



Student Handbook

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Welcome

Step into Training Services (SITS) 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 Team is proud to welcome you to our programs. During your training you will 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 Administration Team.

We trust that you will find the time we share challenging, rewarding and fun.

Rajat Saraswat
Managing Director
Step into Training Services
RTO Code: 91533

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 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 Assessor.

Note:

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.

Code of Practice for Training

Step into Training Services adopts policies and procedures which maintain its professional standards in the delivery of vocational education and training services, and which safeguard the interests and welfare of its students.

Access and Equity

Our Access and Equity principles allow equity for all people through the fair allocation of resources, allow equality of opportunity and ensure access for all people to appropriate, quality vocational education and training.

These principles facilitate the following outcomes:

- Opportunities for people to participate in quality training and assessment that if successfully completed, can make you job ready.
- Participation in the vocational education and training system for people from under-represented groups.
- The development of quality support services which enhance clients' opportunities to achieve positive outcomes.

Student Details

Privacy Statement

Personal information collected as a result of your enrolment will be used by the Department of Education Small Business and Training (DESBT), the Australian Skills Quality Authority (ASQA) and the Student Identifiers Registrar (SIR) for general student administration, vocational education and training administration and regulation, as well as for planning, communication, research, evaluation, auditing and marketing activities by these bodies. Only authorised DESBT/ASQA/SIR Officers have access to this information.

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

- ASQA
- DESBT Queensland
- CSQ (Construction Skills Queensland, if your course is funded by this body)
- NCVER
- Your employer

No further access to your enrolment information will be provided to any other organisation or persons without your consent, or unless authorised or required by law, in accordance with the *Privacy Act 1988*.

Qualification Information

The below qualification and units of competency are on SITS'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
- CHC30113 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 (Building)
- CPC50220 Diploma of Building and Construction (Building)
- CPP20218 Certificate II in Security Operations
- CPP31318 Certificate III in Security Operations
- RII60520 Advanced Diploma of Civil Construction Design
- SIT30616 Certificate III in Hospitality
- SIT40416 Certificate IV in Hospitality
- SIT50416 Diploma of Hospitality Management

Short Courses

- CPCCWHS1001 Prepare to work safely in the construction industry (White card)
- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID011 Provide first aid

Course Delivery

Training delivery can be varied to suit the individual learner's needs. Training may vary from online delivery, classroom based, and/or one on one at the workplace. Training is scheduled in collaboration with you and your employer prior to commencement and will be documented in an individual Training Plan.

Methods of Assessment

During the course you will be required to undertake a range of assessment activities related to the units of competency in which you are enrolled. These assessment activities will consist of written assessments (may be conducted orally if student's reading/writing skills are not at the appropriate level), projects and assignments, practical observations and Third Party Supervisor verification reports.

Resources

As the training will be delivered online, face to face or in the workplace, agreements may be put in place with the employer for access to the appropriate facilities and equipment required for the delivery of training and assessment. SITS may provide the learning and assessment materials in both hard copy and/or electronic format.

Enrolment

Learners seeking to participate in a SITS 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 Queensland 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 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 delivers, a SITS 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 review (session), which will include:

- a Language, literacy and numeracy (LLN) test. 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. The LLN assessment assists English language, literacy and numeracy professionals to assess your performance in the five core skills of learning, reading, writing, oral communication and numeracy. It provides a consistent national approach to identifying and developing the core skills in three diverse contexts; personal and community; workplace and employment; and education and training.
- the development of a training needs plan. This process allows you to meet with a trainer, who will sit with you to create a training plan. The training plan will include any additional support we need to provide to assist you throughout your enrolment.
- answering your questions about the course.

Unique Student Identifier

As of 1st January 2015, it is a requirement for all students, including apprentices/trainees undertaking nationally recognised VET courses to obtain a Unique Student Identifier (USI), in order to receive a Certificate or Statement of Attainment.

Students are able to create a USI at www.usi.gov.au or alternatively SITS can obtain a USI on your behalf, once permission has been granted and a form of ID is provided. For information regarding proof of ID please visit www.usi.gov.au.

Once the USI is created you will be able to access your training history at no cost. Please note you will not be able to view results achieved in 2015, until 2016.

