

Student Handbook 2025-2026 Domestic



SITS
COLLEGE



Welcome

HCR Constructions Pty Ltd trading as Step into Training Services or **SITS College** is a well-established and reputable Registered Training Organisation (RTO), delivering nationally recognised qualifications across a range of industries since 2009.

We specialise in providing high-quality training and assessment services that support workforce development by enhancing skills and capabilities. Our goal is to contribute to a workforce that is skilled, productive, and committed to safe work practices. Our team of qualified and experienced Trainers and Assessors are dedicated to supporting you throughout your learning journey and ensuring you achieve the best possible outcomes from your training.

The SITS College team is pleased to welcome you to our programs. Throughout your studies, you will have specific rights and responsibilities, many of which are outlined in this handbook. SITS College has been delivering training under government-funded programs since 2013 in Queensland and since 2014 in New South Wales.

If you would like further information about study options, government funding assistance, or payment arrangements, please contact the SITS College Administration Team.

We hope your learning experience with us will be engaging, rewarding, and enjoyable

Rajat Saraswat
Managing Director

SITS College

RTO Code: 91533

CRICOS Code: 03474G

E: info@sits.edu.au

Ph: 1300 467 487

Keep up to date with SITS College News and Events:

- Website: www.sits.edu.au
- Facebook: <https://www.facebook.com/stepintotraining>
- Instagram: <https://www.instagram.com/sits.college>

The information contained within this document is the property of SITS College which is confidential and protected by international copyright laws and any unauthorised use of this document or its contents may violate copyright, trademark, and other laws. No part of this document may be photocopied, reproduced, or translated in any form or by any means, or stored in a retrieval system or transmitted electronically or otherwise, without the prior written consent of SITS College.



Contents

Welcome.....	2
Keep up to date with SITS College News and Events:	2
Introduction.....	5
Fostering an Inclusive Learning Environment.....	5
Code of Conduct.....	6
Workplace Health & Safety	6
Enrolment.....	6
Application.....	7
Eligibility	7
Pre Training Review and LLND	9
Unique Student Identifier	9
Changes to Enrolment/Personal Details.....	10
Commitment to Quality Training and Assessment	10
Learner Support	10
Staff and Trainer Access	10
Support Services and Special Needs.....	10
Disclosure.....	11
Support Services Available.....	11
Course Deferral and Suspension.....	12
Course Transfer.....	12
Course Withdrawal	12
Consumer Protection Mechanism.....	13
Class Delivery	13
Punctuality.....	13
Absence	13
Consideration of Others	13
Equipment Requirements.....	13
Assessment.....	14
Plagiarism.....	14
Trainer competencies.....	14
Engagement with industry.....	14
Work Placement.....	14
Collecting evidence that counts – the rules of evidence	14
Assessment Task Outcomes.....	15
Assessment Requirements and Submission	15



Extensions	15
Reassessment Opportunities	15
Student Support and Fairness	15
Reasonable Adjustment	16
Certification	16
Recognition of Prior Learning	16
RPL Process	17
RPL guidelines	17
Appealing RPL outcomes	17
Credit Transfers	18
Complaints and Appeals	19
Funded Programs	20
Career Start	20
Career Boost	20
Apprenticeship and traineeship funding	20
Construction Skills Queensland (CSQ)	20
Smart and Skilled	21
Fee-for-Service	21
Protecting fees being paid in advance	21
Invoicing and Payment	21
Payment Plans	22
Refund Policy	22
Refund Application	22
Processing Time	22
Cooling-Off Period	23
Provider-Initiated Course Withdrawal	23
Student-Initiated Withdrawal After Course Commencement	23
Discrimination and Harassment	23
Access and Equity	23
Privacy	23
VET Data Use Statement	24
Legislative Requirements	24
Student Access to Records	25
Student survey and Feedback	25
Policies and Procedures	25



Introduction

SITS College warmly welcomes you, and we look forward to supporting you in achieving your learning goals. This handbook serves as a point of reference for important information about the policies and procedures we have established to make your learning experience as productive, rewarding, and enjoyable as possible. SITS College is fully committed to providing high-quality training and assessment. We encourage you to share feedback—both positive and constructive—about your learning experience, as it helps us to continually improve our programs and services.

Fostering an Inclusive Learning Environment

We have implemented clear and accessible policies that explicitly prohibit:

- Racism, religious discrimination, and vilification
- Antisemitism and other forms of religious intolerance
- Bullying, harassment, and hate-based conduct

These policies align with relevant legislation, including:

- Racial Discrimination Act 1975
- Australian Human Rights Commission Act 1986

Our Student Code of Conduct:

- Sets clear expectations for respectful and inclusive behaviour
- Explicitly prohibits offensive language, stereotyping, or hate speech
- Applies to all learning environments, including online platforms

We actively promote inclusion through:

- Student and staff induction programs covering diversity, cultural safety, and respectful behaviour
- Awareness of antisemitism and other forms of religious vilification
- Ongoing reminders via training sessions, communications, and learning materials

We provide multiple, accessible channels for reporting concerns:

- Formal complaints process
- Informal reporting to trainers or student support staff
- Option for confidential reporting

Students are informed that:

- Reports will be handled sensitively and promptly
- Victimization is strictly prohibited

All reports of vilification are:

- Assessed promptly
- Investigated fairly and confidentially
- Addressed in line with procedural fairness

Appropriate actions may include mediation, warnings, or disciplinary action.

To support affected students, we provide:

- Access to student support services
- Referrals to external counselling or specialist services where required
- Adjustments to learning arrangements if needed

We foster a culture of respect by:

- Promoting diversity and inclusion in training materials and practices
- Ensuring trainers model inclusive behaviour
- Monitoring classroom and online interactions

We regularly review:

- Complaints data and trends
- Student feedback
- Effectiveness of policies and training

This ensures our approach remains responsive and aligned with best practice.



Code of Conduct

SITS College is a positive learning environment that promotes and supports the diversity of students. This is achieved by fostering a safe and inclusive experience for all students and providing a culturally safe learning environment all students including for First Nations people.

