Domestic
Student Handbook

HCR Constructions Pty Ltd t/a SITS College

RTO No: 91533 | CRICOS Code: 03474G

Welcome

SITS College is a respected and established Registered Training Organisation (RTO) delivering nationally recognised qualifications across a variety of industries. We provide training and assessment services, upskilling workers, to provide a workforce which is qualified, productive and safe.

Our team of qualified and experienced Trainers & Assessors are here to ensure you get the most out of your training.

The SITS College Team is proud to welcome you to our programs. During your training you have certain rights and responsibilities, most of which are covered in this handbook.

In addition, if you wish to speak with someone about your options for study or to enquire about government assistance with fees or about payment terms, please contact the SITS College Administration Team.
We trust that you will find the time we share challenging, rewarding and fun.

Rajat Saraswat
Managing Director
SITS College
RTO Code: 91533

Keep up to date with SITS College News and Events:

- Website: http://www.sits.edu.au/
- Facebook: https://www.facebook.com/stepintotraining?ref=hl

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Review Process:
This policy shall be reviewed annually in compliance with the VET Quality Framework including the Standards for Registered Training Organisations (RTOs) 2015 and Australian Qualifications Framework (AQF Framework); and all other applicable State and Commonwealth legislation.

Next Review Due: July 2023

Document Control		
Version History	Version Date Details	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

Our commitment

To provide training and assessment services that meet the needs of clients and industry. We provide qualified and experienced industry trainers and assessors, suitable facilities, ensure there is sufficient opportunities for learning in appropriate environments, with suitable resources and assessments that are fair and flexible.

SITS College is committed to supporting you through your training and assessment. Your key contact will be your Trainer Assessor, who is assigned to you upon enrolment. You will also have the support of Student Administration and the Management team for the duration of your studies; however, we recommend that your first point of contact be your Trainer and Assessor.

Note:
While we try to provide the best opportunities on your journey with us, we cannot guarantee that:
    i)   you will successfully complete your training,
    ii)   that a training product can be completed in a manner which does not meet the requirements of the packaging rules; or
    iii)   that you will obtain a particular employment outcome.

Introduction

SITS College welcomes you, and we look forward to working with you to achieve your learning goals.

This handbook has been produced as a point of reference for you to find information about the policies and procedures that we have put in place to make your learning experience as productive, rewarding, and enjoyable as possible.

SITS College is absolutely dedicated to providing you the best training we possibly can. Considering this, we strongly encourage you to provide us with feedback (good and/or bad) about your learning experience, so that we can continue to improve.

Changes to legislation and/or our Training's policies may impact on the currency of information included. SITS College reserves the right to vary and update information without notice.

he below qualification and units of competency are on SITS College's Scope of Registration. A current version can be viewed at www.training.gov.au by searching our RTO name.

-      AUR30620 Certificate III in Light Vehicle Mechanical Technology
-      BSB30120 Certificate III in Business
-      BSB40520 Certificate IV in Leadership and Management
-      BSB50420 Diploma of Leadership and Management
-      BSB60420 Advanced Diploma of Leadership and Management
-      CHC30121 Certificate III in Early Childhood Education and Care
-      CHC30221 Certificate III in School Based Education Support
-      CHC32015 Certificate III in Community Services
-      CHC40221 Certificate IV in School Based Education Support

- CHC43015 Certificate IV in Ageing Support
- CHC43115 Certificate IV in Disability
- CHC62015 Advanced Diploma of Community Sector Management
- CPC30220 Certificate III in Carpentry
- CPC30320 Certificate III in Concreting
- CPC30620 Certificate III in Painting and Decorating
- CPC40120 Certificate IV in Building and Construction
- CPC50220 Diploma of Building and Construction (Building)
- CPP20218 Certificate II in Security Operations
- CPP31318 Certificate III in Security Operations (re-registration purposes only)
- RII60520 Advanced Diploma of Civil Construction Design
- SIT30622 Certificate III in Hospitality
- SIT40422 Certificate IV in Hospitality
- SIT50422 Diploma of Hospitality Management

Short Courses
- CPCCWHS1001 Prepare to work safely in the construction industry
- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID011 Provide first aid

For detailed information about the courses, please refer to our website: www.sits.edu.au.