You are advised and you understand that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of applying for, verifying and providing a USI, resolving problems with a USI and creating authenticated VET transcripts
- You consent that this information may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for the purposes of administering and auditing VET, VET providers and VET programs, education related policy and research purposes and to assist in determining eligibility for training subsidies

- VET regulators to enable them to perform their VET regulatory functions
 - VET Admission Bodies for the purpose of administering VET and VET programs
 - current and former RTOs to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
 - schools for the purpose of delivering VET courses to the individual and reporting of these courses
 - The National Centre for Vocational Education Research (NCVER) for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collect, preparation and auditing of national VET statistics
 - researchers for education and training related research purposes
 - any other person or agency that may be authorised or requested by law to access the information
 - any entity contractually engaged by the SIR to assist in the performance of his or her functions in the administration of the USI system
- will not otherwise be disclosed without your consent unless authorised or required by law.

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar via email at usi@industry.gov.au or telephone the Skilling Australia Information line on 1800 020 108. The Registrar's Privacy Policy contains information about how to access and seek correction of personal information held, how to make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of an unauthorised collection, use, access, modification or disclosure of USI's
- failure by SITS to destroy personal information collected only for the purpose of applying for a USI on your behalf.

In accordance with Section 11 of the Student Identifiers Act 2014 Cth. (SI Act), SITS will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made, or the information is no longer needed for that purpose, unless we are required by law to retain it.

From 1 January 2015, SITS is unable to issue the relevant certification to you if we have not been provided with your USI. For further information regarding the USI please visit www.usi.gov.au.

Fee for Service

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's provides a Payment Plan facility. For further information contact your SITS Administration Team.

Enrolments are subject to a cooling-off period that expires 7 business days from the day on which SITS 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 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 withholding your certification documentation.

Co-contribution Fees are outlined on SITS 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 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 withholding your certification documentation.

Co-contribution Fees are outlined on SITS 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 is a proud recipient of CSQ funding for general construction qualifications. Please contact the SITS 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 Loan

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 Administration Team for program eligibility requirements or visit <https://www.education.gov.au/vet-student-loans>

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 Administration Team. A representative of SITS 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's Scope of Registration, an application must be made in writing to SITS Administration. Applications will take 7 days to process.

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

Consumer Protection Mechanism

SITS 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, 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.

Nature of the Guarantee

SITS is responsible for the quality of training and assessment services it offers. SITS will provide the training and assessment services outlined on the enrolment form and/or training plan to the student. The team at SITS will assist the student to achieve a positive outcome.

Data Collection/Student Feedback

All students will be required to complete a *Student Survey* upon completion of training. SITS is required to gather, analyse, record and forward the results of data collected to ASQA, CSQ and DESBT. The feedback provided also allows SITS to develop and improve its internal processes, for continuous improvement of its training and assessment, client services and management of its operations.

Course Changes

SITS reserves the right to make changes where necessary to timetables, delivery sequence, training hours and other details beyond our control that may affect study schedules. Students will be advised of any proposed changes as soon as practicable through written notification.

Customisation

Customisation refers to the tailoring of an accredited course or Australian Qualifications Framework (AQF) qualification to meet the specific needs of clients. You can customise an accredited course or AQF qualification by adding or substituting units of competency that align with the qualification packaging rules or accredited course rules. For more information, please contact the SITS Administration Team.

Client Services

Language, Literacy & Numeracy (LLN)

SITS will identify the LLN level of each student at enrolment and provide the appropriate support (if needed). If areas of LLN weakness are identified, SITS will identify the support services required and document these in the Training Plan. Support services may be delivered by the Trainer & Assessor or in extreme cases outsourced to an external agency.

Examples of client support service include:

- SITS Trainer & Assessor will provide one on one mentoring.
- monitor the delivery of training to determine if any further LLN support is required.
- reasonable adjustment for assessments will be implemented if necessary.

Assessment

Assessment Policy

SITS assessment practices meet the requirements of the endorsed Training Packages/accredited courses within SITS Scope of Registration.

SITS aims to ensure all students have the opportunity to have competencies assessed in a non-threatening and accessible environment. Assessment may occur online, be classroom based and/or one on one and onsite at the employee's workplace.

Assessment items may include written theory and oral questioning, projects and assignments, practical written, observation demonstration and Third Party Supervisor verification. Students are to submit all completed assessment items so that the Trainer & Assessor can make a valid judgement of competency.