Students are expected to participate with commitment to this inclusivity by respecting others at all times. Students are also expected to show commitment to their training, submit assessments in a timely manner, and behave in a manner that does not contravene workplace health and safety.

In order to maintain this environment, SITS College views student misconduct seriously.

Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety, and wellbeing of others
- Any instance of violence or intentionally damaging equipment and/or materials belonging to SITS

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Reimbursement of the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Referral to the police as appropriate

Students found guilty of misconduct have the right to lodge an appeal by following the SITS College complaints and appeals policy.

Workplace Health & Safety

SITS College is committed to providing a safe and healthy learning and working environment. All staff and students are expected to actively participate in maintaining workplace health and safety, on College premises or in workplace learning environments.

Smoking and Substance Use

- **Smoke-Free Campus:** SITS College is a smoke-free environment. Smoking is prohibited inside all buildings and is only permitted at designated outdoor locations that are away from building entrances. Smoking is not allowed within four (4) metres of any building entrance.
- **Drugs and Alcohol:** Students under the influence of drugs and/or alcohol are not permitted on College premises, nor are they allowed to use any training facilities or equipment while under the influence.

Compliance with these policies ensures a safe, professional, and productive environment for all members of the SITS College community.

Enrolment

Learners seeking to participate in a SITS College program should complete an enrolment application. This can be done on our website, or forms can be requested by emailing info@sits.edu.au

As part of enrolment into one of our courses or units students provide personal details and information SITS College has a legal requirement to collect this information, and we have systems in place to keep all information regarding course participants strictly confidential in accordance with our privacy policy. Information about you will only be divulged to external Agencies with your consent, or when there is a legal requirement to do so.



Application

The completed Enrolment Application Form should be submitted to us, along with the following documents:

- proof of a QLD residential address
- proof of Australian or New Zealand citizenship or proof of Australian permanent residency
- evidence of your Date of birth (you must be over 15 years of age)

Note:

Depending on the course or funding requirements, you may be asked to provide additional information.

Upon receipt of your application, a SITS College staff member will contact you to discuss:

- any specific learning needs,
- your previous experience. If you have demonstrated competency in a unit or proven knowledge, skill and experience related to the units we are delivering, a Credit Transfer or a Recognition of Prior Learning (RPL) application approval may result in a reduced training period.
- any study preferences, and
- access to practice site/s

Eligibility

Some courses have Entry Requirements that are provided to ensure you will be able to complete the course requirements. These range from pre-requisite courses to Industry requirements that are required to participate in the workplace for example the Working With Children Check required to work in a Childcare Service. Details of these are provided with the specific course information located on the College website.

For Government Funded places in a course, there are eligibility criteria that must be met and evidenced. Prior to enrolment SITS College must:

Confirm the student is:

For General Training Pathway:

- no longer in school
- aged 15 years or older
- a permanent resident of Queensland
- an Australian or New Zealand citizen, or an Australian permanent resident, or holds an eligible visa.

For Apprenticeship or Traineeship Pathway:

- currently employed as a Queensland apprentice or trainee (under a registered training contract) in an eligible apprenticeship or traineeship Qualification through this Program;
- no longer in school

We must also

- Determine the student's concessional status.
- Ensure the student is not currently enrolled in another Training Product even if it is on hold or deferred, whether funded by the department or not (foundation skills do not count)
- Check the Queensland Subsidised Training List (QSTL) for additional eligibility requirements, entry restrictions and exemptions.



And to ensure the **entitlement** of the student for **Career Start general training pathway** - ensure the student **does not**:

- either hold a certificate III or higher qualification (including an apprenticeship or traineeship) completed within the last 10 years; OR
- hold a qualification (Certificate I or II or III) funded under Career Start (general pathway or apprentice/trainee pathway).
 - Qualifications completed as a school student (excluding School based traineeship) and foundation skills qualifications do not count.
 - Contact the department to determine how any previous certificate II or lower qualifications completed after 1 July 2025 (general pathway or apprentice/trainee pathway) were funded.

For Career Start apprentice and trainee pathway - ensure the student does not:

- hold two department-funded apprenticeships or traineeships completed within the last 10 years.
 - If the student has previously completed an apprenticeship or traineeship, they must have only accessed department-funding a maximum of once before in the last 10 years. This is visible on the AISS results for qualifications started prior to 1 July 2025.
 - Contact the department to determine how previous apprenticeship or traineeship qualifications commenced after 1 July 2025 were funded.
- hold 2 qualifications funded under Career Start.
 - To assist in determining eligibility contact the department

For Career Boost general training pathway - ensure the student does not:

- hold a certificate IV or higher qualification (general pathway or apprentice/trainee) completed within the last 10 years.
 - Qualifications completed as a school student (excluding School based traineeship) and foundation skills do not count.
 - This requirement does not apply to individuals seeking to enrol in a skill set. Students are entitled to two subsidised skill sets in priority industries or sectors as part of the program.

For Career Boost apprentice and trainee pathway – Ensure the student does not:

- either hold two department-funded apprenticeships or traineeships completed within the last 10 years; OR
- hold a certificate IV or higher qualification (general pathway or apprentice/trainee) completed within the last 10 years.
 - Qualifications completed as a school student (excluding School based traineeship) and foundation skills do not count.
 - If the student has previously completed an apprenticeship or traineeship, they must have only accessed department-funding a maximum of once before (it cannot have been funded under Career Boost) in the last 10 years.

In some instances, depending upon the entry requirements for specific qualifications, a SITS College staff member will need to discuss these requirements with you before you can be accepted into the course/qualification.



Pre Training Review and LLND

As part of the pre-enrolment process, all students undertake a Pre-Training Review, which is designed to ensure you have enough information about the program and how it will run to make an informed decision about enrolling and to assist us in ensuring that the course is suitable to your needs and that you have the support you need to get the best outcome. This review will include a Language, literacy, and numeracy (LLN) and Digital competency assessment. The assessment is an informal process to identify any support we may need to provide to allow you to meet your learning requirements

Student Obligations

As part of your enrolment a SITS student takes on the following obligations

1. **Academic and Professional Competency**

In your course you must demonstrate to the Trainer/Assessor—through attendance, participation, and successful completion of both written and practical assessments—that the required academic and professional competencies have been achieved.