Code of Conduct

SITS College expects that all students will participate with commitment to their training, submit assessments in a timely manner, and behave in a manner that does not contravene workplace health and safety. 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
- Intentionally damaging equipment and/or materials belonging to SITS College

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 expects that all staff and students will participate in maintaining a safe and healthy workplace environment. Students are reminded that they are responsible for their own safety and the safety of others in the workplace.

Smoking/drugs

SITS College is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four (4) metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on our premises, or to use any training facilities or equipment.

Equipment Requirements

You will need to bring your own laptop or other device enabled to operate on the internet. Additionally, some courses may require you to have and use a webcam.

If you are attending one of our training facilities, all the equipment you need will be provided to you for the course you are attending.

Enrolment Process

Enrolment into one of our courses or units requires you to complete the necessary enrolment information. SITS College has a legal requirement to collect this information, and we are also obligated 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.

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

The completed Enrolment Application Form should be submitted to us, along with the following documents:
- Proof of a residential address
- Proof of Australian citizenship 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 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

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

As part of the pre-enrolment process, all students must undertake a Pre-Training assessment, which will include:
- a Language, literacy, and numeracy (LLN) quiz. This will be conducted to make sure you meet the minimum course entry requirement. The assessment is an informal process to identify any support we may need to provide to allow you to meet your learning needs. It provides information to identify and develop any additional learning/assessment needs identified. The main purpose of the LLN assessment is to ensure you are not disadvantaged by completing a course for which you will require assistance.
- answering your questions about the course.

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 will give 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.

SITS College follows the Student Identifiers Act 2014, where an RTO must not issue a VET qualification or statement of attainment to an individual unless the individual has been assigned a student identifier and where this has been verified with the Registrar unless an exemption applies under the Student Identifiers Act 2014.

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.

Changes to Enrolment/Personal Details

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

Language, Literacy and Numeracy Training

Literacy and numeracy skills are required to read and interpret documents applicable State and Commonwealth legislation, record keeping requirements, recording business activities, basic financial concepts, maintaining financial records, and understanding financial statements.

Our courses have been developed to assist persons with literacy problems. Further to this, a trainer is available to provide phone support, during working hours, for any persons who self-identify as having a literacy issue.

SITS College uses a Language Literacy and Numeracy Indicator tool to assist in diagnosing your language, literacy and numeracy level prior to undertaking learning and/or assessment. This tool will help you determine your levels in accordance with the Australian Core Skills Framework and determine whether you may have trouble in successfully completing a course.

Where it is determined that you may have trouble successfully completing the course, SITS College has staff available for literacy and numeracy support, and processes are also in place to provide external support, such as interpreter services.

General Student Information Application to Defer or Suspend Training
A student may complete an application 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 deferment or suspension of training by contacting the SITS College Administration Team. A representative of SITS College will provide the decision on deferment or suspension of training in writing. A Statement of Attainment will be issued for all units of competency achieved.

Withdraw & Enrol into Another Qualification
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.

Consumer Protection Mechanism
SITS College will ensure that all information in relation to training and assessment services offered is concise and accurate and not misleading at the time of publication, including the nature of the guarantee to students, refunds and agreements between students and SITS College, as indicated in the enrolment form and Student Handbook. Consumers have rights under the Australian Consumer Law (ACL) to receive the services that have been offered in the agreement or enrolment form and within a reasonable indicated timeframe.

Classroom Course Delivery

Punctuality

For courses that require your attendance at one of our training centers, we ask you to arrive on-time. Usually there is no problem with re-scheduling an appointment, so if you are running late, please give us a call!

Cancellations

If you need to cancel a training session or assessment 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 student's 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

Disciplinary Procedures

On-site
When attending our premises there is an expectation that you will conduct yourself in an appropriate manner.

Students who fail to meet basic standards of conduct 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.

Assessment

SITS College contextualise its learning and assessment tools in order to be confident that its students have absorbed the required knowledge and developed the required skills to be deemed competent, before a result is issued.

The goal is for our students to be able to apply their gained knowledge and skills to different environments and contexts in the work environment.

To achieve this goal a student must be assessed against all tasks in a Unit of Competency and demonstrate that they can perform
these tasks to an acceptable level.

To provide consistency, all trainer-marked assessment tasks and verification tasks will have benchmarks

included in the assessment instrument.