Each assessment item submitted for marking will be given a Satisfactory/Not Yet Satisfactory result. Competent and Not Yet Competent is reserved as a final result for units of competency. Students will have two opportunities for reassessment per assessment.

Conditions of Assessment

Assessment will adopt the following approach in relation to New and Existing Workers:

New Worker

- reasonable adjustment of assessment can be applied
- contextualisation of the unit may occur to suit the workplace without altering the intent and learning outcomes of the unit of competency
- will have access to workbooks with activities to complete for each unit of competency
- will be assessed as required at the workplace by the Trainer & Assessor
- will be required to complete a final assessment, either verbal or written
- will be observed by the Trainer & Assessor in the workplace
- will have a Third Party Supervisor verification
- may collect additional supplementary evidence of competency. For example, photographs.

Existing Worker

- will have formal and informal skills and knowledge recognised
- will have gaps in training identified
- where training gaps are identified, will be given access to training materials and activities related to closing those gaps
- reasonable adjustment of assessment may be applied where necessary
- contextualisation of the unit may occur to suit the workplace (but must not alter the intent and learning outcomes of the unit of competency)
- will be assessed as required in the workplace by the trainer and assessor
- will be required to complete a final assessment; either verbally or written
- will be observed by the Trainer & Assessor in the workplace
- will have a Third Party Supervisor verification
- may collect additional supplementary evidence of competency. For example, photographs.

Existing workers may be employed or recently unemployed

Reasonable Adjustment

Reasonable adjustment refers to the way in which evidence of the student's performance can be collected.

However, the Trainer & Assessor's valid judgement of competency in awarding the final result of Competent and Not Yet Competent decision should not differ from the standards of performance indicated in the assessors' marking guide.

Any reasonable adjustment used must ensure the suitability of the training meet the needs of the student.

Plagiarism

Students are expected to complete all assessments ethically: without plagiarism, collusion or cheating, as these are regarded as a serious act of academic misconduct. Plagiarism is defined as:

- word for word copying of whole paragraphs from one or more sources or presenting of substantial extracts from books, articles and other published material without clearly indicating their origin
- submitting another student's work in whole or in part as your own work

- submitting work that has been written by someone else on your behalf (does not include scribing by Trainer)

SITS will not tolerate deliberate attempts at plagiarism. Any student suspected of unethical behaviour will be subject to disciplinary procedures which may require the student to attend disciplinary meetings, submit their assessment again, or for repeated acts may be asked to withdraw from the course.

Recognition of Prior Learning (RPL)

RPL is the formal recognition of skills and knowledge gained as a result of work experience, life experience and/or formal training.

If you believe that you have existing skills and knowledge in some aspects of the qualification in which you are enrolled, it is possible to reduce the amount of training required to complete the qualification and therefore complete your studies early.

In order to be awarded RPL for a unit of competency you will need to provide evidence of your existing industry skills and knowledge. This evidence can be in the form of a portfolio, which may contain the following:

- current resume
- certified copies of existing qualifications, awards, workplace tickets/licences
- letters detailing the type of work, positions held and other relevant information of employment
- provide contact details for two referees who can confirm your industry knowledge and skills in context
- any other supporting documents listed in the qualification's *Evidence Guide*, relating to your claim for any unit of competency

To have your skills formally recognised the Trainer & Assessor must ensure your knowledge, skills and supporting evidence address all of the requirements of the unit of competency, qualification and training package rules.

If you do not apply for RPL on the enrolment form you may still apply for RPL at any time during the induction process by approaching your Trainer & Assessor.

Credit Transfer

SITS recognises the AQF qualifications and Statements of Attainment issued by another RTO. Any Student who has undergone training at another RTO is entitled to gain recognition for unit/s of competency completed.

If a student wishes to seek recognition of the unit of competency/qualification, they must present the original Certificate/Statement of Attainment for sighting or a certified copy at enrolment. Please note that the SITS Administration Team will verify the document to ensure its authenticity.

In some cases where the last letter of the competency code has changed from 'A' to 'B' or 'B' to 'C' SITS will refer to the training package to ensure equivalency. Where units of competency for credit transfer have not been identified as equivalent, gap training will need to be completed before recognition can be granted.