2. **Updating Personal Information**

Students must promptly notify SITS of any changes to their name, address, or contact details. Please complete the Student Request Form. Link: [Student Request Form](#)

3. **Communication and Mobile Phone Use**

SITS may take telephone messages for students only in emergency situations and upon request. Mobile phones must be set to silent mode during class sessions.

4. **Dress Code for Practical Training**

Students are required to wear **closed shoes** during Security Course practical training for safety reasons.

5. **Suspension or Expulsion**

Students may be suspended or expelled from SITS for any of the following reasons:

- Non-payment or late payment of course fees
- Breach or failure to comply with SITS Policies and Procedures
- Serious misconduct or violation of applicable laws or regulations

Unique Student Identifier

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- will give you access to your training records and transcripts
- can be accessed online, anytime, and anywhere
- is free and easy to create and
- stays with you for life

If you are a new or continuing student undertaking nationally recognised training, you need a USI to receive your qualification or statement of attainment. If you don't have a USI, you will not receive your qualification or statement of attainment.

Your USI gives you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer, or demonstrating pre-requisites when undertaking further training.

If and where an exemption applies, SITS College will inform the student prior to either the completion of the enrolment or commencement of the training and assessment (whichever occurs first), that the results of the training will not be accessible through the commonwealth and will not appear on any authenticated VET transcript prepared at the Register.

A USI is your free lifelong education number. You only need to create it once.

To create your USI click [here](#)



Changes to Enrolment/Personal Details

To make changes to your enrolment or personal details please contact SITS College by phone or email or fill in the request form online with the details you require changed, and we will make the changes for you.

Commitment to Quality Training and Assessment

SITS College is dedicated to providing training and assessment services that meet the needs of both clients and industry. We ensure this through:

- Qualified and experienced trainers and assessors with relevant industry expertise.
- Appropriate facilities and learning environments that support practical and theoretical learning.
- Sufficient learning opportunities and access to suitable resources.
- Assessments that are fair, flexible, and aligned with industry requirements.

Learner Support

At SITS College, we are committed to supporting you throughout your training and assessment journey. Please always feel confident to contact us if you need assistance or support, we are here to help you in your education journey. For the full policy and procedure please see the website *P06-student-support-services-and-wellbeing-policy*

Staff and Trainer Access

Your primary contact will be your Trainer and Assessor, who is assigned upon enrolment. In addition, you will have access to support from Student Administration and the Management team for the duration of your studies. However, for training-related queries, it is recommended that you first contact your Trainer and Assessor.

On the first day of class, Trainer/Assessors provide an email contact for themselves, and students are advised that they may contact the Trainer/Assessor at any time within business hours. If the Trainer/Assessor is not working on a particular day the students are advised of this. You are also advised again that Administration is open to students, in person, by email and phone at any time during business hours.

The office hours of the SITS College are:

Monday – Friday from 9.00am – 5.00pm

Students can access staff directly or via Student Administration and an appointment will be organised as soon as practical.

Important Note

While we strive to provide the best possible learning opportunities, please be aware that SITS College cannot guarantee:

1. That you will successfully complete your training.
2. That you will achieve a specific employment outcome upon completion of your training.

Support Services and Special Needs

At SITS, we are committed to supporting you throughout your training and assessment journey. If at any stage during your course you require assistance or additional support, please speak with a member of the SITS staff. We will do our utmost to provide the help you need.

If you have any specific needs—such as support with language, literacy, learning difficulties, mobility issues, or visual or hearing impairments—please inform us *prior to enrolment* so we can make appropriate arrangements to support your learning experience.

SITS offers a range of support services to assist students in successfully completing their training. However, if you do not inform us of any condition that may impact your ability to learn, our ability to provide the necessary support may be limited.



Disclosure

Deciding whether to disclose how your disability affects your learning can be challenging. However, disclosure enables your trainer or the disability services officer to discuss and implement reasonable adjustments that can support your participation and success in your course.

Support During Disclosure

- You may bring a support person to meetings, such as a family member, advocate, or case worker, to assist in explaining your needs.
- Be prepared to provide relevant details and evidence regarding your disability and its impact on learning. Suitable evidence may include medical reports, school reports, or other professional documentation.

Consent and Confidentiality

- You will be asked to sign a consent form allowing your information to be shared with staff involved in assessing and implementing reasonable adjustments.
- All information will be treated confidentially and shared only with those who need it to support your learning.

Ongoing Support

- Previous support strategies may not always be appropriate in a new learning environment. It is important to discuss available options and explore new approaches to ensure adjustments are effective.
- Reasonable adjustments are negotiated with you and aim to balance your needs with the requirements of the course and the broader learning environment.

Review and Communication

- Keep in regular contact with your trainer or Administration officer.
- Your needs may change over time, and your reasonable adjustments may need to be reviewed and updated to continue supporting your learning effectively.

Support Services Available

SITS College has access to various support and welfare services to assist you if needed.

Our trainers will be more than happy to discuss with you about your training and career aspirations, and expectations from your training with SITS College.

If you are having trouble with your literacy or numeracy skills, our trainers will be able to provide you with help in developing these skills.

Interpreters

SITS College recognises the diversity of its students. Should the services of an interpreter be needed, we will endeavour to locate an accredited interpreter to assist you. If interpreter services are not covered by government funding, the costs of an interpreter will be borne by the student. However, there are also several online services that might be used to assist students who may be having understanding English.

Disability Support

SITS College is committed to supporting persons with disabilities. For example, persons who identify themselves as being hearing impaired during our enrolment process will automatically be provided with a written script of the learning resources contained in the course in which they are enrolled.

For persons who have a disability that cannot be catered for by our system, we will undertake to find another provider that can accommodate their specific needs.



