DESIGN



AUSTRALASIAN COLLEGE OF
NATURAL THERAPIES

CATC DESIGN SCHOOL



Australian National
College of Beauty

WILLIAM BLUE COLLEGE OF
HOSPITALITY MANAGEMENT



JANSEN NEWMAN
INSTITUTE

APM COLLEGE OF
BUSINESS AND COMMUNICATION



SOUTHERN SCHOOL
OF NATURAL THERAPIES



Welcome to SEEK Education

Hi Everyone and Welcome to SEEK Education,

THINK Education is part of the much loved and well-known Australian business, SEEK, within what we call the SEEK Education division. SEEK first became involved in education back in 2004 after realising that many of the visitors to the SEEK job site were interested in advancing their careers through education, and they weren't sure where to turn. From this, SEEK Learning was born, a service which helps thousands of people find, discuss and enrol in career-related courses and qualifications.

Since this time, SEEK Education has expanded to consist today of five different businesses: SEEK Learning, THINK Education, Dynamic Web Training, IDP Education, and Swinburne Online. The first three of these, SEEK owns 100%. The last two are joint-ventures where SEEK owns 50%.

Whilst these five SEEK Education businesses are largely separate, we believe they all share some important fundamentals which bind them. For a start, they're all part of the same exciting market, being Education in Australia, and this is a different market to SEEK's other divisions of employment and international. Secondly, they all share the same underlying goal which is to help people further their careers and lives through knowledge and learning, and to create long-term value for SEEK in doing so. Lastly & importantly, we hope and work hard to ensure that, like the rest of SEEK, all of our education businesses are great places to work, where values and great culture are placed firmly at the centre and people enjoy what they do and what they're part of.

SEEK Education really is a unique combination of businesses. I'm pleased and excited that you're now part of this journey. THINK Education itself is a unique combination of colleges with a very exciting future. I very much hope you enjoy yourself.



Best regards,

Peter Everingham

Managing Director, SEEK Education

Welcome to THINK Education Group

Welcome to THINK: Education Group! You have just joined a private education provider with three Faculties offering qualifications in the vocational and higher education space. This education is delivered both on our campuses in 3 states and nationally via flexible online delivery to more than 7500 students. We are pleased and excited to have someone with your experience and background joining our team and becoming part of our Group helping us to ensure that our student experience is great!

I am sure that your manager will have ensured that you have settled well into your role by providing you with an extensive induction program. However there is a lot to learn and understand about our organisation and so we have also prepared this Employee Induction Handbook. Whatever area of the Group you are moving into this handbook will help you settle into your new environment.

The handbook provides you with important information about our business, our values and what you can expect working for THINK. It is really important that you understand the various facets of our business, our values and our vision for the future and how you fit into that. It is also important to have a firm grasp of what THINK expects of you. Our policies and procedures must be adhered to - to ensure we work together in a safe, constructive and consistent way.

This handbook provides you with useful information to refer to during your employment with THINK and I encourage you to keep it close-by for future reference.

Once again, I would like to welcome you to THINK, congratulate you on joining our passionate team and I wish you every success in your new role.

Best of Luck!



Jenny Jenkins

Acting Chief Executive Officer, THINK: Education Group

Contents

| | |
|---|-----------|
| Section 1: Who Are We? | 6 |
| THINK and SEEK | 6 |
| Group History | 9 |
| Our Vision | 10 |
| Who are the Colleges? | 10 |
| Academic Board | 13 |
| Organisational Structure | 14 |
| Section 2: What You Can Expect at THINK | 16 |
| Induction | 16 |
| Pay Cycle | 17 |
| Employee Self Service (ESS) | 17 |
| Public Holidays | 17 |
| Sharing and Keeping of Confidential Information | 18 |
| Staff Portal | 18 |
| Staff Benefits | 18 |
| Volunteer Day | 18 |
| Library | 19 |
| Grievance Procedures | 19 |
| Employee Assistance Program (EAP) | 19 |
| A Safe Working Environment | 20 |
| Ergonomics | 20 |
| Goal Setting | 20 |
| Performance Reviews | 21 |
| Professional Development | 21 |
| Insight Survey | 21 |
| Section 3: What THINK Expects of You | 22 |
| Conditions of Employment | 22 |
| Leave | 22 |
| Annual Leave | 23 |
| Cashing Out of Annual Leave | 23 |
| Personal Leave | 23 |
| Long service leave | 24 |
| Compassionate Leave | 24 |
| Unpaid Leave | 24 |
| Parental leave | 25 |
| Community Service Leave | 25 |
| Jury Service leave | 25 |
| Emergency Management Activities | 26 |

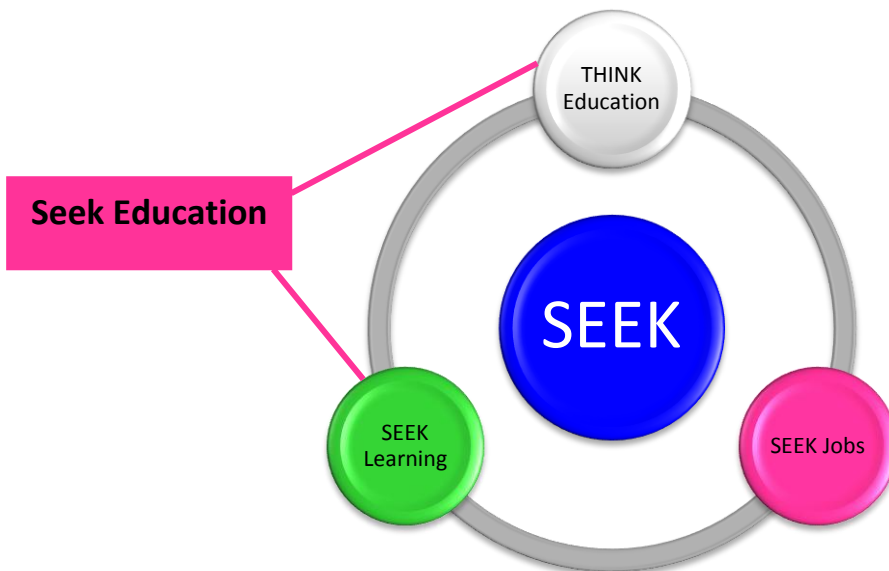
| | |
|--|-----------|
| Working with Children | 26 |
| Qualifications | 26 |
| Your Employment Contract | 27 |
| Duty of Care | 27 |
| Work Schedule..... | 28 |
| Close Down Period..... | 28 |
| Termination | 28 |
| Termination Payments | 29 |
| Confirmation of Term of Employment Letter..... | 29 |
| Smoking | 29 |
| Gifts | 29 |
| Mobile Phones..... | 29 |
| Section 4: Our Policies..... | 31 |
| The Way We Work at THINK | 31 |
| Glossary of Terms | 32 |

Section 1: Who Are We?