Policies and Procedures

Access & Equity

SITS is committed to providing training and assessment services to the wider community regardless of disability, age, race, gender, religion, colour, marital status, pregnancy or potential pregnancy and location.

At SITS the Managing Director ensures all staff act in accordance with the SITS *Code of Conduct and Practice* and all clients are made aware of their rights and responsibilities.

National Recognition

SITS recognises all AQF Qualification testamurs, Record of Results and Statement of Attainments issued by RTO's registered with the National VET Regulator ASQA, Victorian Registration and Qualifications Authority (VRQA) and the Training Accreditation Council (TAC) Western Australia.

AQF Issuance Policy

SITS will comply with the *Australian Qualifications Framework Issuance Policy* to reduce the chance of fraudulent activity by the reproduction and use of the AQF Qualification and/or Statement of Attainment, which has been issued by another RTO or issued by SITS, including:

- when enrolling a student and viewing issued Qualification testamurs or a Statement of Attainment, SITS will seek verification of the certification from the relevant RTO where there is some ambiguity. The student is to provide the original Qualification testamurs or Statement of Attainment for sighting or provide a certified copy of the record with enrolment. SITS will then certify the document to ensure its validity.
- Qualification testamur and Statement of Attainment's will only be issued to students for qualifications and units of competency registered on SITS's Scope of Registration.
- a Qualification testamur will be issued to a student who has completed all of the requirements of the qualification.
- Qualification testamur and Statement of Attainment issued by SITS will have the required wording as indicated in the Standards for RTOs User Guide including correct identity of the entitled person, the correct code and title of the qualification, occupation stream, industry descriptor (if applicable) and the Nationally Recognised Training logo.
- A Statement of Attainment will be issued to students who have completed an accredited unit/s of competency in partial completion of an AQF qualification/course
- the Statement of Attainment will be in a form that cannot be mistaken for a Qualification testamur and will include the wording '*A Statement of Attainment is issued when an individual has completed one or more accredited unit of competency*'
- SITS will use its company logo, name and RTO code, date issued, and authorising signature on specialised paper to reduce fraudulent reproduction of a Qualification testamur and/or Statement of Attainment
- replacement of a Qualification testamur or Statement of Attainment is to be printed on the same paper as the original along with the SITS logo and authorising signature.

AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product. If the training program in which the learner is enrolled is complete and providing all agreed fees the learner owes to the RTO have been paid.

Complaints and Appeals Policy

SITS has a documented *Complaints and Appeals Procedure* to ensure complaints and appeals are recorded, acknowledged, and dealt with fairly, efficiently and effectively.

The *Complaints and Appeals Procedure* enables a student to seek the resolution of a dispute, complaint or an appeal of a decision made by SITS, including an appeal against an assessment decision.

The internal complaints and appeals processes are conciliatory and non-legal.

Complaints brought by a student against another student will be managed in accordance with the *Complaints and Appeals Procedure* taking into consideration *SITS Behaviour Policy*. SITS will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the *Complaints and Appeals Procedure*.

In the instance of a complaint, SITS requests that an attempt to informally resolve the issue by contacting the trainer/assessor or relevant staff member be undertaken. If the matter cannot be resolved, the matter will be referred to the National Operations Manager.

Complaints handling procedure

- the process of this complaint procedure is confidential, and any complaints are a matter between the parties concerned and those directly involved in the complaint process.
- the complainant should discuss the matter firstly with the immediate SITS staff member with whom they normally have contact.
- the complainant must lodge the complaint in writing to the National Operations Manager, outlining the nature

and details of the complaint.

- each person making the complaint has the opportunity to present their case to the National Operations Manager or delegated person/s.
- the formal complaint process will commence within 10 working days of the lodgement of the complaint with the National Operations Manager or delegated person/s.
- students may be accompanied and assisted by a support person as defined under the definitions of this policy to all relevant meetings. Each party will be required to sign the minutes at the end of the meeting and a copy will be kept on the student's file.
- where SITS considers more than 60 calendar days are required to process and finalise the complaint; SITS 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.
- once the National Operations Manager or delegated person/s has made a decision regarding the complaint, the student will be informed in writing, the reasons for the outcome and action to be taken. A copy will be kept on the student's file, with a note entered on the *SITS Complaints Register*.
- if the complaint procedure finds in favour of the student, SITS will immediately implement the decision and any corrective and preventative action required.
- if the complainant is dissatisfied with the outcome of the complaint, they can appeal the outcome in accordance with the *SITS Appeal Procedure*
- any complaint, which appears to be related to any illegal activity such, as theft, assault etc. will be referred to the appropriate authority after discussion with the person making the complaint.