Wherever possible, assessment instruments must be designed to maximise the evidence gained to support an assessment decision.

At SITS College we recognise that assessment is a core service offered to our students and is at the centre of our operation as a Registered Training Organisation.

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

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

Validation and moderation

SITS College ensures that our business model validates all assessment tasks to ensure that the tasks, and hence the results, are reliable, valid, and fair and to ensure that the marking procedures are also fair and

valid. Validating an assessment tool involves checking that the assessment task produces valid, reliable, sufficient, current, and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course have been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes.

Assessment tasks and course results are moderated (results and assessments made are reviewed to determine whether the tool is providing consistency and reliable outcomes) during our regular management meetings.

Trainer competencies

All assessments will be undertaken by assessors who meet the requirements stated to apply under the Standards for Registered Training Organisations.

We will ensure that all our trainers and assessors will have as a minimum, the following combination of:

- vocational competencies at least to the level being delivered and assessed
- current industry skills directly relevant to the training and assessment being provided
- current knowledge and skills in vocational training and learning that informs their training and assessment.

Benchmarks for assessment

SITS College uses units of competency drawn from nationally endorsed industry Training Packages as our primary benchmark for assessment. Supporting this are industry standards or codes of practice. These and other industry specific publications inform the context and standard of performance during assessment.

To identify the precise assessment criteria, we apply a methodology of unpacking a unit of competency to assess the full scope of the unit including elements of competency, performance criteria and specific requirements for assessment. This process ensures that our assessment strategies accurately reflect the requirements of the relevant training package.

Engagement with industry

SITS College is well placed to leverage off current industry associations to incorporate industry requirements into the assessment process. Consultation with enterprises or industry will provide information about assessment requirements relevant to workplaces. Regulatory requirements that relate to specific units of competency will be incorporated to ensure our students are well prepared for their workplace duties.

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 for assessment 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 context

SITS College recognises the importance of establishing the right context for candidates during their assessment. Assessment context refers to the physical and non-physical environment in which skills and knowledge are assessed. This may be a workplace such as an office or construction industry setting. The non-physical environment refers to things such as workplace policy and procedure, workplace tempo and culture. Many units of competency may be applied in any workplace such as skills and knowledge relating to workplace safety or leadership.

It is our responsibility to ensure that you are provided with the right context to undertake your assessment activities. To achieve this, we will apply the following strategies:

- Incorporation of your own workplace policies and procedures into the assessment scenario or activity.
- Conduct the assessment in your workplace performing real or simulated workplace tasks.
- Integration of relevant industry codes of practice and other industry information into the assessment activity.
- Incorporation of industry job descriptions for you to align with during realistic simulated workplace scenarios and case studies.

- Incorporation of regulatory information relating to licensing which applies to some qualifications.
- Tailoring the program outcomes to meet the organisational training needs of the enterprise without compromising the Training Package requirements.
- Creating assessment activities which require you to conduct specific research relating to industry situations and occurrences.
- Provide a realistic simulated workplace within SITS College facilities.

Reasonable Adjustment

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

What is reasonable adjustment?
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 basic knowledge and skills to do the course and will need to demonstrate competency in all tasks
- mean that you do not have to follow the student rules
- give you a guarantee of successful course completion – you still need to do the work.

You will have a say in deciding what your reasonable adjustment will be. The decision will take account of:

- your needs, abilities, and independence
- how and where your course will take place
- the types of reasonable adjustment and resources available.

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.

What you need to do

Make sure you understand the theoretical and practical requirements of the course before you enroll. Find out if any professional association registration and industry licences that you will need for a job.

Be aware that reasonable adjustment can take a significant time to organise and may need several

meetings. The earlier you discuss your needs with your teacher and/or disability services officer the better.

It's your responsibility to make contact and request assistance.

Disclosure

It is a difficult decision whether to tell someone about, or disclose, how your disability affects you. The main benefit of disclosing is that the teacher/disability services officer can then discuss with you whether reasonable adjustment can help you in your course.

You can take someone with you when you meet with the teacher/disability services officer. It could be a family member or case worker who can help you to explain your needs.

Be prepared to give details and evidence about the nature and impact of your disability. A medical and/or school report could be suitable.

You will be asked to sign a form allowing your details to be passed on to the people who need to assess your case for reasonable adjustment.