THINK and SEEK



THINK Education Group is wholly owned by Seek, the biggest online recruitment provider, and forms part of Seek Education. Seek Education is made up of THINK Education Group which includes some of Australia's most respected colleges, and Seek Learning which helps people find and enrol in courses. This alignment between THINK and Seek is illustrated below:



THINK offers over 95 industry-leading courses to more than 8000 students across Australia, it offers a diverse range of courses from certificate to degree level and is located across 10 campuses in 3 states – New South Wales, Victoria and Queensland. Employing nearly 1000 employees nationally, THINK's purpose is to develop graduates who are job ready and sought after by industry, confident practical thinkers who are equipped to contribute to the community.

The Group offers 3 modes of delivery to students:

- face to face (classroom)
- Distance Learning (DL) (VET education by distance)
- Flexible Online Learning (FOL) (higher education by distance).

The Group is broken into the following 3 faculties and is supported by a range of support functions (Shared Services).

The 3 specialist faculties and the colleges in each of these faculties are:

Design: Billy Blue College of Design (BBCD) and CATC Design School.



Business and Hospitality: APM College of Business and Communication and William Blue College of Hospitality Management (WBCHM).



Health and Wellness: Australasian College of Natural Therapies (ACNT), Australian National College of Beauty (ANCB), Jansen Newman Institute (JNI) and Southern School of Natural Therapies (SSNT).



The Shared Services are all based at 80 Pacific Highway in North Sydney and are:

Academic Services oversees the quality and risk across all of our colleges which includes involvement with course development, accreditation and registration of new courses, review and re accreditation of existing courses and ensuring compliance with THINK's regulatory bodies. This team also provides assistance and advice to our colleges relating to academic matters.

Flexible Online Learning team focuses on providing non-academic support to our online students throughout the student lifecycle, from enrolment to the processing of results, as well as enhancing the online learning experience with the colleges via the learning portal. This team

works with the colleges to provide a holistic and streamlined service to students who are studying their entire course online or just one subject.

Student Services Support team provides support to our colleges in the form of process improvement, timetabling and training to ensure that non-academic services are provided to students in a seamless manner when and where they want to access them. This team works with the Colleges and IT to provide continuous improvement to the functionality of our student management system, whose student-facing functionality is delivered via the colleges' student portals.

Finance is responsible for financial planning and analysis. They provide reports back to Seek on a monthly basis and provide monthly financial reports to the CEO, Executive Team and Head of College/ Campus Directors. They prepare budgets and manage college finance and credit collection.

Human Resources provides strategic and operational direction on the coordination and management of the employment relationship between the employer and employee. HR also helps to provide a positive environment to allow the group and individuals to achieve their goals.

IT provides IT support across the Group including Operations, Software and Web Development, Projects and Online Services.

Marketing and Student Recruitment is responsible for bringing students into our colleges through building our brands, generating leads, advising prospective students on their options and helping them to join our colleges.

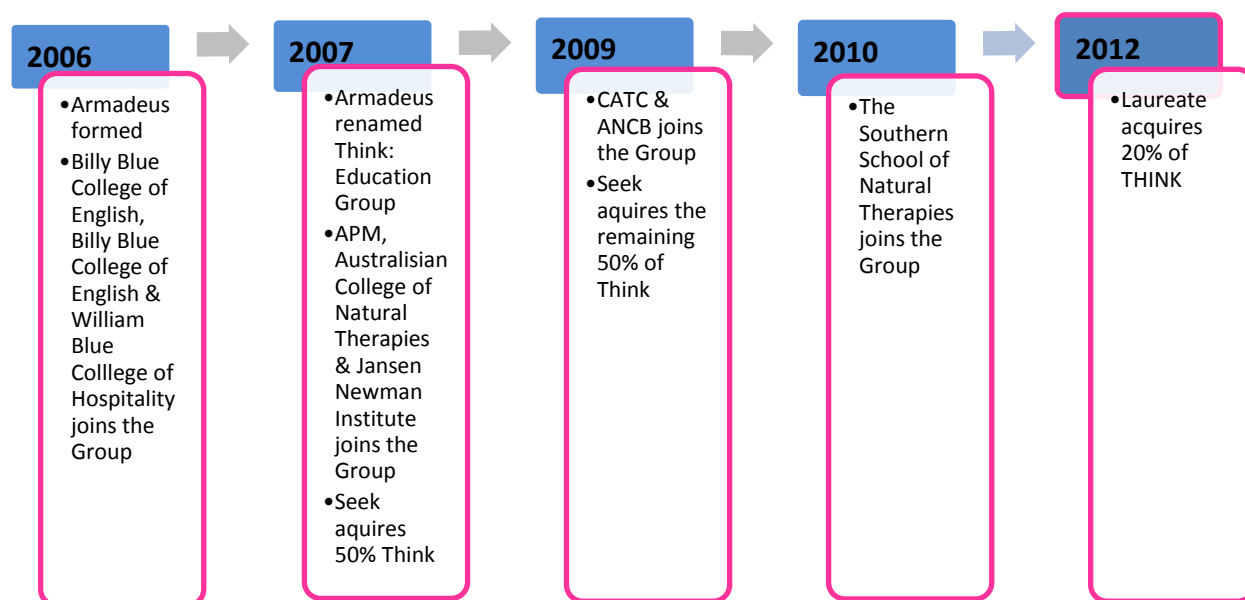
Strategy is responsible for the strategic direction of the Group which includes growth planning in new courses and campuses as well as further acquisitions.

