



International 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 in sought after courses, to provide you with the skills you need for the future.

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.

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 or migration outcome.

Step Into Training Services (SITS): CODE OF PRACTICE

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.

SITS's responsibilities to the students:

- To Provide Quality Training and Assessment
- To provide a safe and inclusive learning environment, ensuring it is free from all forms of harassment
- To comply with the standards for RTOs 2015.
- To issue learners AQF certification, when all the assessment and financial requirements are met by the students.

SITS provides the qualifications to international students:

RII60520 Advanced Diploma of Civil Construction Design (CRICOS code 105235H)
 BSB60420 Advanced Diploma of Leadership and Management (CRICOS code 107409H)
 CPC30220 Certificate III in Carpentry (CRICOS code 105869D)
 CPC50220 Diploma of Building and Construction (Building) (CRICOS code 103775G)
 BSB50420 Diploma of Leadership and Management (CRICOS code 104283H)
 CPP20218 Certificate II in Security Operations (CRICOS code 0101574)
 CPP31318 Certificate III in Security Operations (CRICOS code 0101575)

COURSE COMMENCEMENT

For the dates of future courses please refer to the course brochure for the course that interests you.

CONTACTS and RTO DETAILS

Managing Director and CEO	Mr Rajat Sarawat
Address	Unit 9/91 Wembley Road, LOGAN CENTRAL, Qld 4114
Phone	1300 GO SITS / 1300 467 487
Mobile	0406 712 255
Email	info@sits.edu.au



Please note that the Student Support Officer is your **official and/or first** point of contact

- If you have a question or are confused about something, please talk to the Student Support Officer on Ph: **1300 467 487**
- After Hours, please contact the Managing Director (Mr Rajat Saraswat) 0406 712 255 or email info@sits.edu.au

A list of useful contacts follows. This includes contact information in Australia that may be useful to you. You are encouraged to make a copy of this page and keep it near your phone.

Academic Matters	Speak to your Trainers/assessors. If you need additional assistance, ask your Student Support Officer.	
Emergency services	000 (police, fire and ambulance)	
Health	Address Wembley Rd Medical Centre, 90 Wembley Rd, Logan Central Qld 4114	Phone: (07) 3412 8333 After Hours: 1300 HOME DR (1300 4663 37)
Queries related to your visa	Department of Home Affairs Phone: 131 881 Monday to Friday 9 am to 5 pm www.homeaffairs.gov.au	
Translating and Interpreting Service (TIS)	Provides 24-hour telephone translation and interpreting services Phone: 131 450	

Our Campus

SITS main Campus is located at Unit 9/91 Wembley Road, LOGAN CENTRAL. We are 5 minutes from Woodridge Railway Station with local buses and shopping centres within walking distance.

The Construction Training Centre is located at 460-492 Beaudesert Rd, Salisbury QLD 4107. We are a few minutes' walk from Salisbury Railway Station and local buses go to and from the city and surrounding suburbs on a regular basis.

LEGISLATIVE COMPLIANCE

All registered training organisations in Australia must comply with the relevant commonwealth, state or territory training, migration and other legislation and regulatory requirements. These include:

- The Standards for Registered Training Organisations (RTOs) 2015
- The Australian Qualifications Framework (AQF)
- The National Vocational Education and Training Regulator Act 2011
- The Education Services for Overseas Students Act 2000 (ESOS Act)



- The National Code 2018.
- National Centre for Vocational Education Research data reporting regulations
- Any other legislative requirements

Important links and information

- Australian Skills Quality Authority www.asqa.gov.au
- Study in Australia: <https://www.studyinaustralia.gov.au/>
- Department of Home Affairs: <https://www.homeaffairs.gov.au/>
- Overseas student ombudsman: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

Education and living costs in Australia

Knowing the average cost of living and studying in Australia is an important part of your application and financial preparation.

Students should be aware that the costs of studying in Australia will depend on your education provider, the level of study you choose and your study location in Australia.

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

The costs below are an approximate guide only and don't take into account your budget and spending habits.

Accommodation

Hostels and Guesthouses - \$90 to \$150 per week

Shared Rental - \$95 to \$215 per week

Homestay - \$235 to \$325 per week

Rental - \$185 to \$440 per week

Other living expenses

Groceries and eating out - \$140 to \$280 per week

Gas, electricity - \$10 to \$20 per week

Phone and Internet - \$15 to \$30 per week

Public transport - \$30 to \$60 per week

Car (after purchase) - \$150 to \$260 per week

Entertainment - \$80 to \$150 per week

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia.

Refer to the step by step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

Link to Student Visa subclass 500 document checklist:

<https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>

As of October 2019, the 12-month living costs are.

- For students or guardians - AUD\$25,000
- For partners coming with you - AUD\$8,000
- For a child coming with you - AUD\$4,500



The Home Affairs website covers in more detail how to work out how much money you might need to cover the costs of your stay in Australia as international student.

The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your cost of living in Australia www.insiderguides.com.au/cost-of-living-calculator/.

If you experience financial trouble while in Australia, talk to SITS's student support services staff for assistance.

Education costs

The list below gives you a broad indication of the range of course costs (yearly) for different types of qualifications.

- School - \$7,800 to \$30,000
- English language studies - Around \$300 per week depending on course length
- Vocational Education and Training (Certificates I to IV, Diploma and Advanced Diploma) - \$4,000 to \$22,000
- Undergraduate Bachelor Degree - \$20,000 to \$45,000*
- Postgraduate Masters Degree - \$22,000 to \$50,000*
- Doctoral Degree - \$18,000 to \$42,000*

* Note: This does not include high cost of delivery courses such as veterinary and medical. Please visit institution websites directly to see costs for these courses.

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com>

For more information about study in Australia, please refer to the link:

<https://www.studyaustralia.gov.au/english/live-in-australia/living-costs>

SOME OF THE ESSENTIAL PERSONNEL WORKING WITH YOU

Training and Compliance Department

CEO/Training Manager is responsible for the standard of training and safety within SITS and for the assessments conducted.