Appeals handling procedure

- a client may appeal a decision made by SITS. This includes appeals that relate to assessment decisions.
- the process of this appeal procedure is confidential, and any appeals are a matter between the parties concerned and those directly involved in the appeals handling process.
- an appeal must be lodged within 20 working days of the client being notified of a decision made by SITS or in the case of an appeal against an assessment decision, within 20 working days of the student being notified of the assessment result.
- clients may make an informal approach to a Trainer & Assessor or SITS Administration Officer regarding an appeal.
- if the matter is not resolved, the client's appeal will be forwarded to the National Operations Manager outlining the details of the appeal.
- the National Operations Manager will review the appeal within 5 working days of receiving it and provide a written statement of the appeal outcome and the reasons for the decision to the student.
- if the National Operations Manager cannot resolve the appeal to the student's satisfaction the student can request that an external dispute resolution provider/Resolution Institute consider the appeal.
- Resolution Institute will review the appeal within 10 working days of its formation.
- the student may have an adviser/support person in attendance during the proceedings of the external dispute resolution provider. The client is responsible for any costs that may be incurred by the engagement of an external resolution body.
- Resolution Institute will:
 - review the circumstances of the appeal and make a decision on the evidence submitted.
 - keep a record of the proceedings to ensure that the appeal procedure was conducted fairly.
 - provide its decision in writing to the National Operations Manager and the client outlining its reasons for the decision.
- Resolution Institute's decision shall be final.
- for the duration of the appeals process, the student is required to maintain enrolment and attendance as normal.
- where necessary SITS will assist the client with possible referral points to independent advice such as the Fair Work Ombudsman and the Office of Fair Trading.

- a student may, after exhausting SITS's internal *Complaints & Appeals Procedure* make a complaint to the National VET Regulator ASQA, via their online complaint lodgement process. This process is available at <http://www.asqa.gov.au/complaints/making-a-complaint.html>
- should a competency dispute arise, SITS will manage the competency dispute using its internal appeal and complaint resolution process. If at the end of the process, the employer or apprentice/trainee remains dissatisfied, they may lodge a written complaint with DESBT using the *Online Apprenticeship or Traineeship Complaint Form*.

The CEO agrees that the *Complaints and Appeals Procedure* is compliant and in line with the standards for Registered Training Organisations (RTO's).

Complaints can be registered with the National Training Complaints Hotline via phone on 13 38 73, Monday to Friday, 8am to 6pm, or via email at skilling@education.gov.au

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

To make a training enquiry, phone 1300 369 935 (Monday to Friday, 8.30am to 4.45pm) or complete the online [Training enquiries and feedback form \(PDF, 190 KB\)](#).

Definitions

Working day is any day other than a Saturday, Sunday or public holiday during term time.

Support person is a friend/teacher/relative not involved in the complaint.

Behaviour Policy

To ensure all students receive equal opportunities and gain the maximum from their time with SITS, these rules apply to all people that attend any of our sessions. Any person/s who display dysfunctional or disruptive behaviour may be suspended and or enrolment cancelled.

In such an event the student will be notified in writing, by the CEO, of our intention to suspend and/or cancel enrolment, as outlined in the *Disciplinary Action* below.

Disciplinary Action

SITS expects that all students will conduct themselves in a manner that is considerate and reasonable at all times. Students who display unacceptable behaviour, as itemised above, or break any legislative requirements will be subject to disciplinary action. The following disciplinary actions can and will be taken:

- warning 1 written warning
- warning 2 written warning
- warning 3 written warning
- suspension of enrolment
- termination of enrolment and forfeit of fees

The student will be given three written warnings from the National Operations Manager before more serious disciplinary action is taken. At each step, the student will be warned of the consequences should he/she continue or repeat the offence. If no further problems occur, further disciplinary action will be ceased.