Personal Support

Where personal circumstances may affect your learning experience, SITS College will endeavour to support you wherever possible, including referring you to the following organisations:

Service	Contact
Emergency (police/ambulance/fire)	000
Lifeline – Crisis Support	13 11 14
Kids Helpline	1800 551 800
Men’s Line Australia	1300 789 978
Translating & Interpreting Service (TIS National)	131 450
Suicide Call Back Service	1300 659 467
Beyond Blue (mental health support)	1300 22 4636
Mission Australia – general enquiries	1800 951 123
Centrelink/Services Australia – general support numbers vary	Check Services Australia contact page for up-to-date lines. Save time by using self service through myGov and your online account.
Suicide Call Back Service:	1300 659 467
National counselling for domestic/family violence and sexual assault.	1800RESPECT: 1800 737 732
Queensland mental health access line and triage to local services (24/7)	1300 MH CALL (1300 642 255)

Course Deferral and Suspension

A student may apply to defer or suspend training due to extenuating circumstances outside of their control, which may include:

- long term illness
- family matters

The student is required to complete an Application For Deferral Or Suspension of Training which they can access by contacting the SITS College Administration Team. A representative of SITS College will provide the decision application in writing.

Course Transfer

If a student (not an apprentice/trainee) wishes to change from their current enrolment in a qualification to another qualification on SITS College’s Scope of Registration, an application must be made in writing to SITS College Administration. Applications will take 7 days to process.

Units of competency already achieved under your first enrolment will be recognised by the issuance of a Statement of Attainment.

Course Withdrawal

To cancel your enrolment prior to completion the student is required to advise in writing, either via email to info@sits.edu.au or by completing an Application for Course Withdrawal which they can access by contacting the SITS College Administration Team. A representative of SITS College will provide confirmation of the withdrawal in writing.

Where applicable there will be proportionate refunds where a student withdraws from a unit of competency. A Statement of Attainment will be issued for any successfully completed units completed.



Certificates and Statements of Attainment cannot be released if there are outstanding fees owed to the college.

Consumer Protection Mechanism

SITS College is committed to ensuring that all information regarding its training and assessment services is clear, accurate, and not misleading at the time of publication. This includes details about guarantees, refunds, and agreements between students and SITS College, as outlined in the enrolment form and Student Handbook. Under the Australian Consumer Law (ACL), consumers are entitled to receive the services promised in the enrolment agreement within a reasonable timeframe.

Class Delivery

Punctuality

For courses requiring attendance at one of our training centres, we kindly ask that you arrive on time. If you are running late or need to reschedule, please contact us as soon as possible, as most scheduling issues can be accommodated.

Absence

If you need to cancel a training or assessment session with SITS College, you are required to provide us with as much notification as possible. As a minimum we require 24 hours' notice of any cancellation of attendance.

Consideration of Others

SITS College requires our students to display respect to our trainers and other students. You can help us with this by:

- Not smoking on our premises
- Listening to instructor's directions
- Treating other students as you would like to be treated yourself

As part of supporting a safe and inclusive learning environment, students may be asked to leave the premises if they continue to conduct themselves in a way that is disruptive to the trainer or other students.

Equipment Requirements

To fully participate in your course, you will need to ensure you have access to the following:

Personal Device: Bring your own laptop or other device capable of connecting to the internet.

Webcam: Some courses may require the use of a webcam for online learning or assessments.

If you are attending training at one of SITS College's on-site facilities, all necessary equipment for the course will be provided.

Ensuring you have the required technology, and equipment will help you fully engage with your learning and complete all assessments successfully.



Assessment

Quality assessment ensures that the skills and knowledge of candidates are assessed using four principal determinants:

- Assessment decisions based on the assessment of skills and knowledge required in the units of competency drawn from industry Training Packages or VET accredited courses.
- Target industry/enterprise requirements are contextualised and integrated into assessment.
- That evidence is gathered that meets the rules of evidence.
- That assessment is conducted in accordance with the principles of assessment.

Plagiarism

SITS College treats instances of plagiarism, cheating and collusion seriously. Where evidence of plagiarism is found, the Trainer/Assessor will inform the Compliance or Operations Manager via internal channels. An interview will be conducted with the student and appropriate action will be taken, in accordance with SITS' policy and procedure on **Student Misbehaviour** and the SITS' **Student Code of Conduct**, which is highlighted in both the pre-enrolment documentation and the student induction session. This includes a record of the event being stored and any resolution being kept on the SITS continuous improvement register.

Trainer competencies : We ensure that all our trainer/assessors:

- have the training qualifications and industry experience to make valid assessment judgments.
- Demonstrate current industry knowledge and skills in their vocational area.
- Ensure learners are trained in line with industry standards.
- Engage in ongoing professional development to maintain currency in teaching, assessment practices, and industry skills.

Engagement with industry

SITS College has established industry associations to incorporate current industry requirements into the assessment process, to ensure that students are work ready on completion. Consultation with industry provides information about assessment methods and design relevant to the workplace.

Work Placement

Work Placement is an important part of the skill development for students; it allows them to work under Industry conditions making them ready for the workplace. SITS takes responsibility for its students as they undertake this part of their learning journey. To support a positive experience for both student and employer, SITS has processes to ensure the smooth placement and progress for the student and collaboration with the host employer.

In some cases the student will need to obtain security clearance prior to the commencement of placement or assessment in the workplace, i.e. a Police check for Community Services or a Working With Children Check for Childcare and School-based courses.

Please see the Course Info on the SITS website for specific course applications for Work Placement requirements and any relevant security clearance required prior to the commencement of placement or assessment in the workplace.

Collecting evidence that counts – the rules of evidence

In collecting evidence, SITS College applies the rules of evidence to inform the assessment strategy. Assessment strategies have been designed to ensure:

Sufficiency. The assessment must be assured that the quality, quantity, and relevance of the assessment evidence enable a judgement to be made of a student's competency.

Validity. The assessor must be assured that the student has the skills, knowledge, and attributes as described in the unit of competency and associated assessment requirement.