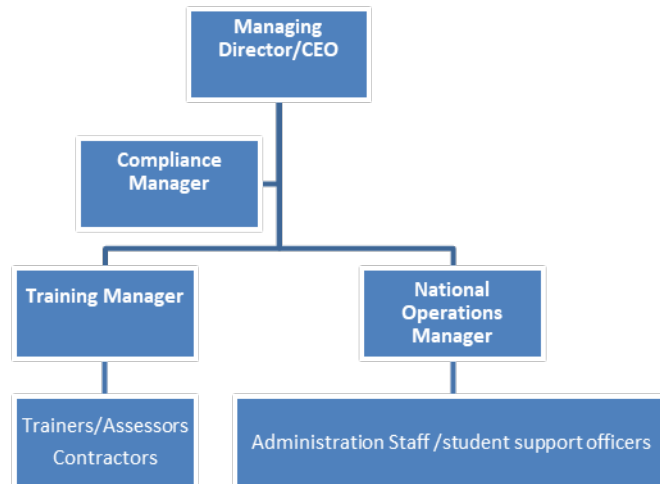
The Trainers at SITS Services supervise all training and assessments. In addition, trainers are responsible for the day to day course administration. All have at least a Certificate IV in Training and Assessment (TAE40116) and all the necessary endorsements to allow them to conduct and assess your competency and underpinning knowledge. Trainers and assessors must, by law, maintain accurate records of attendance and participation.

Chief Executive Officer

CEO in coordination with the training and compliance department is responsible for all administrative tasks and decisions. They will set fees (including any discounts), oversee timetables and ensure that all training is delivered in a professional manner. They also set the standards for SITS, covering such areas as cleanliness, appearance and punctuality.



STEP INTO TRAINING SERVICES COMPANY STRUCTURE



COMPETENCY STANDARDS, NATIONAL QUALIFICATIONS, AND ASSESSMENT GUIDELINES

A Training Package consists of three parts:

Competency Standards provide an industry benchmark for training and assessment. They specify the scope of knowledge and skills to be covered in the Training Package. They are the basis for designing vocational education and training courses and assessment approaches for delivery off-the-job by registered training organisations (RTOs).

National Qualifications within the Australian Qualifications Framework (AQF) are awarded when a learner has been assessed as achieving a combination of Units of Competency that provides a meaningful outcome at an industry or enterprise level. Each qualification consists of core and/or elective Units of Competency. These cover knowledge and skills that workers require in performing a job. Where an individual achieves one or more Units of Competency without completing a full qualification, a Statement of Attainment is issued that recognises their achievement.

Assessment Guidelines provide a framework for accurate, reliable and valid assessment of the applicable Competency Standards. They ensure that all assessments are thorough, consistent and valid. They provide important quality assurance in the issuing of qualifications. To be assessed as competent and attain a specific competency standard, a learner needs

to be able to competently perform all the elements in the performance criteria of a unit of competency. Learners will be required to collect evidence from both on and off-the-job training and/or classroom-based training and work placements. It is the combination of both the on and off-the-job training evidence that supports an assessment of competence.

Assessment

Assessment is the process of gathering and judging evidence in order to decide whether you have achieved a standard or objective. It is a competency-based assessment meaning that the assessor is making a decision about your ability to competently complete a task.

The assessment tasks within the unit provide you with the opportunity to demonstrate evidence of the required knowledge and skills required.

Principles of Assessment

The four principles of assessment are followed in assessment of each Student's evidence of competence.

The four principles are:

- Validity
- Reliability
- Flexibility
- Fairness

Validity:

- assessment against the unit(s) of competency and the associated assessment requirements covers the
- broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a Student could establish these skills and knowledge in other similar situations; and
- Judgment of competence is based on evidence of Student performance that is aligned to the unit/s of competency and associated assessment requirements.

Reliability:

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Fairness: The individual Student's needs are considered in the assessment process. Wherever appropriate, reasonable adjustments are applied by SITS to take into account individual student's needs. SITS informs the student about the assessment process and provides the student with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Flexibility: Assessment is flexible to the individual Student by:

- reflecting the student's needs;
- assessing competencies held by the student no matter how or where they have been acquired; and
- Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Rules of evidence

There are four rules of evidence that guide the collection of evidence. The learner's work must demonstrate the rules of evidence e.g.:

Valid – The assessment task must cover the required skills and knowledge

Sufficient – it must be enough to satisfy the competency

Current – skills and knowledge must be up to date

Authentic – it must be the learner's own work and supporting documents must be genuine.

Competency/Submission Details and Instructions

For you to achieve competency in each unit, you are required to complete all the tasks and submit according to your proposed timetable or else as negotiated with trainer. The student instructions for each task have been mentioned before the start of each task in the assessment workbook. You must achieve satisfactory ratings on all tasks and all completed assessment tasks must be submitted in form hard copy or email to your trainer/assessor.

- Students can either submit the answers of assessment tasks by using software suite like Microsoft Office or submitted in printed form or handwritten. (If you are not comfortable with this form of assessment please speak to your trainer for alternative arrangements)
- Reports / templates where provided (workplace assessment tasks) should be completed by hand and submitted along with printed documents.
- At each submission of your assessment, the student must declare that the work submitted is his/her own and has not been copied. Failure to do so will result in the assessment work being returned for completion thus delaying the assessment.
- Make sure you have read all supporting resources prior to commencing and completing any of the questions and activities in this assessment workbook.
- If you are unsure of the requirements of any assessment task – please contact your trainer/assessor, for clarification. Reasonable adjustment options are available however this must be arranged with the Training Department prior to assessment.
- You must ensure that you have attempted and completed all assessment tasks in this Student Assessment Workbook prior to submitting for assessing.
- Written questions require in-depth responses and answers must be correct, sufficient and in acceptable form of quality and standard
- All the above items must be adhered to. Failure to do so will result in your work being returned to you, delaying the assessment of your tasks.

Understanding the assessment grading system

Assessments for qualifications are competency based, which means Students are assessed against the unit of competency requirements. Assessment results are recorded as follows:

- Satisfactory (S) result: The Student's submitted work satisfies the learning requirements and competency standards for the Task.
- Not Satisfactory (NS) result: The Student's submitted work does not demonstrate the understanding of competency standards in the Task.
- Competent (C) result: Once a student receives a satisfactory result for all required assessment Tasks, as per the learning requirements and all competency standards for the unit (in accordance with the unit of competency details at National Register www.training.gov.au), C outcome will be awarded for the entire unit.
- Not Yet Competent (NYC) result: If any of the Tasks in unit is NS, a student will receive NYC outcome. He/she will receive written feedback from a trainer/assessor, clearly outlining where the gaps are. The student will then be required to rectify these gaps and re-submit his/her assessment for marking.



Re-assessment

If the result of your Unit Assessment is “Not yet Competent (NYC)”, you will be given an opportunity for reassessment.

