

# AI Content, Educational Use, Intellectual Property and Liability Disclaimer

Effective date: 25 August 2026

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|--------------------------|---------------------------------------------------------------------|
| Business / Platform name | eMasterHUB                                                          |
| Website / Platform       | <a href="https://emasterhub.com.au/">https://emasterhub.com.au/</a> |

## 1. Purpose of This Notice

eMasterHUB provides online courses, learning materials and digital training resources for educational and professional-development purposes.

Artificial intelligence technologies are used as part of some eMasterHUB content-development processes.

This notice explains:

- how AI may be used
- how eMasterHUB reviews AI-assisted content
- the educational limitations of our courses
- responsibilities relating to professional and regulatory information
- intellectual property considerations
- how users can report content concerns

This notice should be read together with our:

- Website, Course and LMS Terms and Conditions
- Privacy Policy
- Refund Policy

## 2. AI-Assisted Content Disclosure

Some eMasterHUB content is developed with assistance from artificial intelligence technologies.

AI may assist with the development of:

- course outlines
- module and lesson structures
- lesson text
- summaries

- examples
- scenarios
- case studies
- quiz questions
- knowledge checks
- graphics
- illustrations
- learning aids
- editing and formatting

AI is used as a content-development tool and does not replace eMasterHUB's responsibility for determining what content is published on its platform.

### 3. Human Review and Quality Assurance

AI-assisted course content is subject to an internal review and quality assurance process before publication.

Depending on the subject matter and level of risk, this process may include:

- human editorial review
- restructuring and rewriting
- removal of inaccurate or inappropriate material
- checking important factual claims
- reviewing terminology
- checking authoritative or regulatory sources where appropriate
- checking learning objectives and assessments
- checking for obvious duplication or unsuitable content
- formatting and final publication review

The level and nature of review may vary according to the course.

Human quality review does not mean that every course has been reviewed by a doctor, lawyer, registered health practitioner, NDIS practitioner or other regulated professional.

Where a course has undergone specific subject-matter-expert review, eMasterHUB may state this separately.

We do not describe content as **expert reviewed, clinically validated, accredited, government approved or NDIS approved** unless there is a proper basis for making that statement.

### 4. Limitations of Artificial Intelligence

Artificial intelligence systems can occasionally generate information that is:

- inaccurate

- incomplete
- outdated
- misleading
- overly general
- incorrectly interpreted
- similar to material appearing elsewhere

Although eMasterHUB uses review processes to reduce these risks, no content-development process can guarantee that every item of information is completely error-free or suitable for every circumstance.

Learners should consider the nature of the topic and obtain independent professional advice where appropriate.

## **5. Educational Purpose Only**

Unless expressly stated otherwise, eMasterHUB courses are designed for education, workplace learning and professional development.

They are not intended to provide personalised:

- medical advice
- health advice
- psychological advice
- counselling
- legal advice
- financial advice
- clinical diagnosis
- treatment recommendations
- NDIS planning advice
- support coordination services
- disability support planning
- regulated professional services

Course information should not be used as a substitute for professional assessment, professional judgement, organisational procedures or advice from an appropriately qualified person where these are required.

## **6. Health, Disability and Care-Related Content**

Courses dealing with health, disability, mental health, medication, behaviour support, restrictive practices, infection control, manual handling, personal care or related matters are provided for educational purposes.

They do not replace:

- individual assessment

- clinical advice
- medical treatment
- medication instructions
- behaviour support plans
- workplace policies
- participant-specific support plans
- professional supervision
- emergency procedures

Learners must follow applicable workplace procedures, individual plans, professional instructions and legal requirements.

If there is a medical or health emergency, users should seek appropriate emergency or professional assistance rather than relying on course content.

## **7. NDIS and Regulatory Information**

Some eMasterHUB courses discuss the National Disability Insurance Scheme, NDIS Practice Standards, NDIS Code of Conduct, pricing arrangements, provider obligations, legislation, government policy or industry guidance.

Regulatory information may change after publication.

eMasterHUB takes reasonable steps to review and update relevant content, but learners and organisations should verify important current requirements with authoritative sources.

Depending on the topic, these may include:

- legislation
- the NDIS Quality and Safeguards Commission
- the National Disability Insurance Agency
- government departments
- regulators
- professional bodies
- applicable organisational policies

The publication date or last-review date of a course should be considered when deciding whether regulatory information remains current.

## **8. Course Completion and Competency**

Successful completion of an eMasterHUB course demonstrates that a learner has completed the requirements set for that particular course.

Unless expressly stated otherwise, completion does not:

- 
- provide professional registration
  - establish statutory authorisation
  - confer a licence
  - provide NDIS provider registration
  - establish clinical competency
  - replace workplace competency assessment
  - constitute a nationally recognised VET qualification
  - constitute a Statement of Attainment

Employers remain responsible for determining whether training is appropriate for a particular role or workplace.

## 9. Intellectual Property

To the extent intellectual property rights subsist in content made available through eMasterHUB, those rights are owned by eMasterHUB or used under appropriate licence, permission or other authority.

Content involving original human authorship, editing, selection, arrangement, curation or creative direction may attract copyright or other intellectual property protection.

Users must not reproduce, distribute, commercially exploit or adapt protected eMasterHUB materials except:

- with written permission
- under an applicable licence
- where otherwise permitted by law

The legal treatment of material generated with artificial intelligence continues to develop, and intellectual property protection may depend on the circumstances in which material was created.