Think CLASS (Centre for Learning and Academic Skills Support) provides learning and academic skills (LAS) programs to students across the group and provides Direct Entry English Programs (DEP) for international students.

Group History

Amedeus was founded in 2006 and was renamed THINK: Education Group in 2007. The Group began with the vision of bringing together Australia's leading specialised private colleges to create a formidable competitor to universities and TAFE's in Australia.

The history of the Group is depicted below:



Values

Our values are integral to how we operate at all levels and form the basis of our thinking, actions and decisions. They dictate what we stand for and how we behave towards our students, our stakeholders and each other. All staff members are measured against the THINK values during the formal performance review process and your demonstration of the values are valued at 50% of your overall performance rating. Our THINK Values are:

HONESTY... we expect

- You act with integrity
- You speak openly and considerately
- You be constructive with your feedback
- You admit your mistakes
- You Deal transparently with others

TEAMWORK... we expect

- You to support your team to achieve and succeed
- You to work collaboratively across teams
- You to respect others

OWNERSHIP... we expect

- You deliver on promises
- You take responsibility for your own actions and decisions
- You show initiative
- You make a difference

PASSION... we expect

- You are positive and display high energy in your work
- You are enthusiastic and focused on delivering outcomes to our students
- You get involved
- You celebrate success
- Most Importantly – you have fun!

Our Vision

The vision of THINK Education Group is to be the standard in applied education by preparing our graduates for success in their chosen careers. This is to be achieved by providing a rigorous education experience that is flexible and industry relevant.

The success of THINK is dependent upon the quality of the relationship built and maintained with its employees. We ask that you are willing to contribute to the vision and goals of Think and your department or college.

Who are the Colleges?

THINK Education group is made up of 8 colleges in various specialised areas broken into 3 faculties:

Design Faculty:



Originally founded in 1986, the college offers education for future designers, by delivering education by designers. BBCD offers undergraduate qualifications which lead to career options in animation, copywriting, commercial interior design and anything in between. The college is based at North Sydney, and Billy Blue courses are offered at THINK campuses in Brisbane and Melbourne campuses.



Originally founded in 1982, the college offers a mix of vocational training programs which are industry- recognised in graphic design, interior design, multimedia and photo imaging. Career options for CATC graduates include graphic design, interior design, multimedia artist and photography. The college is based at The Rocks and CATC courses are also offered at THINK campuses in Brisbane, Melbourne, Gold Coast and On-Line.

Business and Hospitality Faculty:



Originally founded in 1986, the college offers both vocational and undergraduate qualifications in marketing, advertising, public relations, event management and journalism. Career options for graduates of APM include marketing, business and communications. The college is based in North Sydney and also offers programmes at the THINK Brisbane campus as well as On-line. APM has an affiliation with Edinburgh Business School (EBS) which offers postgraduate qualifications in business and administration.



Originally founded in 1989, the college offers both vocational and undergraduate qualifications in hospitality management, event and event management, tourism management, culinary arts management and business. Career options for graduates of WBCHM include hotel management, event management, resort management, tourist management, executive chefs and business managers. The college is located at North Sydney campus and offers both face to face and On-Line study options.

Health and Wellness Faculty:



Originally founded in 1981, the college offers vocational qualifications in natural medicine which includes homeopathy, western herbal medicine, nutrition and kinesiology; Manual therapies which includes massage therapy and aromatherapy and Sports and Fitness. Career options for graduates include nutritionist, naturopath, massage therapist and coach and sports manager amongst others. ACNT is located at Surry Hills in Sydney and also offers courses at THINK's Brisbane campus and On-Line.



Originally founded in 1961, the groups most historical and established college of its kind, offers undergraduate qualifications in Naturopathy, Clinical My therapy, Chinese Medicine and a vocational program in Massage. Career options for graduates include naturopathy, Chinese medicine, and clinical myotherapy and massage therapy. SSNT is based at Fitzroy in Melbourne however SSNT degree programs will be offered at the Surry Hills campus in Sydney from 2013.



Originally founded in 1978, the college offers a mix of both theoretical and practical training, in undergraduate and postgraduate qualifications in counselling, psychotherapy and community services. Career options for graduates includes counsellors in both the public and private sector in a range of areas, child and family services, disability, aged care amongst others. JNI is located at St Leonards campus only and offers both face to face and online study options.



Originally founded in 2000 and delivering courses out of the Surry Hills campus from 2009, the college offers vocational qualifications in beauty and spa therapy, nail technology, makeup services and retail cosmetic services. Career options for graduates include beauty therapists, salon managers, nail technicians and makeup artist. ANCB also offers courses at THINK's Brisbane campus as well as On-Line.