Some of the main factors examined when determining appropriate disciplinary action are:

- seriousness of offence
- repetition or duration of offence
- prior offences and disciplinary actions
- previous responses to disciplinary actions and any current disciplinary action

Where the behaviour is deemed to be of a serious nature an **immediate suspension of training** will apply. Behaviour that would be considered to be of a serious nature is:

- attending training under the influence of drugs and/or alcohol
- sexual harassment
- acting in an unsafe manner that places others and themselves at risk and disobeying WHS directions. SITS has an obligation to refer the incident to your Employer
- deliberate and wilful damage to SITS or another student's property
- bullying
- verbal and physical abuse towards students and/or trainers/assessors.

For apprentices/trainees any suspension of training will be reported to DESBT.

A written record of all disciplinary actions taken will be kept with the student's file. These reports remain an active part of the student's record for one year after the offence. If the student does not commit any other offences during that time, the report will become inactive. The report will, however, still remain a part of the student's file.

A written notification to suspend training and/or an enrolment cancellation does not limit the right of appeal through our *Complaints and Appeals Procedure*.

The student has 14 working days from the date of notification in which to lodge a written appeal to the National Operations Manager. If the student is unhappy with the outcome of the process; they have the right to make an appeal using the external processes as indicated in the *Complaints and Appeals Procedure*.

Transition Policy

The Managing Director is aware of the requirement to transition seamlessly to the new qualification once the training package qualification/units of competency or accredited course on its scope expires.

The Managing Director is responsible to ensure any transition takes place with minimal disruption to students and the organisation. Under the policy, all students will be given every opportunity to transition from superseded, expired, or deleted units of competency, qualifications and training packages. Students will be advised in writing of any transition arrangements.

As part of the transition process SITS will transition from superseded training products to current training products within 12 months from the date the revised course is released on www.training.gov.au.

Fees and Refunds

Step into Training Services is entitled to charge fees for services provided to learners undertaking training and assessment. These charges are generally for items such as course materials, textbooks, learner services and training and assessment services.

Fees payable

Fees are payable when a learner has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training or for full fee paying students within 10 days of receiving an invoice from Step into Training Services.

Students enrolled under the QLD funding programs must pay the Co-Contribution fee prior to training commencement.

Step into Training Services may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges for Step into Training Services are published within the current schedule of fees and charges.

Schedule of Fees and Charges

The Managing Director is responsible for approving Step into Training Services Schedule of Fees and Charges. The schedule of fees and charges is to include the following information:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program
- payment terms, including the timing and number of fees to be paid and any non-refundable deposit/administration fee
- the nature of the guarantee given by Step into Training Services to honour its commitment to deliver services and complete the training and/or assessment once the learner has commenced study
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing learners, group bookings etc
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to learners who are deemed not yet competent on completion of training and assessment; and
- Step into Training Services refund policy.

Changes to Course Fees & Additional Costs

Any changes to course fees including additional costs will be amended on our website and course brochures. These changes will not apply to existing students or those who have newly enrolled under the old fee structure.

Replacement of text and training workbooks

Learners who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a learner has purchased a text or training workbooks and subsequently cancels his or her enrolment, Step into Training Services will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text returned is in as-new condition.

Fee-for-Service

Fee for Service courses are delivered when the student or third party meets the full cost of the training. 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.

Funded Programs (QLD)

Certificate 3 Guarantee Program

It is a program requirement that SITS 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. Co-contribution Fees are outlined on SITS website.

Higher Level Skills Program

It is a program requirement that SITS 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. Co-contribution Fees are outlined on SITS website.

Construction Skills Queensland (CSQ)

It is a program requirement that SITS charge a Co-contribution Fee for students enrolling into the 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. Co-contribution Fees are outlined on SITS website.

Invoice

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 of 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's Payment Plan facility can be accessed. For further information or contact your SITS Administration Team for more information.

Credit Card Payments

Payments are processed through a third provider. The hosted server is secure with SSL encryption and a regular update scheduled as per company hosting policy. Personal credit card details if processed online or taken over the phone are not stored on SITS hosting servers. All manual payments taken over the phone are entered directly into the system and automatically deleted when processed.

Cooling-off Period

Enrolments are subject to a cooling-off period that expires 7 business days from the day on which SITS receives payment. The payee of the Course Fees can change their mind about proceeding with the enrolment during the 7-day cooling off period. If, during that time, the student decides to withdraw from the qualification, SITS will refund the full amount paid as per the Fee Refund process outlined above.