Authenticity. The assessor must be assured that the evidence presented is the student's own work.

Currency. The assessor must be assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or they are very recent past



Assessment Task Outcomes

Each assessment task is marked as:

✓ Satisfactory (S)

The student's work meets the required standards

Demonstrates appropriate knowledge and skills

Evidence is complete and acceptable

or

✗ Not Yet Satisfactory (NYS)

The work does not meet the required standards

Evidence is incomplete, incorrect, or insufficient

📌 All assessment tasks must be marked Satisfactory (S) to achieve competency in the unit.

3. Final Unit Outcomes

Once all assessment tasks are completed, a final result is recorded:

✓ Competent (C)

The student has successfully completed all assessment requirements

All unit requirements have been met to the required standard

or

✗ Not Yet Competent (NYC)

The student has attempted all required assessments but has not met one or more requirements

Additional training and/or reassessment is required

Assessment Requirements and Submission

Students must submit all assessments by the due date

All required tasks must be attempted to receive a final outcome

Clear instructions and assessment criteria are provided prior to commencement

Extensions

Students may apply for an extension under the following conditions:

The request must be made before the due date (preferably at least 1 day prior)

Requests can be made verbally or in writing to the Trainer/Assessor

Extensions:

Are assessed on a case-by-case basis

Are not automatically granted

Require a valid reason (e.g. illness, personal circumstances)

May require supporting evidence (e.g. medical certificate)

Final approval is at the discretion of the Trainer/Assessor

Reassessment Opportunities

If a student receives a Not Satisfactory (NS) or Not Yet Competent (NYC) result:

Clear feedback will be provided

Students will be given an opportunity for reassessment

Additional support may be offered where required

Student Support and Fairness

Assessment processes are fair, transparent, and clearly explained

Students are informed of outcomes and provided with feedback

Support is available to assist students in achieving competency

Students have the opportunity to contest an assessment outcome through the Complaints and Appeals process (Policy and Forms available on the SITS website)



Reasonable Adjustment

Reasonable adjustment can be made for students with disability. The following information will help you to understand how reasonable adjustment works.

Reasonable adjustment means modifications or changes that give you the same opportunities in training as a person without disability. Adjustments need to be reasonable. That is, they need to consider the needs of everyone involved so that no one is disadvantaged. This includes you, other learners, your trainers, and the impact on your training organisation.

Reasonable adjustment does not:

- give you an advantage over others
- mean that course standards or outcomes will be changed for you – you will still need the knowledge and skills to do the course and will need to demonstrate competency in all tasks

Some examples of reasonable adjustment are:

- books or learning materials in an alternative format; for example, audio, electronic, etc.
- access to specialised software or equipment
- assistance from a support person; for example, a note-taker or sign language interpreter
- extra time to complete assessments.

Certification

SITS College will ensure that AQF certification documentation is issued to you within 30 calendar days of you being assessed as meeting the requirements of the training product, if the training program in which you are enrolled in is complete and providing all agreed fees have been paid.

Statement of Attainment: If a student does not complete a full qualification, they are entitled to a statement of attainment for units successfully completed issued within the same timeframe.

Record Retention: RTOs are required to maintain records of certification documentation for 30 years

Recognition of Prior Learning

SITS College recognises that students may already possess skills, knowledge, and experience gained through previous work, study, or life experience. Under the Standards for Registered Training Organisations (RTOs) 2025, all learners are entitled to have their prior learning fairly and accurately assessed.

What is Recognition of Prior Learning (RPL)?

Recognition of Prior Learning (RPL) is a process that allows you to gain formal recognition for skills and knowledge you already have, even if you acquired them outside of a formal classroom setting. This could include skills gained through:

- Previous work experience or on-the-job training
- Volunteer or community work
- Life experience
- Informal or formal education

RPL assesses whether your existing skills and knowledge meet the requirements of a nationally recognised qualification or unit of competency. If you demonstrate that you already meet the learning outcomes, you may receive credit or exemptions, which can reduce the amount of training you need to complete.



Key Points About RPL:

- It is **evidence-based** – you need to show proof of your skills and knowledge.
- It is **assessed by qualified Trainers and Assessors** to ensure fairness and accuracy.
- It is **available to all learners**, giving recognition to what you already know and can do.
- It helps you **save time and cost** by avoiding unnecessary training for skills you already possess.

At SITS College, RPL is designed to be transparent, fair, and supportive, helping you achieve your qualification efficiently while maintaining the quality and integrity of nationally recognised training.

RPL Process

Should you wish to apply for RPL for any of our courses or units of competency, you can see the details of the process in the Policy and Procedure available on the website or you may contact Administration directly to arrange for one of our qualified assessors to discuss your suitability and costs applicable.

The process requires that you submit evidence of your previous work experience or training to be assessed against the unit requirements. You will also be required to pay the applicable fee which is calculated in each individual case and advised prior to you commencing the process.

RPL guidelines

SITS College follows the Standards for RTOs 2025 (SRTO 2025) to ensure that Recognition of Prior Learning (RPL) is fair, transparent, and consistent. RPL allows learners to have their existing skills and knowledge assessed for credit towards nationally recognised qualifications or units of competency.

1. Accessibility and Information

All learners must be informed of their right to apply for RPL at the time of enrolment.

Clear guidance is provided about the RPL process, including evidence requirements, assessment methods, and potential outcomes.

2. Evidence-Based Assessment

RPL assessments are based on valid, authentic, sufficient, and current evidence that demonstrates competence against the required learning outcomes.

Evidence can include work samples, resumes, references, qualifications, or other relevant documentation.

3. Qualified Assessors

Assessments are conducted by Trainers and Assessors who hold the required qualifications and competency to ensure fair and accurate evaluation.

4. Transparency and Feedback

Learners are informed promptly of the RPL outcome.

If gaps in knowledge or skills are identified, SITS College provides guidance on how to complete the remaining training to achieve full qualification.