Academic Board

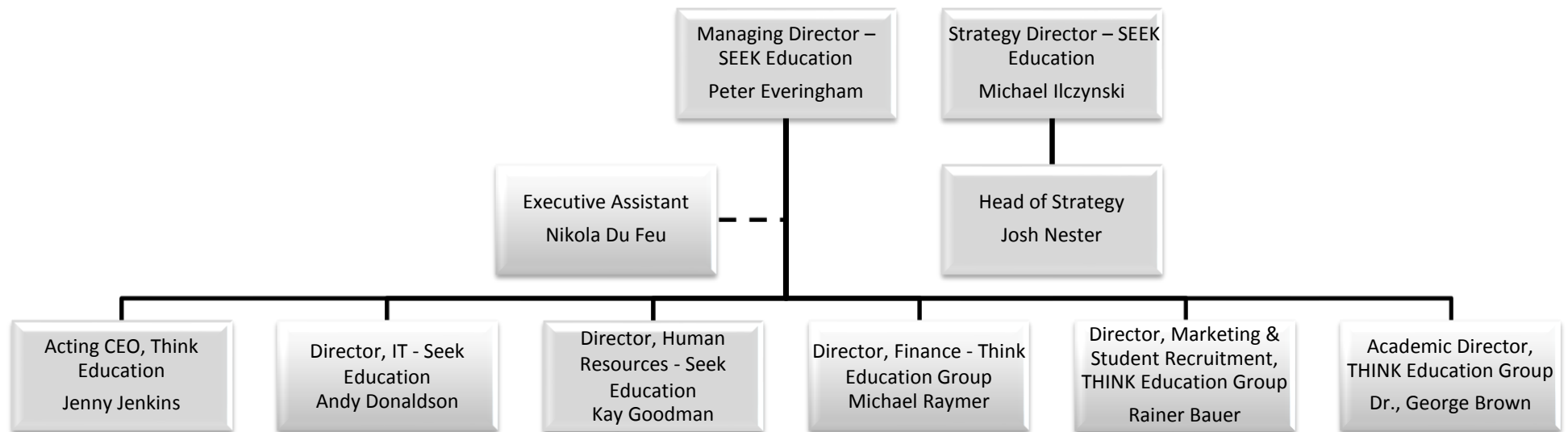
The Academic Board was established by a resolution of the Billy Blue Board of Directors, now the Think: Colleges Board of Directors, on 28 February 2004.

The Academic Board is an independent and collegiate body composed of academic experts (internal to THINK and independent of THINK), as well as staff and student representatives, established under the authority of the Board of Directors. It is empowered to report directly to the Board of Directors and to advise the CEO and THINK: Executive Team on all matters relating to, and affecting, the quality of educational programs offered by the THINK Group, whether in Higher or Vocational Education, including any new or emerging issues that may arise. It works closely with the CEO and THINK: Executive Team on all relevant educational matters.

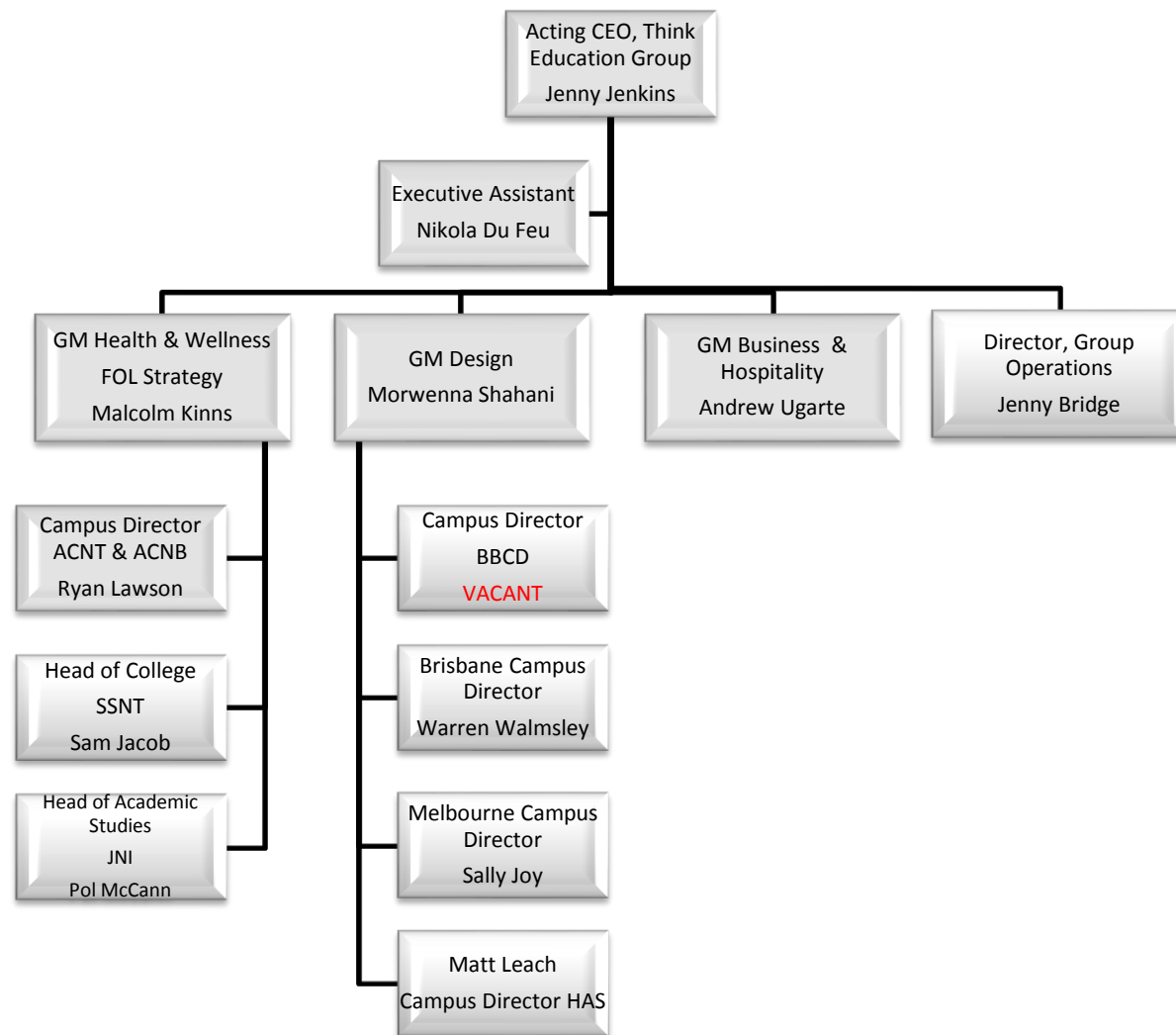
The Academic Board is the peak academic body of THINK, and is a forum for academic debate, policy development and decision-making. It is responsible to the Board of Directors for:

- advising on the development of and monitoring performance against the academic aspects of the strategic plan
- monitoring academic collaborations and partnerships
- promoting and monitoring academic quality, standards and values of the college academic activities
- advising on the college's academic plan and advising the Board and CEO as appropriate;
- deciding on academic policy and approving related procedures in conjunction with the THINK: Executive Team
- approving new courses, programs and units/subjects of study