Keep in mind the support that you may have used in the past may not be appropriate in a new training environment. Discuss other supports and try new things so that reasonable adjustment works for you.

Remember that reasonable adjustment is only reasonable if it considers the needs of everyone involved. The type and amount of support will be negotiated with you.

Keep in contact with your trainer and/or disability services officer. Your needs may change over time so your reasonable adjustment may also need to change.

Verification

SITS College is committed to ensuring that our assessments are valid, reliable, flexible, and fair. Therefore, as part of our Quality Assurance methodology, we employ several strategies to verify that our assessments are meeting these benchmark requirements.

Issuing Statements of Attainment

SITS College undertakes to issue you with any statements of completion or statements of attainment as quickly as we possibly can.

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.

Recognition of Prior Learning

In accordance with the requirements of the Standards for Registered Training Organisations 2015, SITS College provides the opportunity for students to apply to have prior learning recognised toward a unit of

competency for which they are enrolled.

Recognition of prior learning generally takes two forms: recognition of prior learning, which is the focus of this section, and credit transfer which is dealt with in the Credit Transfer section of this handbook.

A unit of competency is the smallest component for which recognition of prior learning or credit transfer can be offered.

What is Recognition of Prior Learning (RPL)?

Recognition of prior learning (RPL) involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system.

By removing the need for duplication of learning, RPL encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and for industry.

The SITS College RPL Process

Should you wish to apply for RPL for any of our courses or units of competency, you should contact SITS College to arrange for one of our qualified assessors to discuss your suitability.

You will be required to submit evidence of your previous work experience or training that you will be using to apply for RPL. You will also be required to pay the applicable fee which is currently set at 100% of the normal course or unit fee.

It may be required that you take part in an interview before RPL is granted. Of course, at the conclusion of the application you will be advised of its outcome.

RPL guidelines

The following guidelines are to be followed when an application for RPL is received:

- You may not apply for RPL for units of competency which is not included in our scope of registration.
- Whilst you may apply for RPL at any time, you are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide you down a more efficient path to competence.
- Assessment via RPL is to apply the principles of assessment and the rules of evidence.
- RPL may only be awarded for whole units of competency.

Forms of evidence

RPL acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

In evaluating assessment evidence, SITS College applies the following rules of

evidence: • Sufficient,

- Valid,
- Authentic, and
- Current.

Like assessment, RPL is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by you for the skills and knowledge that you have previously learnt through work, study, life, and other experiences, and that you are currently using. It also includes evidence to confirm your ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward RPL may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient evidence on their own. When combined with several evidence items, you will start to provide a strong case for competence. SITS College reserves the right to require you to undertake practical assessment activities of skills and knowledge to satisfy itself of your current competence.

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

SITS College acknowledges the importance that nationally endorsed qualifications, skill sets, and units of competency are recognised and portable across the country—regardless of where they were issued. Students must not be required to repeat any unit or module in which they have already been assessed as competent unless a regulatory requirement or licence condition (including an industry licensing scheme) requires it.

If a student provides suitable evidence, they have successfully completed a unit or module at any RTO, SITS College must provide credit for the unit or module.

What is credit transfer?
Credit must be granted for studies completed by a student at an RTO or at any other authorised issuing organisation, such as a university.

When unit codes and titles are different

In the case of any non-equivalent units of competency, SITS College will complete an analysis to determine the equivalence of the study completed, with the relevant units or modules before granting any credit.

Evidence requirements

Before providing credit based on a qualification, statement of attainment or record of results, SITS College staff will either authenticate the information by directly accessing the USI transcript online, or by contacting the organisation that issued the document to confirm the content is valid.

Complaints and Appeals

SITS College is committed to providing a fair complaints and appeals process.

What is a complaint?

A complaint is generally negative feedback about services or staff which has not been resolved locally. A complaint may be received by SITS College in any form and does not need to be formally documented by the complainant to be acted on. Complaints may be made by any person but are generally made by students and/or employers. A complaint can be made through the Complaint/Appeal form, which is accessible on SITS College web site.

What is an appeal?

An appeal is an application by a student for reconsideration of a discipline outcome, or an unfavourable decision or finding during training and/or assessment. An appeal can be made through the Complaint/Appeal form, which is accessible on the SITS College web site. It must specify the details of the matter in dispute. Appeals must be lodged within 28 days of the disputed decision or finding.