Each Student has three (3) attempts to achieve a competent outcome, including two resubmission attempts. You will only work on the component(s) of the Task(s) that were marked “Not Satisfactory”. The re-assessment must be completed within 14 days of assessment feedback given to you by your facilitator/assessor. Please note that SITS will provide two (2) chances for re-assessment at no cost. If you are not able to achieve competency with all of these opportunities, you are required to repeat the unit at your own cost which will also impact on your extension of study period.

If the result of your Unit Assessment is “Not yet Competent (NYC)”, you will be given an opportunity for reassessment.

Plagiarism and Collusion

Plagiarism and collusion are both forms of cheating. It is taking and using someone else’s ideas, writings or information and representing them as your own. Plagiarism is a serious act and may result in a participant’s exclusion from a unit or a course. When you have any doubts about including the work of other authors in your assessments, please consult with your trainer/assessor. In case you need further information about plagiarism and collusion, please ask SITS staff to provide you with the copy of Plagiarism, Academic Misconduct and non-academic Misconduct Policy and Procedure. The following list outlines some of the activities for which a participant can be accused of plagiarism:

- Presenting any work by another individual as one’s own unintentionally
- Submitting assessments copied from another Student
- Presenting the work of another individual or group as their own work
- Submitting assessments without the adequate acknowledgement of sources used, including assessments copied totally or in part from the internet

Referencing your work

The students are required to use the right sources in their work. By doing proper referencing, you are acknowledging that you have used someone else’s information or work. SITS encourages students to use AGLC 4 while referencing their work.

Please ask your trainer if you do not know how to reference your evidence. Ensure your work is referenced to prevent an accusation of plagiarism.

Appealing a decision

Where a student disagrees with a decision made by SITS regarding the outcome of an assessment, plagiarism or cheating, he/she may pursue appeal proceedings in accordance with SITS complaints and appeals process. More information about this process can be found in the in complaints and appeal policy and procedure.

Reasonable Adjustments

If you have special needs or disabilities, reasonable adjustment will be organised in accordance with the organisation assessment process of policy and procedures.

This may include but not limited to:

- visual difficulty: we can assist by making adjustments such as larger print of documents, assessment tools and forms
- physical disabilities: assessment may be broken down into shorter/longer lengths of time, where applicable
- sick or have medical condition, due date extension may be provided
- LLN Support

Examples of reasonable adjustment in assessment may include but not limited to:

- Submission of an oral assessment task for a written one
- Provision of extra time
- Use of adaptive technology
- Bilingual staff support

- Ongoing study support
- language, literacy and numeracy (LLN) programs or referrals to these programs
- flexible scheduling and delivery of training and assessment
- information and communications technology (ICT) support
- learning materials in alternative formats, for example, in large print
- learning and assessment programs contextualised to the relevant industry; and
- any other services that Saddle On considers necessary to support learners to achieve competency.
- Developing strategies to make support available where gaps are identified.
- Language, Literacy & Numeracy (LLN) support
- Use of trained support staff including specialists, note-takers and interpreters
- Individual tutoring
- Assistance with writing
- Reviewing drafts of student's work and providing written or verbal feedback
- adapting tasks to allow for more practice
- counselling services or referrals to these services
- any other services that the SITS considers necessary to support learners to achieve competency.

Please refer to Student Support Policy and Procedure

The requirements for special needs must be established and an appropriate record must be kept of the efforts made to establish special need and the outcomes of these efforts.

UNIQUE STUDENT IDENTIFIER (USI)

If you are undertaking nationally recognized training delivered by a registered training organization (such as SITS) from 1 January 2015 you will need to have a Unique Student Identifier (USI). A USI account will contain all your nationally recognized training records and results from 1 January 2015 onwards. Students who have completed any units or qualifications from 2015 onwards will not be issued their certificates and/or statements of attainment without a USI.

Language, Literacy and Numeracy support

The increased importance of employability skills such as communication and problem solving skills in the workplace highlights the need for underpinning foundation skills. The Australian Core Skills Framework (ACSF) defines these foundation skills as reading, writing, oral communication, numeracy, and learning, which are essential for effective performance in the workplace. Learners who have language, literacy or numeracy needs may require additional support or customised training and assessment. SITS will make every endeavour to accommodate these learners and support this approach by:

- * Assessing the learner's language literacy and numeracy skills during a pre-training review to ensure they have adequate skills to complete the training program
- * Supporting learners with training and assessment material and strategies that are easily understood and suitable to the level of the workplace skills being delivered
- * Providing information to learners about details of language, literacy and numeracy assistance available.
- * Where a level of support is assessed as necessary for a learner that is beyond the support offered by SITS, the learner will be referred to external language, literacy and numeracy support services, and an extension of time to complete the training program negotiated if necessary.

Learners not able to demonstrate required ACSF level or ability to complete the course:

Where learners are unable to complete the LLN Test to a satisfactory level and internal support mechanisms will not provide the support required to complete the course, students will not be enrolled into the program and will be referred to external LLN support providers. Students will be encouraged to gain assistance and support to increase their LLN levels prior to applying for future enrolment.



Reading Writing Hotline

The Reading Writing Hotline provides information on:

- Reading and writing classes for adults in your local area
- Distance learning if you are unable to attend classes
- How to become a literacy volunteer?
- Commonwealth-funded English as a second language (ESL) programs for migrants
- Commonwealth-funded programs for Centrelink clients
- Literacy in the workplace programs

Helpline on 1300 6555 06 or visit the website <http://www.readingwritinghotline.edu.au/>.

Where social or personal circumstances may affect a participant's learning experience, we will support the participant where possible, including referral to other agencies.

Please refer to student support policy and procedure available on the website.

Methods of assessments

Following assessment methods are an example of those are used by SITS in the assessment tasks. Please refer to the marketing brochures of individual courses.

- Project/Demonstration/Role play/Practical tasks/scenarios/work placement tasks
- Report Writing
- Written questions

Recognition of Prior Learning and Credit Transfer

Recognition of Prior Learning

Recognition of prior learning (RPL) is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

Credit Transfer

Credit transfer (CT) is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

Please refer to relevant policy and procedure for detailed information.

Commitment by the students in the training of Course:

The students are required to attend 20 hours per week of classes for the entire duration of their course.