Organisational Structure



Organisational Structure – THINK Education Group: Acting, CEO Direct Reports



Section 2: What You Can Expect at THINK

Induction

Induction is the process of settling a new employee into their role within THINK. Your induction will commence from your first day of employment and will be driven by your immediate manager. Your induction will provide you with general information about the group, your team and on the job training. Your induction will be carried out within the first 3 months of your employment and will vary depending upon your role within the group, however you can expect the following:

Within your first 2 weeks:

- introduction to relevant policies and procedures including THINKSafe.
- introduction to all relevant systems including the staff portal
- introduction to your college, campus and team
- introduction to the academic policies and procedures (where appropriate)
- introduction to any projects which are underway that impact your role

You can expect within your first 3 months:

- locally facilitated group wide induction (1 day) or equivalent depending on your location and employment type
- on-the-job training
- confirmation of your individual goals
- a development plan
- ongoing feedback on your progress by your manager

You can expect within your first 6 months:

- a review of your performance

Pay Cycle

THINK has a fortnightly and monthly payment cycle and when you are paid will depend on your contract of employment.

If you are a permanent employee or fixed term employee:

- your pay will be deposited into your bank account on the 15th of each month and includes 2 weeks in arrears and 2 weeks in advance. When the 15th falls on a weekend or public holiday your pay will be deposited the weekday before.

If you are a casual or sessional employee:

- you will be required to submit a timesheet for hours worked. Your pay will be deposited into your bank account on a fortnightly basis and is paid 2 weeks in arrears. All timesheets must be signed off by your authorising manager and forwarded to payroll for processing. All timesheets and payroll cut-off dates are available on the staff portal.

Superannuation contributions are paid on a monthly basis in arrears to either the THINK default superannuation fund (MLC) or your nominated superannuation fund. For information contact the payroll team at payroll@think.edu.au.

Employee Self Service (ESS)

THINK has an Employee Self Service system which allows you to manage your leave balances, personal information and payslips. Within 4 weeks of your commencement you will be provided with a username and password to the ESS system. On ESS you can do the following:

- check current and future leave balances
- apply for all types of leave
- access your payslip
- update your personal details

Public Holidays

Public holidays are provided by both your employment agreement and the relevant State or Territory in which you work. If due to operational requirements you are asked to work on a public holiday, you will be remunerated as per the award or your contract of employment.

Sharing and Keeping of Confidential Information

At no time, either during your employment with THINK or when it terminates, should you disclose to another person such as employees, competitors, clients, customers, students or the media, or any other information regarding our practices and operations except where it is a part of your job. You should treat all details about other employees, clients, students and contractors as confidential. All enquiries received from the media should be referred to your manager.

Staff Portal

THINK has a portal for all staff which contains information important to all staff. The Staff Portal is a great source of information. You will have access to the staff portal from your first day of commencement and you will be able to access all forms and templates, staff policies and procedures, all academic procedures, staff directory, newjoiner information as well as other important tools.

Staff Benefits

As an employee of THINK you are entitled to a number of staff benefits. These include:

- 50% discount on massages at ACNT
- 25% discount at William Blue Dining
- NIB corporate health plan
- Discounted movie tickets, mobile phone plans and travel insurance
- Up to 16% discount on Apple products
- Free mortgage advice
- Motor vehicle salary packaging through Prosperian (permanent employees only)

Further information about staff benefits and how to access them is located on the Staff Portal.

Volunteer Day

THINK understands the importance of giving back to the community and therefore supports all its employees to volunteer. To facilitate this, THINK provides each employee 1 paid day per year to volunteer for an organisation or charity of their choice. Often this day is taken in conjunction with your team / department. Talk to your manager for further information.

Library

THINK has Learning Resource Centres across all of its campuses located in Sydney, Brisbane, Melbourne and the Gold Coast. These are provided for the use and benefit of current students and staff of the group.

Library patrons are supported in achieving their educational goals through the Resource Centres, which provide library services, student computers, access to online resources and physical spaces for study and research purposes at each of the campuses. Each Learning Resource Centre has a collection of required texts and recommended reading, journals, newspapers and reference works for research and reference purposes. Lending, reference and information literacy services are also provided to all staff and students of THINK Colleges.

Grievance Procedures

A grievance exists when an employee believes that there is a problem or concern relating to work or the work environment. THINK is committed to ensuring that there is a fair and consistent resolution of all employee grievances and The Grievance Resolution Policy is guided by the following principles:

- grievances will be treated with due seriousness and confidentiality
- the grievance resolution process will be objective, fair and consistent
- grievances will be resolved as close to the source as possible
- decisions made will be impartial and with due care
- victimisation of a complainant will not be tolerated

The Grievance Resolution Policy and a step by step process is available on the staff portal.

Employee Assistance Program (EAP)

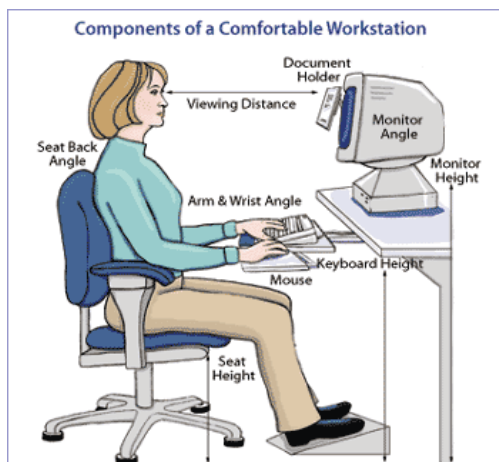
The Employee Assistance Program is a free, professional and strictly confidential counselling service made available to all employees. Counselling sessions can be face to face or over the phone and are designed to provide advice to employees for a range of problems including decision making, work/ life balance, stress, anxiety, depression, parenting, grief etc. Simply call 1800 81 87 28 to arrange a confidential appointment.

A Safe Working Environment

THINK believes that the maintenance of the health, safety and welfare of each person who enters our places of work is of the highest priority. Whilst in a THINK workplace, we expect that every worker will consider carefully before they act and utilise their skills and knowledge to maintain and improve our health & safety standards. On the USB which is included in your new employee pack, you will find a copy of our THINKSafe Induction Handbook. Please ensure you review this handbook prior to your commencement.