5. No Disadvantage or Advantage

The RPL process ensures that learners are neither advantaged nor disadvantaged. It recognises existing competencies without compromising the quality or integrity of the qualification.

6. Documentation and Record-Keeping

All RPL applications, evidence, and outcomes are documented and retained according to SRTO 2025 requirements for compliance and audit purposes.

SITS College is committed to making the RPL process fair, supportive, and efficient, helping learners gain recognition for their existing skills while upholding nationally recognised training standards.

Appealing RPL outcomes

If you are not satisfied with the outcomes of an RPL application, you may appeal the outcome like other assessment decisions, through the complaints / appeals process via the appeals form located under the resources tab on the SITS College website.



Credit Transfers

Credit Transfer is a process that allows learners to gain formal recognition for units of competency or modules they have already completed at another Registered Training Organisation (RTO). This means you don't need to repeat training for subjects in which you have already demonstrated competence.

What is credit transfer?

Credit Transfer is a process that allows you to receive formal recognition for units of competency or modules you have already successfully completed at another Registered Training Organisation (RTO).

Instead of repeating training you have already completed, SITS College can grant you credit for equivalent units, helping you complete your qualification faster and more efficiently.

Key Points:

- Only applies to nationally recognised units that match your current course.
- You must provide a certified copy of your previous Statement of Attainment or Qualification.
- Approved units are credited automatically, so you don't need to repeat them.

When unit codes and titles are different

Sometimes, the units you have previously completed may have different codes or titles to those in your current qualification, if the unit has been deemed equivalent then the Credit Transfer would proceed as usual.

In some cases the unit is deemed non-equivalent and in these cases, SITS College follows the Standards for RTOs 2025 to ensure fair recognition:

Detailed Comparison

Our Trainers and Assessors will compare the learning outcomes, performance criteria, and assessment requirements of your previous unit with the current unit.

If the units are not exact matches but cover the same skills and knowledge, you may be eligible for Recognition of Prior Learning (RPL) instead of Credit Transfer.

Evidence Required

You will need to provide a Statement of Attainment, syllabus, or other supporting documents to demonstrate the equivalence of your prior learning.

Outcome

If equivalence is confirmed, the unit will be recognised, and you will not need to repeat it, even if the code or title is different.

If the unit is non-equivalent and gaps are identified, SITS College will advise on additional training or assessment required.



Complaints and Appeals

For more information about our Training's policy on complaints and appeals, please go to the website (<https://sits.edu.au/assets/pdf/Complaints-and-Appeals-Policy-and-Procedure-v6.0.pdf>)

Student complaints

The first step in resolving any issue or dispute is through SITS College. SITS College is required to have a documented complaints process outlining the steps for lodging and handling complaints.

If a resolution through the SITS College is not possible, then the next steps you have to take and who you have to contact depends on the nature of the issue.

Queensland Training Ombudsman

The Queensland Training Ombudsman provides a free, confidential, and independent service to review and resolve enquiries and complaints from apprentices, trainees, student, employers and other parties about the vocational education and training system.

Complaints can be lodged with the Queensland Training Ombudsman by phone on [1800 773 048](tel:1800773048) or via the [online complaint form](#).

Training quality complaints

If your complaint is related to the quality of the training and you are not satisfied with the way your RTO has handled your complaint or the outcome, contact the Australian Skills Quality Authority on [1300 701 801](tel:1300701801) or visit the [ASQA website](#).

Training fees complaints

If your complaint is related to fees or refunds and you are not satisfied with the way your training provider has handled your complaint or the outcome, contact Fair Trading on [13 74 68](tel:137468) or visit the [Fair Trading website](#).

Apprentices or trainees

If you are an apprentice or trainee with a complaint or an issue, contact Apprenticeships Info on [1800 210 210](tel:1800210210) or email apprenticeshipsinfo@qld.gov.au for further advice.

Approved Smart and Skilled training providers must have a consumer protection and complaints-handling system in place, as required by the Smart and Skilled Consumer Protection Strategy, the NSW Quality Framework and the Australian Skills Quality Authority (ASQA). Visit the [Consumer protection and complaints handling](#) page.



Funded Programs

Funding rules

The Queensland Government through the Department of Trade, Employment and Training (DTET) in QLD and Construction Skills Queensland (CSQ) funds a variety of vocational education and training (VET) programs. Each program has its own funding arrangements and eligibility requirements.

Career Start

Career Start is one of the Queensland Government's core funded vocational education and training (VET) programs, managed by the Department of Trade, Employment and Training (DTET).

Career Start provides individuals with the skills and support to start their career.

The program provides training to help individuals find a job and supports those already employed to move into more skilled roles or full-time employment, including after completing an apprenticeship or traineeship.

Career Start supports delivery of entry level training to students, apprentices and trainees aligned with the skill outcomes required by industry.

For more details, please click on <https://desbt.qld.gov.au/training/providers/funded/career-start>

Career Boost

Career Boost is one of the Queensland Government's core funded vocational education and training (VET) programs, managed by the Department of Trade, Employment and Training (DTET).

Career Boost aims to take a person's career to the next level, enabling them to grow and apply their skills to existing or new job roles and to support productivity growth and workplace innovation.

The program delivers training to help individuals develop the higher-level skills needed to secure employment, advance their careers, or progress to further education and training to undertake university or tertiary qualifications.

For more details, please click on <https://desbt.qld.gov.au/training/providers/funded/career-boost>

Apprenticeship and traineeship funding

- **Career Start**
 - Supports school leavers and job seekers with access to reduced-fee training in areas aligned with job opportunities and industry demand.
 - Includes funding for apprenticeship and traineeship training in priority and emerging industries.
- **Career Boost**
 - Offers workers access to reduced-cost, higher-level training to advance their careers.
 - Includes funding for apprenticeship and traineeship training in priority and emerging industries.
 - Apprenticeship and traineeship funding is available only if the individual hasn't already accessed their quota of 2 funded apprenticeships/traineeships under Career Ready and Career Start.