Self-directed learning (SDL)/ Self-paced study:

Students are expected to dedicate allocated hours towards self-directed learning for each qualification. SDL hours is time allocated for each unit and ultimately to the qualification that the students are expected to spend, on the top of training and assessment hours, to achieve the learning outcome of the unit of competency. This may constitute undertaking self-studies, research, attempting assessment tasks and additional activities (if provided) at home.



Training Plans/Timetable: Students will be provided with a timetable.

Attendance Requirements

The students are required to attend all sessions (international students must attend for 20 face to face hours per week). In case of compelling and compassionate circumstances, if the student misses any session, SITS will provide him/her opportunity to attend an extra session at no cost. Please refer to Attendance Monitoring Policy and Procedure – International Students.

Sick Leave

Students who feel they are unable to undertake any aspect of the qualification because they are feeling ill are required to contact the student support officer or their trainer prior to the start of class. Missed assessments and deadlines will be entered into the SMS (Student management system), these must be made up for before a certificate or qualification will be issued.

Approved leave

Students must apply for Approved Leave in writing and submit supporting documentation such as a medical certificate from a registered medical practitioner. If leave is requested beyond 3 days during the course, students may be required to defer their studies and reapply to enter a later course. But such cases will be judged case by case basis.

Expulsion

Step into Training Services reserves the right to expel students for serious breaches of discipline following appropriate SITS disciplinary procedures. Fees paid are will not be refunded for expelled students.

DUE DATES FOR ASSESSMENTS

All assessment due dates are set dates by which assessment tasks must be submitted and are stated on the class timetable. Learners are expected to take responsibility for meeting due dates and plan their work accordingly. The due date is the day the assignment must be received by SITS. Unit End date is usually considered as due date for the assignment. Students are advised to finish their assessment tasks by the end date of the unit, so they don't have anything pending for the past unit while they study the next unit.

EXTENSIONS OF ASSESSMENTS

Assessments must be submitted by the due date, or an extension negotiated no later than 12 hours prior to the original due date. Learners need to apply for an extension via their Trainer and the decision to grant or refuse an extension is the at the discretion of the trainer.

Extensions will be granted on a case by case basis and are not guaranteed. Approval is up to the discretion of the Trainer/Training Manager. An extension will only be granted when the learner has a valid reason for not submitting work on time; such as illness or other serious matters and this is supported by documentation e.g. doctor's certificate.

Results and Certificates

All learners, who complete their course successfully, are entitled to receive a Record of Results and a testamur. Learners who have completed and been assessed as competent in all units of competency of a course will receive a Certificate and record of results. Learners must settle any outstanding fees before they can collect their qualification. Learner results will be kept on file for 30 years. Additional or replacement copies of the record, statement or certificate can be requested from the RTO. There is a charge (\$25) per document for this service.

We will issue your qualification when all assignments, assessments on and off-the-job records have been marked as satisfactory and all units are assessed as Competent (C). Additionally, all administration requirements will have been met and any outstanding fees have been paid before qualifications will be issued.



Learners are entitled to receive statement of attainments if they have completed one or more accredited units at any stage throughout the course, or upon withdrawal or deferral.

Please allow 30 days after your file is completed before receiving your certificate. Should you need evidence of completion earlier contact the Training Manager for a letter of completion (we cannot however print this until your file has been checked by the Training and Compliance team).

Withdrawal and Deferral and suspension

Students, who wish to withdraw or defer from training must notify Step into Training Services in writing. Withdrawals and deferrals will be processed within a week upon receipt of written confirmation, or after 4 weeks if there has been no contact from the learner in response to a withdrawal or deferral letter being sent to them by SITS.

Learners who apply for a deferral can be granted two deferrals for a maximum of 12 months.

Students must keep in mind that deferment or suspension may affect the student visa and study duration of the course. Students will need to provide the compelling and compassionate reason to get the application for deferment or suspension granted. Please refer to the relevant policy and procedure for further information.

STAFF RESPONSIBILITIES FOR ACCESS/ EQUITY & EQUAL OPPORTUNITY ISSUES

SITS has a training manager; they are the person that you should direct all problems and information requests to: they will then refer the issue to the best person.

The training manager acts as the access and equity officer for Step into Training Services so if you are experiencing any harassment or discrimination, refer the matter to the training manager in writing.

Step Into Training Services:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age, or race.
- Delivers training services in a non-discriminatory, open and respectful manner.
- Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Provides facilities updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conducts client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy and welcomes feedback as part of its quality improvement system.

Requires staff and students to comply with access and equity requirements always.

Step Into Training Services provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice and all of our students are made aware of their rights and responsibilities through this Student Handbook.

Student Rights

- Be treated fairly and with respect by SITS staff and other students
- Learn in an environment free of discrimination and harassment
- Learn in a supportive and stimulating environment in which to pursue their goals
- Have access to counselling if desired or required



- Privacy concerning records that contain personal information, subject to statutory requirements
- Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur
- Lodge a complaint without fear of retaliation or victimization
- Have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct
- Get all the training and assessment according to the written agreement.

Student Responsibilities:

All students have a responsibility to:

- Treat other students and SITS staff with respect and fairness
- Follow any reasonable direction from a member of SITS staff
- Refrain from swearing, drinking and eating in classrooms and other learning areas (water only allowed).
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying, or misusing SITS or other student's property
- Behave responsibly by not possessing or being under the influence of drugs and alcohol.
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
- Attend scheduled classes and SITS activities regularly and complete all assessments within the required timeframe.
- Do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating
- Follow SITS safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by SITS staff.
- Not to behave in a way that would offend, embarrass, or threaten others.
- Comply with all lawful regulations, rules or procedures of the SITS that pertain to them.
- Pay all fees and charges levied by the SITS within the required timeframe.
- Attend all meetings called by the SITS to discuss academic or course progress
- Meet or carry out all activities agreed with the SITS in relation to maintaining course progress or academic performance
- Formally notify the SITS of any absence of greater than three consecutive study days or of any withdrawal from enrolment

BREACH OF CONDUCT

A Student breach of conduct occurs when a student behaves in a manner described below:

- Assaults, attempts to assault, or threatens a person on the SITS premises.
- Acts contrary to Equal Opportunity practices of the SITS which is committed to the prevention and

Elimination of discrimination on the grounds of:

- o Age
- o Impairment
- o Industrial activity
- o Lawful sexual activity
- o Marital status
- o Physical features
- o Political belief or activity
- o Pregnancy
- o Race
- o Religious belief or activity
- o Sex
- o Status as a parent or a carer
- o Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.