Ergonomics

The way in which your work area is designed and set up will affect how comfortably and easily you can work. Ideally, the tools, equipment and furniture used should allow you to work in a comfortable upright position. Ensure you clear enough room to work efficiently and place materials, equipment and supplies that you use frequently within easy reach. Avoid any awkward reaching, bending or stretching. Take charge of your work area and the way in which you work in it. Take breaks and stretch out. Organise your schedules to include a variety of tasks that give you an opportunity to change your position throughout the day.



Goal Setting

At THINK the process of setting goals is a cascade effect. First, goals are set at the Seek Group level, secondly, THINK goals are set, thirdly the college/ campus/ department goals are set and finally individual goals are set for all permanent staff. Goals are normally set once a year in June/ July for the next 12 months. You will set your individual goals in conjunction with your manager within your first 3 months of commencing, and your goals should be SMART - specific, measurable, achievable, relevant and timely. Your goals should be documented on the performance appraisal form and once agreed with your manager forwarded to HR for your file.

Performance Reviews

At THINK performance reviews are conducted twice per year, a formal review in June/ July and an informal review in December/ January where both your performance against each of your goals and the THINK values will be measured.

The informal performance review is to evaluate how you are tracking against the goals you and your manager have set and ensure that each goal still meets the SMART criteria. Some goals may need to be tweaked, removed or added depending upon progress and changes which may have occurred during the year.

The formal performance review is an evaluation of your performance throughout the year. The review will determine if you have delivered to each of your goals and if you have operated within each of the values. Each component of the review is worth 50% of your overall rating. The five performance ratings are Outstanding, Highly Effective, Effective, Partially Meets and Unsatisfactory.

Professional Development

THINK believes that its success is dependent upon the strength of its employees and therefore encourages the professional development of all employees, both permanent and sessional, who have been with the company for 12 months. THINK offers both internal and external support opportunities to improve your ability to do your role, or promote your growth potential within the group. Professional development includes any activities that further your skills in your chosen career and include, but are not limited to, conferences, qualifications, mentoring and training. All professional development must be agreed in advance with your manager and is dependent upon capability requirements of the area, budget and time constraints. The Professional Development policy and the application process is located on the Staff Portal.

Insight Survey

THINK is always looking for ways to improve and make it the best possible workplace for its employees. All employees are asked to complete a confidential survey called Insight once a year, which is your opportunity to provide feedback on what you like and what could work better in your department, College and within THINK overall. The survey provides insight into what areas are working and what areas need improvement so THINK can work on ways to improve.

Section 3: What THINK Expects of You

Conditions of Employment

You have received a contract of employment before commencing with THINK Education Group which sets out your terms and conditions of employment which includes:

- your start date
- your position and employment relationship with the company
- your remuneration
- your location
- company policies, procedures and guidelines

Your contract of employment is subject to the relevant award or common law. All policies and procedures are located on the Staff Portal.

Think: Colleges is a Registered Training Organisation (RTO) registered by the Australian Skills Quality Authority <http://www.asqa.gov.au> As part of this registration, staff are required to have a broad understanding of their obligations as they apply to the following legislation:

- ESOS Act 2000 - <https://www.aei.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Act/Pages/default.aspx>
- National Code 2007 - <https://aei.gov.au/REGULATORY-INFORMATION/EDUCATION-SERVICES-FOR-OVERSEAS-STUDENTS-ESOS-LEGISLATIVE-FRAMEWORK/NATIONAL-CODE/Pages/default.aspx>
- NVR Act 2011 - <http://www.comlaw.gov.au/Details/C2011A00012>
- Standards for NVR Registered Training Organisations 2011 - <http://www.comlaw.gov.au/Details/F2011L01356>

At your initial orientation session you will be provided with an overview of this legislation and your obligations under the respective Acts. You are also required to update your understanding of these requirements on a regular basis and attend information sessions provided by the Academic Services Division. Please visit <http://www.think.edu.au/about-think/think-quality/accreditations> for updates on Think's accreditation and the Staff Portal for more information.

Leave

All employees are entitled to accrue annual leave and personal leave. Managers are responsible for ensuring that when approving leave they ensure to balance the business operational requirements with their employee's individual needs. The employee is responsible for submitting all leave requests via ESS and should not automatically assume that a leave request has been approved.

Annual Leave

You are entitled to accrue annual leave from your first day of employment and you are encouraged to take leave to provide you with sufficient work/ life balance, normally in the year it is accrued.

If you work full time you will accrue leave at 4 weeks per year and is cumulative. If you work part time or on a sessional basis you will accrue leave on a pro rata basis. The company may direct you to take annual leave should your entitlement exceed 4 weeks and at certain times of the year when the business is closed down, such as Christmas.

Staff members covered under the Educational Services (post secondary) Award are entitled to 17.5% leave loading on their ordinary rate of pay when taking annual leave. All employees covered by this award will be advised in their employment contract.

Cashing Out of Annual Leave

THINK believes it is important for its employees to use annual leave as holidays to ensure a healthy work/ life balance. The company does recognise that sometimes employees may wish payment for annual leave rather than taking time off work.

Employees are entitled to cash out annual leave in line with the Fair Work Act. Leave entitlement more than 4 weeks can be cashed out and it must be agreed in writing with THINK. THINK will assess each application based on the balance between the business requirements and the employee's individual circumstances. If you are on a sessional contract you can choose to have your leave entitlement paid to you at the end of a teaching agreement.

Personal Leave

Personal leave is provided for times when you are too ill to attend work or when you are required to be the primary care-giver for an immediate family member or member of your household who is ill and requires looking after.

All employees are entitled to 10 days personal leave each year. Part time and sessional employees accrue leave on a pro rata basis, and personal leave is cumulative.

You must advise your immediate manager notice of absences as soon as possible, no less than 1 hour. You will be required to supply medical evidence for 2 or more consecutive days, immediately before and after annual leave, public holiday and/ or a weekend and when directed by your manager.