Construction Skills Queensland (CSQ)

Construction Skills Queensland is an independent, not-for-profit, industry-funded body which supports workers, apprentices, trainees, employers, and career seekers in the building and construction industry. SITS College is a proud recipient of CSQ funding for general construction qualifications. Please contact the SITS College Administration Team for program eligibility requirements or please visit

<https://sits.edu.au/domestic/> and for more information please visit <https://www.csq.org.au/>

SITS College is funded for the below programs:

- Skills Assessment and Gap Training (SAGT)
- Higher Qualifications program
- Short Courses program



Smart and Skilled

Smart and Skilled is a NSW Government program that helps people get qualifications in in-demand skills and industries. It's a key part of the NSW [vocational education and training](#) system.

- Website: <https://www.nsw.gov.au/education-and-training/vocational/funding/smart-skilled-training-providers#toc-what-is-smart-and-skilled>

While eligibility depends on many factors, Smart and Skilled course participants include people who are:

- 15 years or older
- no longer at high school or home-schooled students
- living or working in NSW (or an Aboriginal or Torres Strait Islander person living in a specific defined interstate NSW border area)
- an Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen
- the holder of a valid Unique Student Identifier (USI) or an applicant for one
- a NSW [apprentice or trainee](#)

Fees and Charges Fees are payable when you have confirmed your enrolment and received an invoice for the enrolment fee. Fees structures at SITS College will vary depending on the type of course you are enrolled in.

Fee-for-Service

Fee for Service courses are delivered when the student the cost of the training (rather than when training is delivered under one of a variety of government funding programs). At enrolment you will be advised of the total training cost; at this time, it will be identified whether the fees for your training are to be paid by you or a third party, the responsible party will be invoiced accordingly. Where the employer is paying the fees, the terms of payment will be negotiated with the employer and an invoice sent prior to the commencement of training.

Protecting fees being paid in advance

SITS College acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities SITS College will not accept payment of more than \$1500 from each individual student prior to the commencement of any course it offers. Following the course commencement, SITS College may require payment of additional fees in scheduled payments in advance from a student, but only such that at any given time, the total amount required to be paid does not exceed \$1,500.

Invoicing and Payment

An invoice will be provided at Enrolment; this will detail all fees and charges due.

Payment of invoices can be made via eftpos, direct deposit and/or credit card. Alternatively, to assist student's in managing the payment of fees SITS's provides a Payment Plan facility. For further information contact your SITS College Administration Team.

Enrolments are subject to a cooling-off period that expires 7 business days from the day on which SITS College receives payment. The cooling-off period provides a safeguard allowing the student an opportunity to change their mind before commencing the qualification. The Refund Policy outlines the process, should you wish to withdraw prior to the commencement of training.

Co-contribution Fees for DTET Funding programs are outlined on SITS College Website.

<https://sits.edu.au/co-contribution-fee-table/>

For apprenticeships and traineeships, fees are set by the Department at \$1.60 per nominal hour per unit of competency, unless the student qualifies for a fee exemption.



Co-contribution Fees CSQ:

- For CSQ programs the Higher Qualifications program is \$750
- For CSQ programs the Skills Assessment and Gap Training program is \$500
- For CSQ programs the Short Course program is \$0

Fees for Smart and Skilled

Training providers are compensated through a top-up to the subsidy, called a loading, for the typical additional costs associated with providing training to specific categories of students experiencing disadvantage.

- fee concessions for students receiving Commonwealth Government benefits and the dependants of benefit recipients. Visit [Disadvantaged students](#) and [Subsidised training for Aboriginal and Torres Strait Islander people](#) for more information.
- fee-free foundation skills courses for people who want help with language, literacy or numeracy skills. Visit [Foundation Skills](#), [Community College providers](#) and the [NSW Skills List](#).
- Website Links: <https://www.nsw.gov.au/education-and-training/vocational/funding/smart-skilled-fees> and <https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-fee-administration-policy>

Payment Plans

Fee payments may be made by Payment Plan, which enables payment of the Course Fees as per the agreed schedule over the duration of the course (Full payment must be completed a minimum of 1 month prior to the initial scheduled course end date)

If you have a Payment Plan and you are having difficulties making payments as per the agreed plan please speak to our Administration Team.

Refund Policy

In accordance with applicable legislation, SITS College is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for training and assessment services.

Where refunds are approved, the refund payment must be paid to you within 28 days.

Students can apply for a refund of fees paid to SITS College under a variety of circumstances:

- full refunds for co-contribution fees will occur where training has not commenced at the time of enrolment cancellation.
- proportionate refunds will occur where a student withdraws from a unit of competency.
- refunds will be made to employers or industry for any additional charges paid beyond the co-contribution fee and the government subsidy.

Refund Application

- Requests for refunds of fees or Co-contribution fees must be submitted in writing using the Refund Application Form no later than 7 days after the student's official withdrawal from the course.
- All withdrawal requests must be submitted via email and must be initiated by the student directly.

Refund Calculations

- Refunds will be issued on a unit-by-unit basis.
- Where training has not commenced at the time of enrolment cancellation, students are eligible for a full refund of fees and Co-contribution fees upon cancellation of enrolment.

Where a student withdraws from a specific unit of competency or module, a proportionate refund will be provided for the uncompleted components.

Processing Time

- Refunds will be processed via Electronic Funds Transfer (EFT) within 28 days of receiving the written request.



Cooling-Off Period

- A 7-day cooling-off period applies from the date of enrolment. If a student chooses to withdraw during this period, and training has not commenced, they are entitled to a full refund of any Co-contribution fees paid.

Provider-Initiated Course Withdrawal

- Full refunds for co-contribution fees will occur where training has not commenced at the time of enrolment cancellation.
- If a student is unable to complete their course due to circumstances instigated by the Registered Training Organisation (RTO), the student will receive a full refund for the undelivered portion of the course.
- A Statement of Attainment will also be issued for all successfully completed units.

Student-Initiated Withdrawal After Course Commencement

- If a student chooses to withdraw after the course has commenced, and this decision is not due to fault on the part of the RTO, partial fee refunds applies for the remaining portion of the course.