- Disobeys or disregards any lawful direction given by an officer of the SITS.
- Acts dishonestly or unfairly in connection with an examination, test, assignment, or other means of assessment conducted by the SITS
- Deliberately obstructs any teaching activity, examination, or meeting of the SITS
- Engages in any conduct or activity prejudicial to the management and good governance of the campus.
- Deliberately obstructs or attempts to deter any officer or employee of the SITS in the performance of their duties
- Wilfully damages or wrongfully deals with any SITS property.
- Attends the SITS whilst under the influence of alcohol or affected by drugs, etc. or possesses, uses or traffics a drug of addiction or drug of dependence within the meaning of the Crimes Act 1958 or the Drugs Poisons and Controlled Substances Act 1981 or any Act in substitution thereof.
- Carries or uses such items as firearms, knives, syringes, etc as a weapon
- Fails by or within the agreed required date or period, to pay any fee or charge payable to the SITS
- Fails to comply with WH&S regulations or wilfully places another person in a position of risk or danger
- Fails to attend scheduled classes and activities consistently and regularly
- Constantly interrupts class time through the use or presence of mobile phones and pagers
- Uses abusive language.
- Fails to attend meetings called to discuss academic or course progress
- Fails to carry out actions or engage in activities agreed with the SITS to maintain course or academic progress.
- Fails to formally notify the SITS of any prolonged absence, change of address and contact details or of any withdrawal from enrolment.

IN THE EVENT OF NON-COMPLIANCE/BREACH WITH OUR RULES; THE FOLLOWING APPLIES

- A Trainer or the Training manager or SITS delegate will contact you to discuss the issue or behaviour & to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file.
- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the Training manager to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
- Should the issue or behaviour continue, you will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
- Should the issue or behaviour still continue, training services will be withdrawn and you will be notified in writing that your enrolment has been terminated.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

PRIVACY & CONFIDENTIALITY RECORDS ACCESS

Step Into Training Services is committed to protecting the privacy of your personal information.

We have a Privacy Policy and procedure that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

Step Into Training Services will exercise strict control over confidential information. If a third party requires client information, we will require your prior written consent prior to the release of any information.



On your enrolment application form, there is a place to sign to say that we can provide information to Government Departments about your enrolment, attendance and performance. We do this as it is required by the Government.

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact SITS to:

- request access to your personal information

- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

DISCRIMINATION AND HARASSMENT

It doesn't matter how old you are or whether you were born in Australia or overseas - the Equal Opportunity legislation and federal anti-discrimination laws protect your rights. It is against the law for someone to treat you unfairly (discriminate) or harass you (hassle or pick on you) because of your actual or assumed:

- | | | |
|-------------------------|--------------------------------|--------------------------------|
| • Age | • Lawful sexual activity | • Pregnancy |
| • Carer status | • Marital status | • Race |
| • Disability/impairment | • Physical features | • Religious belief or activity |
| • Gender | • Political belief or activity | • Sexual orientation |

It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to harass or victimise you because you have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

- Deciding who will be admitted as a student including refusing to accept a student's application
- Denying or limiting access to benefits; or
- Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law classifies this as sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, videoconference, or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, go speak to your Trainer immediately and tell them about it. If you don't want to speak with your Trainer, then you should go and see the Training manager to get some assistance.

SAFETY

The Work Health and Safety Act is strongly enforced Australia-wide. It means that you cannot be placed at risk through anything that you may be asked to do by SITS.

Should you be asked to do anything you feel is unsafe:

- Stop.
- Advise the trainer/SITS staff of your worries and do not proceed.
- Stop anyone else with you from doing anything unsafe.

It is the SITS's responsibility to keep you in a safe learning and working environment and he must not allow any work to be done that is unsafe.

We are an alcohol and drug free college: undertaking any part of your study intoxicated or affected by drugs may result in suspension or termination from the course. If you are caught selling or undertaking any other illegal activity, then you will be reported to the Police for appropriate action.



If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

FEEDBACK AND IMPROVEMENT

SITS collects statistical information regularly to monitor, maintain and achieve continuous improvement in the delivery of vocational education and training. The Institute values and welcomes constructive feedback from students and staff regarding improvements to existing educational and student services. Management obtains feedback, which is used for evaluation by asking students to complete surveys. These are distributed after the Induction and Orientation Program, and when units are completed.

Students wishing to provide Management with feedback on any areas of concern or improvement are encouraged to complete the Feedback form available at reception.

Students are asked to complete course evaluations at certain points in their program. The information provided is used to assess and improve the programs and student support services.

TRAINING AND QUALIFICATION LEVELS

The Australian Qualifications Framework (AQF) incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. One of the key objectives of the Australian Qualifications Framework is to facilitate pathways to, and through, formal qualifications.

AQF qualifications link with each other in a range of learning pathways between schools, VET (Vocational Education and Training) and higher education as an individual's learning and career ambitions require. The AQF provides for flexible, transparent and systematic learning pathways and to the removal of boundaries between educational sectors. **For more information on AQF please visit <http://aqf.edu.au/>**



Staff and Students should be aware of the following definitions:

'Bullying' - is an unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating, or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a different group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age, or sexual orientation. Victimization is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Personnel' - refers to all employees of SITS.

'Racial Harassment' - occurs when a person is threatened, abused, insulted, or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry, or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimization' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include, adverse changes to the work environment and denial of access to resources or work.

What can you do if you are being discriminated against, harassed, or bullied?

All staff and Students have a right to work in an environment free of any form of harassment and discrimination.

- Directly inform the alleged offender (verbally or in writing) that you object to their behavior and that you do not want it repeated
- If this does not resolve the situation or if you do not feel able to undertake such an approach, you can speak to a Student Support Services Officer or member of SITS Management who will advise you in strict confidence
- Lodge a Formal Complaint / Appeal; or a further option is to contact the Office of the Commissioner for Equal Opportunity for advice.

Anti-Discrimination Commission Queensland

www: <http://www.adcq.qld.gov.au/human-rights>

Telephone state-wide 1300 130 670

The Anti-Discrimination Commission Queensland operates a state-wide telephone information and enquiry service. Call 1300 130 670 from anywhere in Queensland toll free.

Brisbane Office

Level 20, 53 Albert Street

Brisbane (cnr Albert and Margaret Streets near the City Botanic Gardens)



Postal address: City East Post Shop PO Box 15565 City East QLD 4002

Office hours: 9am to 5pm Monday to Friday

Telephone: 1300 130 670 (Toll Free)

TTY: 1300 130 680

Fax (07)3247 0960

This is government organisations that operates in complete confidence and aim to settle such matters in an informal way. However, if conciliation is unsuccessful, the Commission can refer matters to the Equal Opportunity Board which can hand down legally enforceable decisions.