Employees are able to access 2 days of unpaid carers leave on each occasion should there be no further personal leave entitlement available. You are required to provide evidence for all

occasions of carers leave; this would include a medical certificate of for the member of your family and/ or household.

Personal leave cannot be cashed out and will not be paid in advance. All personal leave applications must be submitted on the first day back to work via ESS.

Long service leave

All employees who have worked ten (10) years of continuous service for the Company are entitled to the long service leave provisions, as legislated in their relevant state.

Long service leave cannot be taken in advance of entitlement and cannot be cashed out.

Long Service Leave should be taken in periods of not less than one month at a mutually agreed time.

Some absences such as parental leave or extended periods of unpaid leave are not counted as time worked. These absences will not be included in your period of service for the benefit of calculating long service leave entitlements.

Compassionate Leave

All employees are entitled to 2 days paid compassionate leave when a member of the employee's immediate family and/ or household contracts or develops a life threatening illness, sustains a life threatening accident or dies. This entitlement provides employees with time to spend with family during these difficult periods. Reasonable evidence may be requested by your manager otherwise the leave may be unpaid.

Unpaid Leave

THINK recognises that sometimes employees have no other option but to take unpaid leave when all other leave entitlements have been exhausted. All requests for unpaid leave will be considered fairly taking into account the operational needs of the business and the requesting employee's circumstances.

Periods of more than two (2) months of unpaid leave must be requested at least four (4) weeks in advance, in writing, and must be approved by the Chief Executive Officer after discussion with their immediate manager.

Where the request for unpaid leave is due to non-work related illness or injury, the employee will need to provide satisfactory medical evidence of the inability to attend work for this period. This leave will be processed as Unpaid Sick Leave.

If granted, it is expected that employees will resume their work duties on the first work day after the expiration of the leave period.

Parental leave

Employees who have completed 12 months continuous service are entitled to take up to 12 months unpaid parental leave. This leave is available to staff for the birth of a child or the adoption of a child less than 16 years, whereby the employee will have responsibility of the child.

The employee must provide at least 10 weeks written notice before they plan to take the leave, along with a medical certificate confirming the expected due date of the child, or other relevant adoption information. If the employee does wish to continue working within 6 weeks of the birth of the child they are required to provide a medical certificate to confirm that they are fit for work.

Employees can make a request to extend their parental leave for a further 12 months and the company will assess the application based on business operational requirements and the employees' circumstances.

Absence on parental leave is not considered an interruption to your continuity of service, but the leave is not included in calculating your length of service, nor do you accrue any leave entitlements during the period of unpaid leave.

You may also be entitled to the government's Paid Parental Leave Scheme. More information on this entitlement can be found at:

http://www.centrelink.gov.au/internet/internet.nsf/individuals/ppl_working_parents_qa.htm

Community Service Leave

THINK supports its employees in undertaking community related duties and provides the following leave entitlements to support them:

Jury Service leave

Employees are often summonsed to attend jury duty and they are entitled to be paid the difference between what the court pays and their normal base salary for the period served on the jury.

All employees, excluding casuals, who are required to attend jury duty must notify their manager as soon as possible and provide a copy of the jury summons and apply for annual leave via ESS. On the day of jury service the employee will initially be paid annual leave, (less leave loading for employees covered under the Educational Services Award). When employees return to work after

serving, they must provide proof of payment from the court. THINK will then credit the annual leave entitlement taken and adjust the leave balance to Jury Service.

Emergency Management Activities

Employees who engage in emergency management activities and who are members of an association with a recognised management emergency body such as fire fighting or civil defence are entitled to a period of unpaid leave.

This leave period is for activities relating to securing the safety of persons or animals due to a natural disaster, protecting property or responding to an emergency or natural disaster. Evidence must be provided that the employee will be engaging in an eligible community service activity.

Working with Children

At THINK many of us come into contact with young adults under the age of 18 years. The working with children check ensures that we keep our students safe by preventing those who pose a risk to the safety of children from working with or alongside them.

If your role requires you to come into contact with young adults you have been asked to complete a working with children application form (NSW) during the recruitment process. Alternatively, you may have been asked to provide a copy of your blue card (Vic & Qld). The Working with Children check in NSW will be conducted by the company and must be conducted and returned prior to your commencement date. In Victoria and Queensland employees are responsible for attaining their own blue card and presenting this to their manager/ Human Resources prior to their commencement date. Information about the blue card can be found at:

Victoria Department of Justice:

<http://www.justice.vic.gov.au/workingwithchildren/>

Queensland Commission for Children and Young People and Child Guardian:

<http://www.ccypcg.qld.gov.au/index.aspx>

Qualifications

At THINK you will be required to provide evidence of your qualifications prior to your commencement. Your role will determine what qualifications you are required to possess and these will be confirmed during the early stages of the recruitment process.

All academic staff who wish to teach in a Higher Education program must hold a relevant academic qualification at least one AQF level higher than what they will be teaching. All academic

staff who wish to teach in Vocational Education program must hold relevant vocational competencies to at least the level they will be teaching, and hold a current Certificate IV in Training and Assessment TAE40110. All staff are required to provide copies of their academic and teaching qualifications prior to their commencement. Your qualification(s) may be used for regulatory purposes including submissions.

Your Employment Contract

Your employment at THINK is subject to your contract of employment and a modern award or a common law contract. In addition to these employment terms and conditions, the National Employment Standards (NES) outlines certain minimum conditions and make up the safety net that cannot be altered to disadvantage employees. The NES is located at:

<http://www.fairwork.gov.au/employment/national-employment-standards/pages/default.aspx>

Modern awards are created under the national workplace relations system which relates to specific industries and occupations. All academic and college employees are covered by a modern award called the Educational Services (Post Secondary Education) Award 2010. You will find a copy of the Award on your USB which is included in your new employee pack or at:

http://www.fwa.gov.au/documents/modern_awards/award/ma000075/default.htm

All support service staff are covered by common law contracts.