Refund Policy

The policy of the organisation is at all times to be fair and equitable to registered students.

Giving notice of cancellation/withdrawal

A learner who wishes to cancel their enrolment must give notice in writing within 7 days. This may be via email or by completing a Withdrawal Request form. Step into Training Services staff who are approached with initial notice of cancellation are to ensure the learner understands their rights with regards to the refunding of tuition fees. The learner is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Learners who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Learners' who may not be eligible but are requesting a refund should also be provided with the Refund Request Form so the request can be properly considered.

Course Withdrawal initiated by RTO

If written notice or contact is not communicated to the SITS Administration Team within 90 days from the last day of attendance, SITS will deem that you do not intend to return and as a result the following process will be undertaken:

- the trainer advises administration of your absence in excess of 90 days
- the administration team will endeavour to contact you based on details provided at enrolment
- all contact attempts will be recorded on your student file
- a withdrawn status will be added to your electronic and hard-copy file and reported accordingly.

The learner will not be eligible for a refund in this scenario.

Refund Policy for funded programs

• **Certificate 3 Guarantee Program and Higher Level Skills program**

Certificate 3 Guarantee Co-contribution refunds must be requested in writing 7 days prior to withdrawal. Withdrawal request must be made on the Withdrawal Request Form. This must be signed by the student and where applicable, referring 3rd Party. Units will be refunded on a unit-by-unit basis for all non-commenced units. Refunds will be processed via Electronic Funds Transfer (EFT) 7 days after the request has been received.

• **Construction Skills Queensland**

Refunds must be requested in writing before the start of each unit of competency. Refunds request must be made on the Refund Request Form. This must be signed by the student and where applicable, referring 3rd Party.

Co-contribution fee will be refunded on a unit-by-unit basis for all non-commenced units. Refunds will be processed via Electronic Funds Transfer (EFT) 7 days after the request has been received.

If an offer of a place is withdrawn, or Step into Training services is unable to provide the program, the learner is eligible for a full or pro rata refund of Co-contribution fees paid within 7 days.

Work Health and Safety Act 2011

Our Policy

SITS requires workplace health and safety to be regarded as an integral part of the day-to-day operation. The safety of the public, our students and employees is the responsibility of all levels of management and is to be demonstrated at all times.

Our Commitment

SITS is totally committed to the principle that all workplace injuries can be prevented.

Student Responsibilities and Obligations

RTO 91533/ Step into Training Services/Student Handbook Domestic/2021/V5

All SITS students:

- are obligated to follow safety instructions given by their trainer/assessor and employer
- have the responsibility that all operations under their care and/or control are carried out in a safe and efficient manner
- must not deliberately put the health and safety of anyone at risk, deliberately injure themselves, or misuse any equipment provided for workplace health and safety
- are required to comply with the standards under the *Workplace Health Safety Act 2011*. Students who do not follow the workplace health and safety directions are liable under the Act
- are not expected or required to attempt anything likely to cause them harm.

Privacy Policy (Privacy Act 1988)

Our Commitment

SITS will treat all information gathered from students with the strictest confidence in accordance with the requirements of the *Privacy Act 1988*. The information will be held in a secure environment and accessed only by authorised personnel.

The *Privacy Act 1988* protects the information that SITS collects or uses. SITS generally destroys personal information unless we are required under any law to retain it.

Use and Disclosure

SITS uses the information collected for the purposes disclosed at the time of collection or otherwise as set out in this *Privacy Policy*. We will not use personal information for any other purpose without first seeking consent, unless authorised or required by law. Generally, SITS will only use and disclose personal information:

- a. To establish and maintain your relationship as a customer of SITS
- b. To provide the products and services you have requested from SITS
- c. To administer and manage those products and services
- d. To report to federal/state/territory registering bodies in relation to training services provided
- e. To a third party where written authorisation is provided by you
- f. SITS will not disclose information to an overseas recipient.

Your Responsibilities and Obligations

All SITS students are obligated to ensure:

- information provided to SITS is accurate and up to date
 - no document is removed or accessed from SITS without first obtaining permission
 - students do not access or remove another student's information Please refer to SITS's *Privacy Policy* for further information.