### Use of third-party material with AI tools

eMasterHUB does not knowingly upload, reproduce or use third-party copyright material in AI-assisted content-development processes unless we have an appropriate licence, permission or other lawful basis for that use.

Where external materials are used as references, eMasterHUB aims to ensure that their use complies with applicable intellectual property requirements.

## 10. AI, Common Educational Language and Similarity

Education and professional training frequently use common:

- terminology
- definitions
- learning structures

- regulatory language
- industry concepts
- course topics
- instructional formats

AI-assisted drafting may also produce language or structures that resemble material available elsewhere.

Accordingly, similarities in general terminology, course topics, structures, headings or concepts may occur.

eMasterHUB does not knowingly reproduce protected third-party content without appropriate permission, licence or legal authority.

Where a genuine concern about intellectual property is raised, we will review the relevant material and take reasonable action where appropriate.

## **11. Third-Party Material**

Courses may include or refer to information, standards, websites, publications, legislation, guidance or resources produced by third parties.

References to a third party do not imply:

- sponsorship
- endorsement
- affiliation
- partnership

unless expressly stated.

Third-party information may change and remains subject to the terms and policies of the relevant third party.

## **12. No Affiliation or Government Endorsement**

Unless expressly stated, eMasterHUB and its courses are not endorsed by, sponsored by or affiliated with:

- the National Disability Insurance Agency
- the NDIS Quality and Safeguards Commission
- Australian Government departments
- state or territory governments
- professional registration bodies
- other course providers
- competitors
- third-party brands

References to organisations, standards or regulatory frameworks are made for educational and informational purposes.

## 13. User Responsibility

Learners and organisations are responsible for considering whether course information is appropriate to their circumstances.

Users should:

- exercise reasonable judgement when applying learning
- follow applicable legislation and regulation
- follow current workplace policies and procedures
- follow participant-specific or client-specific plans
- seek qualified professional advice where appropriate
- verify current regulatory information when required

Course content should not be treated as the sole authority for high-risk clinical, legal, regulatory or operational decisions.

## 14. Limitation of Liability and Australian Consumer Law

Nothing in this disclaimer excludes, restricts or modifies any consumer guarantee, statutory right or remedy that cannot lawfully be excluded under the Australian Consumer Law or other applicable law.

Subject to those rights, and to the maximum extent permitted by law, eMasterHUB does not accept responsibility for loss caused solely by:

- inappropriate reliance on general educational material as individual professional advice
- failure to verify clearly identified regulatory information that has subsequently changed
- unauthorised alteration or misuse of course material
- inaccurate information supplied by a third party
- events or independent third-party services outside eMasterHUB's reasonable control

Nothing in this notice prevents a person from exercising rights or obtaining remedies available under applicable law.

## 15. Privacy and AI Technologies

eMasterHUB may use technology providers and automated systems in connection with activities such as:

- learning-platform operation
- course creation
- learning support
- analytics
- content recommendations

- assessment assistance
- administration

Personal information is handled in accordance with our Privacy Policy and applicable privacy requirements.

We aim to avoid providing unnecessary personal or sensitive information to generative AI systems.

Where personal information is processed by an external technology provider, our Privacy Policy will describe relevant arrangements where required.

Where specific consent is required by law for a particular use or collection of personal information, appropriate consent will be sought.

eMasterHUB does not currently use AI systems to make solely automated decisions that could reasonably be expected to have legal or similarly significant effects on a learner.

If this changes, relevant policies and disclosures will be reviewed.

## **16. Reporting Content Concerns**

We welcome genuine concerns about our learning materials.

Please contact us if you reasonably believe content:

- infringes intellectual property rights
- contains a material factual error
- is materially outdated
- presents a health or safety concern
- misrepresents another organisation
- creates misleading confusion regarding another brand
- contains inappropriate AI-generated material

Contact:

[admin@emasterhub.com.au](mailto:admin@emasterhub.com.au)

Please provide:

- the course or page concerned
- the relevant content
- an explanation of the issue
- supporting information where available

We aim to acknowledge genuine concerns within 5 business days.

We will review concerns in good faith and may, where appropriate:

- correct content
- clarify content
- update content
- replace content
- temporarily remove content
- permanently remove content
- seek further information

Making a change following a complaint does not constitute an admission of infringement, fault or liability.

## **17. Continuing Content Review**

eMasterHUB may periodically review and update courses as part of its quality assurance process.

Priority may be given to subjects involving:

- health and safety
- NDIS regulation
- medication
- restrictive practices
- behaviour support
- infection control
- manual handling
- regulatory compliance
- changing legislation or government guidance

The existence of a review process does not guarantee that content will immediately reflect every regulatory or industry change.

## **18. Changes to This Notice**

eMasterHUB may update this notice to reflect:

- changes in artificial intelligence technology
- changes to our content-development processes
- legal or regulatory developments
- changes to our services
- improvements to our quality assurance processes

The current version will be published on our website.

Where a material change significantly affects users, we may provide additional notice or request renewed acknowledgement through the platform.

## **19. Governing Law**

This notice is governed by the laws of Queensland, Australia.

Nothing in this section limits any statutory jurisdiction or consumer right that cannot lawfully be restricted.

## 20. Contact Details

**eMasterHUB**

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Spring Hill QLD 4000  
Australia

**Email:** [admin@emasterhub.com.au](mailto:admin@emasterhub.com.au)

**Website:** [www.emasterhub.com.au](http://www.emasterhub.com.au)

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