Do not ignore harassment, bullying, victimisation, or discrimination, thinking it will go away. Silence gives the impression that it is acceptable.

STRESS

Studying can be very rewarding, but it can also be stressful. In order to minimise stress, consider adopting the following strategies:

- Organize your notes and handouts so they can be easily retrieved.
- Design a personal study timetable and use it! All subjects require work in and out of class time.
- Manage your time so you can stick to your study timetable.
- Use your student diary, clearly indicating when assignments are due, group meetings are scheduled and any other important dates.
- Start your assignments when you receive them. Don't leave them until the last minute.

If you are having difficulties, see your trainer immediately. If you are having problems with something it is likely that other students are too. If you feel that you are not able to manage your stress effectively, please see the Student Support Services Officer at the earliest possible opportunity.

EMERGENCIES

If the Institute needs to be evacuated the safety wardens will give you instructions.

Fire

If you can see or smell smoke or flames, tell the nearest staff member immediately. If the alarm sounds, listen and obey the trainer's instructions. With your trainer, walk down the nearest Fire Exit Stairs quietly and calmly. The allocated safety warden for your area will guide you to exit the building. The trainer will then mark the attendance register to make sure all students present at the institute are safe and accounted for.

Bomb Scare

Follow the staff's instructions.

Building Alarms

Follow the staff's instructions.

Evacuation

In the case of emergency or a fire drill your cooperation is appreciated. Follow your trainer's instructions and leave the premises in a calm and orderly manner. Designated meeting places are indicated on evacuation signs throughout the building. Students are to remain with their classroom trainer and return to class after the "all clear" instruction has been given.

EMERGENCY CONTACT LIST QUEENSLAND

EMERGENCY SERVICE	CONTACT NUMBER
Emergency Fire Police Ambulance	000 (zero, zero, zero)
State Emergency Services (SES)	132 500
Non-Emergency Police	131 444, 9247 6666
Poisons Information Centre [24 hours]	131 126

Care Ring : 24-hour counselling service	136 169
Life Line: 24 hour service	131 114
Public transport & timetables	137468
Accident Towing	131 869
Dentists: Dental Hospital Service [Emergency Only]. [https://www.qld.gov.au/health/services/oral-eye-ear/emergency-dental]	13 43 25 84
Australian <u>Maritime Safety Authority</u> (https://www.amsa.gov.au/about-us/contact-us)	Within Australia 1800 627 484 Outside Australia +61 2 6279 5000
Health advice over the phone https://www.qld.gov.au/health/contacts/advice/13health	13 43 25 84

EMERGENCY PROCEDURE

It is most important that you are aware of the correct procedures to follow in emergency situations. If you are attending classes, or present at SITS location and anything happens to you, or to a fellow student, or to anyone, please follow the steps detailed below.

If you are NOT attending classes and/or are NOT present at any SITS location and an emergency situation arises, please telephone the contact number given above (anytime) and advise a SITS member of staff of the situation.

1. Medical Emergency:

- Make sure there is no danger to you or to the victim(s)
- If possible, advise SITS member of staff of the emergency
- If necessary, you may be required to:
CALL an AMBULANCE – DIAL 000,
- Someone will ask what service you need – tell them “AN AMBULANCE”. They will then put you through to the ambulance service who will ask you some questions
- Check that you know the address where you are so you can tell the ambulance officer
- Keep the victim calm and get help
- If the person is conscious, ask questions and get information such as:
 - How did this happen?
 - Are they in pain and where is the pain?
 - Has it happened before?
 - Are they on medication?
 - Who is their next of kin or is there someone they should notify?
 - AND ANY OTHER INFORMATION you can get
- If the patient is NOT conscious:
 - Do not disturb or move the patient unless the injured person is in further danger. Call for help.
 - Check if the person has a medical bracelet or locket with information, e.g., diabetes, heart condition, epilepsy, etc.

All of the above helps to ensure that the sick or injured person receives the most appropriate treatment from the ambulance officers and the hospital staff.

2. Chemical spills and toxic fumes:

If there is a large spill of chemicals or you are experiencing strong fumes:

- Tell a staff member of SITS about the emergency.
- You may be required to dial 000. Someone will ask what service you need – tell them what the problem is – either toxic fumes or a chemical spill. They will usually put you through to the fire service who will ask you some questions, give them all the information you can:
 - Address of the spill location



- Type of chemical (if known)
- Is there a risk of fire?
- Is anyone hurt and how many?
- Evacuate the area.
- Ask everyone to move to a safe area in an orderly fashion. Keep people together so that you can account for everyone.
- Most chemicals have toxic fumes. Depending on the amount of chemical spilled, you may need to evacuate the whole building or just the affected area.
- If possible open the windows and doors to allow the fumes to escape.
- If there is a danger of fire, evacuate and leave it to the professionals to deal with.

3. Gas leaks are also toxic

- Contact a member of staff. If possible, turn the gas off at the mains and open the doors and windows to allow the fumes to escape.
- DO NOT SMOKE OR CREATE A FLAME. This can cause an explosion.
- If there is a risk of fire, or explosion, evacuate immediately.

4. Small spills

Contact a member of staff. These should be cleaned up immediately to avoid the chemicals getting into drains. Follow the supplier's directions.

IN CASE OF EMERGENCY

EVACUATION TIPS

- DIAL 000 or notify SITS staff.
- Check that no one else is in the area.
- If there is no danger to you, assist any injured people.
- Leave via the nearest emergency exit.
- Do not use the lifts.
- Go direct to the designated meeting point.
- Remain there until a staff member has checked that everyone is present.
- Do not leave this area until you are told to leave by a staff member, or the police.
- Do not go back into the building until the police or fire brigade tell you it is safe to do so.

DRESS CODE

Students are required to dress in a neat manner that does not offend others. Skimpy clothing, beachwear, bike shorts, tight/crop tops, very short skirts and thongs are considered inappropriate. Trainers have the right to refuse permission to enter a classroom if they consider a student's dress to be inappropriate. It can be a good idea to start accumulating a 'work appropriate' wardrobe now. Think about all the time and money you will save at the end of your course when you have to attend all those job interviews!