Early resolution or complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved.

Where SITS College considers more than 60 calendar days are required to process and finalise the complaint; SITS College will inform the complainant in writing, including the reasons why more than 60 calendar days are required; and regularly update the complainant on the progress of the matter.

Relationship to continuous improvement

The complaints and appeals handling process will expose weaknesses in our training and/or assessment system. We consider issues raised through this process to be an opportunity for our continuous improvement. This outcome of complaints and appeals handling is very positive and should be actively applied by all persons involved.

Complaint and appeals handling

SITS College undertakes to apply the following principles to its complaints and appeals handling:

- An electronic record of all complaints and appeals is to be kept by SITS College including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 20 working days of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided with a written statement of the outcome, including details of the reasons for the outcome.
- The complainant or person lodging an appeal is to have the opportunity for a person or a body that is independent of SITS College to review his or her complaint or appeal following the internal SITS College complaint or appeals process. It is noted that a review of findings by an independent person or body will generally only relate to the appeals process and is less likely to be required in complaints handling.
- SITS College shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No SITS College representative is to disclose information to any person without the permission of SITS College Managing Director. A decision to release information to third parties can only be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints and appeals are to be considered based on procedural fairness and lead to opportunities for improvement as a Continuous Improvement Report.
- If you are not satisfied with the complete complaint handling, SITS College will arrange for an independent panel to be convened that will review your complaint. The results of this review will be forwarded to you as soon as possible.

For more information about our Training's policy on complaints and appeals, please go to the website.

Fees payable

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 courses

Fee for Service courses are delivered when the student or a third party meets 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.

At enrolment a detailed invoice of all course fees will be provided. Payments in advance at the time of enrolment will not exceed $1,500.00 for long courses. Course fees for short courses (1-5 days) where the fees are under $1,500.00 are to be paid prior to commencement of training. 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 College'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.

Funded Programs
Certificate 3 Guarantee Program
The *Certificate 3 Guarantee program* is a Queensland Government funded program that provides eligible Queenslanders the opportunity to complete their first post-school certificate III level qualification either to gain a job or improve their employment status. Certificate III level qualifications are considered entry-level for employment in most industries and are also the education level where significant employment and career benefits are realised by graduates. Please note that you will no longer be eligible for a government subsidised training place under the *Certificate 3 Guarantee program* once the Certificate III level qualification has been completed. For further information please visit
https://desbt.qld.gov.au/data/assets/pdf_file/0018/8145/c3g-factsheet-student.pdf

It is a program requirement that SITS College charge a Co-contribution Fee for students enrolling into the *Certificate 3 Guarantee program.* The Co-contribution Fee will be invoiced upon enrolment and must be paid prior to commencement of training. The employer or a third party may pay the Co-contribution Fee on behalf of the student; failure to pay the co-contribution fee may result in SITS College withholding your certification documentation.

Co-contribution Fees are outlined on SITS College Website. Payment of Co-contribution Fees can be made in full via eftpos, direct deposit and/or credit card.

Higher Level Skills Program
The Higher-Level Skills program provides eligible individuals with access to a subsidised training place in selected Australian Qualifications Framework (AQF) Certificate IV level or above qualifications and priority skill sets, with a pre-approved registered training organisation (RTO) of their choice — otherwise known as a pre-qualified supplier (PQS).
The principal aim is to help individuals gain the higher-level skills required to secure employment or career advancement in a priority industry or transition to university to continue their studies. The Higher-Level Skills program also provides eligible employers or industry with the capacity to address current workforce development needs that are adversely impacting on productivity, where individual employees meet the program's eligibility requirements.

For more information, please click https://desbt.qld.gov.au/data/assets/pdf_file/0026/7784/hls-student-factsheet.pdf

It is a program requirement that SITS College charge a Co-contribution Fee for students enrolling into Higher Level Skills. The Co-contribution Fee will be invoiced upon enrolment and must be paid prior to commencement of training. The employer or a third party may pay the Co-contribution Fee on behalf of the student; failure to meet this requirement may result in SITS College withholding your certification documentation.

Co-contribution Fees are outlined on SITS College Website. Payment of Co-contribution Fees can be made in full via eftpos, direct deposit and/or credit card.