Duty of Care

At THINK we have an obligation to ensure health, safety and welfare at work of all employees and others who come into the workplace by organising the workplace and work systems to ensure people are not put in harm's way.

As an employee of THINK you also have obligations to ensure that you take the following steps:

- do not risk your own health and safety or the safety of others
- remain constantly alert for any hazardous condition or practice in the workplace and immediately report any unsafe conditions or practices to your Manager or Human Resources Consultant
- clearly understand and adhere to all safety instructions, warning signs and procedures.
- do not wilfully or recklessly interfere, misuse or damage anything provided in the interest of health and safety (wilful damage to safety equipment is an offence under various OH&S legislation)
- do not wilfully place at risk the health and safety of any person at the workplace.

Work Schedule

At THINK work schedules are dependent upon the different business requirements across each college and department. Teaching staff who are engaged in the following teaching period are issued with a teaching agreement / timetable at least 2 weeks prior to the start of semester / trimester. Refer to your employment contract for more information.

Close Down Period

At THINK, areas of the business close down at certain periods during the year such as Christmas. Other periods of close down are dependent upon college requirements. The business may direct you to take annual leave during close down periods and the length of close down periods is determined by THINK.

Termination

At THINK all termination of employment, for whatever reason will be handled fairly and with integrity. Where termination from our business occurs the process will involve:

- Notification – your advice in writing to THINK that you are terminating your employment or your employment is being terminated.
- Return of company property – you must return any company property you have, such as swipe cards, keys, laptop computers, mobile phones, cab charge cards, files.
- Superannuation – advice to the superannuation fund regarding what you would like done with your fund balance.

The main types of termination are:

- *Abandonment*: you have abandoned your employment if you simply stop coming to work or don't return from leave. This is a breach of your contract of employment.
- *Dismissal*: this means that THINK terminates your contract of employment, either summarily because of misconduct on your part, or following disciplinary procedures as a result of continued sub-standard performance.
- *Resignation*: this means that you decide you don't want to work for THINK anymore. You must give written notice as set out in your contract of employment.
- *Retirement*: this means that you finish work and leave the workforce permanently.
- *Redundancy*: this means that your position is surplus to requirement and no redeployment opportunities are available.

Termination Payments

Termination payments are paid according to legislation and your relevant employment arrangements. On the completion of your employment and on receipt of your termination paperwork (including signing the relevant termination documentation), you will be paid as soon as practicable. A final pay-slip will be provided, showing all payments made to you at the completion of your employment.

Confirmation of Term of Employment Letter

THINK will not provide written references. However, on request the Human Resources team will issue a "Certificate of Service" to confirm the nature and period of your employment.

Smoking

We have a Non-Smoking Policy which means that all premises are to be totally smoke free at all times. This includes meeting rooms, and applies to visitors as well as students and staff. There are no designated smoking areas within company premises and while there is no provision for smoking breaks during working hours, you can organise breaks as long as your work is still being delivered on time.

Gifts

It is important that in the course of your work when dealing with visitors, contractors or individuals, your behaviour is professional at all times. Employees should never put themselves in a position where they could be accused of taking bribes or inducements for personal gain. THINK understands that in the course of day-to-day business some employees may be offered gifts of significant value. Employees may not accept offers of gifts from individuals or companies with whom THINK currently does, or might in the near future, conduct business.

Employees should talk to their manager if they are unclear as to what is unacceptable.

Mobile Phones

At THINK employees may be required to use personal mobiles for business purposes, alternatively depending upon your role you may be eligible for an iPhone.

If you are required to use your personal mobile for business purposes the costs of calls may be covered by THINK through the employee reimbursement process.

Employees who may be eligible for a THINK iPhone include:

- Executive Team, Heads of College, Campus Directors and Executive/ Department heads
- Employees who need to be contacted regularly after hours for security and IT matters
- Employees who occupy a role that requires significant mobile phone usage or access to email
- Employees whose role requires them to be frequently moving between sites

For THINK owned plans THINK will pick up the costs of the iPhone to an agreed dollar limit, repair and maintenance, replacement of one lost device per calendar year and international roaming charges when employees are travelling for business purposes and this has been authorised by the relevant executive. The agreed dollar monthly limit will be agreed with the Executive / Department head at the time of issue of the handset.

Section 4: Our Policies

The Way We Work at THINK

At THINK we have policies which determine how we work together to ensure a safe and fair workplace.

These policies are located on your USB which is included in your new employee pack.

Work Health Safety

Code of Conduct

EEO, Diversity, Anti Discrimination and Harassment

IT usage

Once you have read the above policies you will be required to sign the ***Policy Acknowledgement form*** included in your new joiner pack. Please return this signed acknowledgement with your signed contract of employment.

Glossary of Terms

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| ACNT | The Australasian College of Natural Therapies |
| ANCB | Australian National College of Beauty |
| APM | Business College |
| AQUA | Australian Universities Quality Agency which has now transferred to become TEQSA |
| Beauty Spot | Student portal for Australian National College of Beauty |
| BBCD | Billy Blue College of Design |
| BPI | Business Process Improvement Project |
| CATC | Commercial Arts and Training College |
| Concierge | Student portal for William Blue College of Hospitality Management |
| ESS | Employee Self Service system where staff can manage their leave balances, payroll information etc. |
| Health point | Student portal for Australasian College of Natural Therapies |
| Hermes | Student and staff information systems |
| HAS | Head of Academic Studies |
| HE | Higher Educational Sector |
| JNI | Jansen Newman Institute |
| My Hub | Student portal for Jansen Newman Institute |
| PM | Program Manager |

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| SESL | Student Evaluation and Lecturer Satisfaction Survey |
| SSS | Student Satisfaction Survey |
| Student Portal | Websites for each college that help students manage their studies |
| Syllabus Plus | Room booking and timetabling system |
| TEQSA | Tertiary Education Quality Standards Agency |
| The Campfire | Student portal for APM |
| The Pool Room | Student portal for Billy Blue College of Design |
| The Spot | Student portal for CATC |
| VET | Vocational Education Training |
| VETAB | Previous vocational training regulation body which now transferred to TEQSA |