ID CARDS (Student cards)

Student cards will be made available from Reception and will be issued at the time of enrolment. This card is used within the Institute when requested and will enable you to get some student entry discounts when your class goes on excursions. SITS students' ID card DOES NOT entitle you to concession transport fees. Transport concession is not available to overseas students on a student visa.



COMPUTERS AND PRINTING

Students at SITS are requested to bring their own laptops. Students can use the printer in the office free of cost, but only for the printing of assessment tools or assessments. Student's will be provided access to internet.

The Internet is to be used for study purposes. Students who are found using the computer/internet resources inappropriately or for purposes other than study may have their access suspended. Please use the computers in a sensible and mature manner to ensure everyone has the opportunity to print their assignments.

LENDING YOUR PROPERTY

Students are advised not to lend any of their original work or textbooks to another student. If working in a group and the need to share your work arises, you should photocopy it and keep the original. Alternatively, make sure you retain a soft copy. No extensions on submission dates will be given to students who do not have their assignment because they have given it to another student.

SECURITY

Although SITS takes every care to provide a secure study environment, students are strongly advised to keep personal and valuable items with them at all times when on the Campus. SITS is not liable for any loss of personal property. If you have any concerns for your safety or personal belongings, notify reception immediately.

LOST AND FOUND

If you lose or find something inside the Institute building, please report it to Reception. Please mark your name on all articles you use in the classroom. If you lose traveller's cheques or credit cards, report it to the appropriate provider; you may also want to report it to the police. For provider contact details, check the phone book.

MOBILE PHONES

Mobile phones must be switched off during classes and in corridors because they are disruptive for both the trainer and your peers. Using mobile phones during classes is unacceptable unless the trainers accept them for studying purposes.

MEDIA DEVICES

MP3 players, cameras, tape recorders or hand-held computer consoles must be switched off in class. Use of electronic devices may be approved by your trainer for use in the classroom. This may include electronic dictionaries in non-test environments.

STATIONERY AND EQUIPMENT

You are expected to have your own stationery, calculators and other study equipment, such as:

- dictionary
- calculator
- typing/computer paper (A4 white)
- red, black, blue pens
- pencil
- eraser
- ruler
- highlighter
- writing paper/notebooks

It is expected that you will have the necessary equipment with you in each lesson. You will have Internet access on campus throughout your studies.



TRAINERS

In Australia, all trainers must have specialist teaching qualifications. Our trainers are both qualified and experienced. They are very familiar with the needs of international students and are committed to working as part of a team to achieve the highest standards and quality outcomes. Do not be afraid to ask if you don't understand something or need further clarification. Your trainer wants to know if you are having difficulties so they can help you before the assignment is due or before you sit the exam.

TRAVEL CONCESSIONS

Your Student Identification Card is not acceptable evidence for paying a concession fare. In order to pay the concession fare on public transport, you must be a permanent resident of Australia and obtain a Transport Concession Card.

STUDENT ORIENTATION Program

As per **Standard 6.1 of National Code 2018**, SITS aids students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:

- give overseas students information on, or access to, an orientation program about living and studying in Australia, including information about safety on campus and while living in Australia
- offer reasonable support to overseas students, irrespective of their place or mode of study, at no additional cost to the overseas student
- have a critical incident management policy; and
- ensure there are sufficient staff, in addition to academic staff, to support and advise overseas students who request assistance

The orientation program must provide information about:

- support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- the registered provider's facilities and resources
- complaints and appeals processes
- requirements for course attendance and progress, as appropriate
- the support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia; and
- services wherein overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

International Students are required to take part in Orientation Day, which starts on the first day of commencement and is organised to inform new students about the study program, their faculty, units of courses and most of the aspects of life at SITS. Students can attend student art exhibitions and careers forums and enjoy a host of other activities throughout the year. We ensure that our students learn in an environment free from harassment or discrimination. We are pleased to provide community support personnel for our students.

Orientation day not only provides you an opportunity to become familiar with the campus but also the City of Brisbane.

STUDENT SUPPORT SERVICES AND COUNSELLING

As per **Standard 6 of National Code 2018**, SITS will provide the means of and the opportunity for students to access (or be referred to) counselling and welfare-related support services to assist with issues that may arise during a student's course of study. SITS aims to identify, respond and assist to the learning and welfare needs of all students and this includes either academic or personal welfare, support and counselling services.

These services are available to all our students and may take the form of assistance, support, counselling, advice, or referral to other services. These services may also be provided to the student both internally and externally.



All support services and counselling on-campus are free of charge, however some referred services external to the Institute may come at a charge that is determined by the provider of that service. The Student Support Officer will advise the student of the cost if they are referred to and wish to use this service or provider.

Students may access welfare and counselling services due to numerous reasons. The Student Support officer will be responsible for either accessing, providing, or referring students to welfare and counselling related support services to assist them (or their families) with issues that may arise during their study. Students can also ask the Student Support Officers who can provide students with assistance, information, options and other resources in relation to a particular issue. Student Support officers are a useful additional source of information source and can help talk through available options.

This personal support, welfare and counselling services are provided in accordance with the Institute's code of practice and confidentiality procedures. Reasons students may seek help include but are not restricted to:

- Academic or general study support skills
- Additional English support or Language Literacy and Numeracy (LLN) assistance
- Student workshops additional tutoring/study group
- Increased monitoring of course progress or attendance
- A mentor program
- Personal counselling on reference
- Placement in a more appropriate class; and or a reduction in course load
- Job search skills
- Adjustment difficulties and accommodation issues
- Personal issues and general support
- Student family concerns and issues
- Study skills support or intensive assistance
- Help lodging a complaint/appeal
- Leave, suspension, deferment, or cancellation of enrolment
- Grievance/conflict resolution
- Relationship issues
- Stress and coping
- Access and equity issues
- Student welfare and support
- Referrals to other agencies/professionals
- Crisis resolution

ACCESING STUDENT SUPPORT SERVICES AND COUNSELLING

Students have access to counsellors and Student Support officers. Students needing counselling, study skills assistance or practical help should make an appointment with Student Support Officers (SSO), at the campus. An appointment can be made at reception or by emailing on info@sits.edu.au. SSO can assist with a number of personal situations and problems such as:

- Personal issues, counselling and general support
- Placement in a different class; and or a reduction in course load due to personal reasons
- Financial, employment or legal issues
- Student personal and family concerns, issues and general support
- Help lodging a complaint/appeal and grievance/conflict resolution
- Leave, suspension, deferment, or cancellation of enrolment for personal reasons
- Relationship issues, drug, alcohol and family violence
- Stress and coping. Adjustment difficulties and personal or family emergencies
- Access and equity issues including discrimination, accommodation and services
- Student welfare and support
- Referrals to other agencies/professionals

Student Support Officers (SSO) as well as our counsellor can assist student in solving a whole range of issues. All of our trainers can assist students with academic or study support skills and can help with additional tutoring/study assistance, LLN support or vocational assistance. The Training Manager is useful student support contacts and can also provide support to students in a particular qualification. Student Support officers can assist students with help to lodging a complaint/appeal, leave, suspension, deferment or cancellation of enrolment or completing forms and documents and many of our staff are multilingual. If you need to access any of our student support services please ask at reception, email info@sits.edu.au.