Construction Skills Queensland (CSQ)

Construction Skills Queensland (CSQ) is an independent industry funded body supporting employers, workers, apprentices 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 visit https://www.csq.org.au/

Smart and Skilled

Smart and Skilled is a funding program within the NSW vocational education and training system. It's helping people get the skills they need to find a job and advance their careers.
Smart and Skilled provides eligible students with:

- an entitlement to government-subsidised training up to and including Certificate III
- government funding for higher-level courses (Certificate IV and above) in targeted priority areas. Students can go to the Smart and Skilled website for up-to-date information. While there, they can use the Course Finder to check their eligibility, find the right Smart and Skilled course and approved training provider, and estimate their student fee.

VET Student Loans

VET Student Loans commenced on 1 January 2017, replacing the VET FEE-HELP scheme. The VET Student Loans program offers greater protection for students and focuses on courses that address industry needs, creating better opportunities for employment. VET Student Loans offer income contingent loan support to eligible students studying certain diploma level and above vocational education and training qualifications. Eligible students are entitled for loans up to a capped amount. Please contact SITS College Administration Team for program eligibility requirements or visit https://www.education.gov.au/vetstudent-loans

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 14 days.

A comprehensive explanation of SITS College refund policy can be found on the website.

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.

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:

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

All information shared is kept in the strictest confidence by both parties and is available 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*
- *Equal Opportunity Act 2010*
- *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)* (as amended)
- *Workplace Relations Act 1996*
- *Skilling Australia's Workforce Act 2005*
- *Child Protection Act 1999*
- *Copyright Act 1968*
- *Competition and Consumer Act 2010*

Queensland

- *Vocational Education, Training and Employment Act 2000*
- *Vocational Education, Training and Employment Regulation 2000*
- *Work Health and Safety Act 2011*

- *Workers' Compensation and Rehabilitation Act 2003*
- *Child Employment Act 2006*
- *Child Protection Act 1999*
- *Fair Trading Act 1989*

Feedback

At SITS College we value your feedback. At the completion of your training, an email will be sent to you with a link to send us your feedback about the course you have completed. Many of our course provide you to also provide feedback in written or video form. SITS College staff regularly review this information and use it to improve our training products.

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.

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 logging into the SITS College website.

Support Services

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:

Centrelink 131 021
Mission Australia Helpline 1300 886 999
Salvation Army Care Line 3831 9016
Lifeline 131 114
Men's Line Australia 1300 789 978
Kids Helpline 1800 55 1800
Pregnancy Helpline 1300 139 313
Interpreting Service 131 450
Youth Emergency Service (Accommodation) 3357 7655

Marketing

SITS College will ensure that marketing and advertising of AQF qualifications to prospective students is ethical, accurate and consistent with its scope of registration.

Critical with this requirement, is compliance with the conditions of use for the Nationally Recognised Training (NRT) Logo.

SITS College will always endeavor to ensure all marketing materials:

- accurately represents the services it provides and the training products on its scope of registration
- includes its RTO Code
- refers to another person or organisation in its marketing material only if consent has been obtained
- uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4
- makes it clear where a third party is recruiting prospective learners for the RTO on its behalf
- distinguishes between nationally recognised training and assessment from other training and assessment
- includes the title and code of any training product, as published on the National Register, referred to in that information
- only advertises or markets a non-current training products while it remains on SITS College scope of registration
- only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised
- includes details about any government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment.

In Queensland and NSW, training/assessment is funded through the Program which is administered by the Department of Employment, Small Business and Training (Qld) and Smart and Skilled NSW.

As identified earlier, as a student you can be required to contribute to the costs of your training/assessment.

Refunds
Students can apply for a refund of fees paid to SITS College under a variety of circumstances. Refer to our website for more details.

Funding rules
The Queensland Government through the Department of Employment, Small Business and Training and Smart and Skilled in NSW funds a variety of vocational education and training (VET) programs. Each program has its own funding arrangements and eligibility requirements.

Student Training and Employment Survey
If you are a student who will be accessing subsidised training place, it is a requirement that you complete a student training and employment survey within three (3) months of completing or discontinuing your training.

SITS College will provide the survey to you and will submit survey responses to the appropriate state regulator.
Policies and Procedures

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