Student Support and Commitment

- SITS is committed to supporting every student in the successful completion of their qualification. We will make every reasonable effort to assist students in achieving their learning outcomes throughout the duration of their enrolment.
- Our organisation is guided by a policy of fairness and equity in all interactions with enrolled students, particularly in matters related to refunds, withdrawals, and course support.
- Students wishing to apply for a refund may do so by submitting a written request via email or by completing a Refund Application Form. To obtain this form, please contact the administration office.

Discrimination and Harassment

At SITS College we are committed to ensuring that the training and assessment environment and our workplace is free from discrimination and harassment. All employees, contractors and clients are made aware that discrimination and harassment will not be tolerated under any circumstances.

Access and Equity

SITS College is committed to developing and delivering training that provide equal opportunity for all students regardless of their sex, race, marital status, ethnicity, age, religion, and sexual orientation.

Our learning and assessment materials have been developed to be specifically sensitive to the needs of students from different cultural backgrounds.

SITS College acknowledges that our students come from socially, culturally, and linguistically diverse backgrounds. We endeavour to make our training accessible to *all* persons.

To this end, we will provide students with assistance they may require to successfully complete their training which may include referral to language literacy and numeracy support centres, or interpreter services. In these cases, the costs of this specialised assistance will be borne by the student.

Privacy

SITS College takes the privacy of participants very seriously and complies with all legislative requirements. These include the *Privacy Act 1988* and National Privacy Principles (2008) (and by virtue of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* the Australian Privacy Principles).

Your personal information, attendance details, progress and results may be disclosed to:

- Regulatory state funding bodies
- Other state private funding bodies that provide funding
- NCVER
- ASQA

All information shared is kept in the strictest confidence by both parties and is available to the Student on



request. In some cases, we are required by law or required by the Standards for NVR Registered Training Organisations to make your information available to others such as the National Centre for Vocational Education and Research. In all other cases, we will seek the written permission from you for such disclosure. Where written permission is required, this will be gained by using the Information Release Form.

VET Data Use Statement

Under the *National VET Data Policy 2020*, SITS College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

The purpose of collecting this data is to improve understanding of Australia's VET market and management of the national VET system.

SITS College is required to collect and report all students who have undertaken nationally recognised training, regardless of the status of the student.

To meet our reporting obligations, SITS College will require you to provide us with your Unique Student Identifier (USI) code before we can issue you a Nationally Recognised Training outcome.

Confidential data about SITS College and its student's activities may be published.

Files containing identifiable student data must be used in accordance with the Privacy Act 1988, including the Australian Privacy Principles.

Legislative Requirements

SITS College is subject to legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation (RTO), our obligations to students, and relates to the industry in which we conduct training. This legislation is continually being updated and all SITS College representatives must be made aware of changes as they occur. In addition, courses may have specific legislative requirements that must be complied with. The legislation that particularly affects the delivery of our training and assessment services includes:

Commonwealth legislation:

- *National Vocational Education and Training Regulator Act 2011*
- *Legislative Instruments Act 2003*
- *Work Health and Safety Act. 2011*
- *Age Discrimination Act 2004*
- *Disability Discrimination Act 1992*
- *Disability Standards for Education 2005*
- *Racial Discrimination Act 1975*
- *Racial Hatred Act 1995*
- *Sex Discrimination Act 1984*
- *Privacy Act 1988 and National Privacy Principles (2001)*
- *Fair Work Act 2009*
- *Copyright Act 1968*
- *Competition and Consumer Act 2010*
- *Work Health and Safety Act 2011*

Queensland

- *Vocational Education, Training and Employment Act 2000*
- *Work Health and Safety Act 2011*
- *Workers' Compensation and Rehabilitation Act 2003*
- *Child Employment Act 2006*
- *Child Protection Act 1999*
- *Australian Consumer Law and Fair Trading Act 2012 (QLD)*
- *Child Safe Organisations Act 2024*



Student Access to Records

At SITS College we acknowledge that you need access to your records to monitor your progress. You will be able to access your records, including academic records, Statements of Attainments, and financial history at any time by sending an email to info@sits.edu.au

Student survey and Feedback

As part of its performance monitoring and audit processes, the Australian Skills Quality Authority (ASQA) may seek feedback from current and former VET students, including through interviews and surveys. Students may also be invited to participate in surveys conducted by the Queensland Government, such as the Department of Training and Employment (DTET) survey, which gathers information on training goals, experiences, and outcomes. Construction Skills Queensland (CSQ) may also conduct surveys to evaluate the effectiveness of training programs and industry engagement.

In addition, all students will be asked to complete a SITS College Student Survey upon completion of their training. This survey helps SITS College gather feedback on the quality of training, assessment, and support services, ensuring continuous improvement in program delivery.

SITS College is committed to continual improvement, and an important part of this process involves seeking, received, and acting upon the feedback we get from our students.

Participation in these surveys is voluntary but highly valued, and all responses are treated confidentially.

Policies and Procedures

For current SITS College policies and procedures, please refer to our website www.sits.edu.au.

Review Process:

This policy shall be reviewed annually in compliance with the VET Quality Framework including the Standards for 2025 Standards for RTOs and Australian Qualifications Framework (AQF Framework); and all other applicable State and Commonwealth legislation.

Document Control			
Version History	Version Details	Date	Details
V1.0			Initial handbook
V1.1		September 2019	Adding additional required information and campus information
V1.2		November 2019	Updated Student Code of Conduct
V2.0		March 2020	2020 Handbook update to incorporate new Code of Behaviour and COVID 19 requirements.
V3.0		October 2020	Updated with more Support Services information, additional information on COVID and general edits
V4.0		January 2021	Handbook Update
V5.0		July 2022	Rename to 2022/23 Handbook- Minor changes to appearance (pictures) and updating of contacts etc
V.6		September 2023	Logo updated and new courses added and
V.7		February 2025	new courses added to scope
V.8		September 2025	New SAS and CSQ funding, 2025 Standards for RTOs updated.