If you are concerned with your academic progress our members of staff will ensure that the full resources of SITS are made available to assist you to achieve the required level of competency in your program. If your needs exceed our capacity, we will refer you to an appropriate external agency. Or if you would prefer to consult an alternative professional counsellor, below are some local names and numbers that you can contact:

Counselling 24-hour assistance lines:

Life Line	13 1114	www.lifeline.org.au
Australian Red Cross	8327 7922	www.redcross.org.au
Salvation Army	1300 627 727	www.salvos.org.au
Mensline Australia	1300789978	www.menslineaus.org.au
National Association for Loss and Grief	07 9650 3000	https://www.communities.qld.gov.au/swe/ofw-find-service/index.page?id=828&start=811&category=&state=&textSearch=
Suicide and crisis care: warning signs and support	13 11 14. If someone is in immediate danger, call Triple Zero (000).	https://www.qld.gov.au/health/mental-health/suicide
Queensland Sexual Assault Helpline	1800 010 120	http://www.dvconnect.org/queensland-sexual-assault-helpline/
Anglicare Victoria	(03) 9412 6133	www.anglicarevic.org.au

Help lines, counseling and support groups in Queensland:

Please refer to the following website for more information.

<https://www.qld.gov.au/health/mental-health/help-lines/counselling>

For Medical service and support in the vicinity of main campus and other training locations, students may contact the following:

Health	Address Wembley Rd Medical Centre 90 Wembley Rd Logan Central Qld 4114	Phone: (07) 3412 8333 After Hours: 1300 HOME DR (1300 4663 37)
Queries related to visa, citizenship, travel or trade	Department of Home Affairs Phone: 131 881, Monday to Friday 9 am to 5 pm www.homeaffairs.gov.au	
Translating and Interpreting Service (TIS)	Provides 24-hour telephone translation and interpreting services Phone: 131 450	



Language Literacy and Numeracy Support

Literacy, language and Numeracy (LLN) assistance is provided to students as part of SITS's policy and the Australian Core Skills Framework. Information will be provided to students regarding support and assistance for LLN (Language, Literacy and Numeracy) prior to and during enrolment.

Initial Assessment

All students after completion of their enrolment and prior to the commencement of their course will be required to be assessed in LLN (Literacy, Language and Numeracy). This must be undertaken and completed prior to commencement of any training program or course. The initial Literacy Language and Numeracy Assessment will be conducted when the student attends orientation, or as soon as practical before the start of the course/program and will assess the 5 following areas

- 1.Learning
- 2.Reading
- 3.Writing
- 4.Oral Communication
- 5.Numeracy

The Initial Assessment is used to identify and describe an individual's performance in any of the core skills at a set point in time prior to the commencement of the course or program. This is done using a standard assessment and assessment marking guidelines along with suitably qualified assessors to determine and benchmark the individual's core skill performance. This allows the assessor to identify a student's strengths, weaknesses and needs, so that training can be targeted to the areas of attention and an individual's progress can be monitored over time. This information can also be used to develop core skills profiles of learner groups, assist with curriculum development and continuous improvement.

Outcome of Initial Assessment

The outcome of the initial assessment will allow targeted solutions to be developed and implemented. Students identified as At Risk from the initial assessment can be offered a variety of solutions and/or interventions. These can include:

1. Completion of further LLN (Language, Literacy and Numeracy) assessments
2. Enrolment in an intensive LLN (Language, Literacy and Numeracy) course or program
3. Deferral of one or more courses whilst completing an LLN course or program

This information can also be used to develop core skills profiles of learner groups, assist with curriculum development and continuous improvement training qualification or unit assessment outcomes. The individual assessment report for each student will remain on the student's file as evidence of the initial LLN (Language, Literacy and Numeracy) assessment.

Mapping the Outcome of the Initial Assessment

The initial assessment will, if possible, be used to map the core skills requirements of the training course or unit in order to improve, clarify and articulate core skills expectations, priorities and gaps. This can assist in the identification of similarities and differences between core skills requirements and expectations of performance within and across courses, disciplines and sectors.

Following mapping of course requirements and materials, and identification of learner strengths and weaknesses it will be possible to:

- tailor curriculum, materials and methodologies to learner needs
- design and rate core skills assessment instruments

- evaluate the potential usefulness of assessment tasks by identifying the ACSF levels and Performance Features being assessed
- develop self-evaluation tools which increase learner engagement and ownership
- assist teachers/trainers to provide specific feedback on performance.

This also means that units, qualifications, or programmes involving VET (Vocational Education and Training) and/or LLN (Language Literacy and Numeracy) outcomes, that are required to have integrated assessments, can be monitored accordingly at the initial LLN assessment and the completion of other assessment.

Resources

Support can be customized and developed from variety of sources, e.g. through a student/trainer demonstration, advice from an industry expert, teacher/trainer or colleague, a technical manual or a help desk. As a person develops the skills and confidence associated with being an independent learner, the nature and degree of the support required is likely to change accordingly. The nature and duration of that assistance may be very different, reflecting the fact that higher level learners have the capacity to initiate and manage their own support processes.

Available resources should include dictionaries, calculators, newspapers, trade journals and industry specific equipment if applicable. Other resources may include textbooks, reference materials and books, access to technology and information either used in or accessed by a workplace.

Outcome

When used for assessment purposes, the ACSF assumes that an individual at any level will be able to demonstrate performance within the support levels described and where the context, text complexity and task complexity are appropriate for the level. If further support is still required, this should be taken into account when benchmarking performance at that time.

An individual's level in the ACSF is described as 'exit level'; that is, a person is able to demonstrate what is required at that level. If a person is not able to demonstrate what is required at that level, they are rated as being at the lower level.

Trainer Skills

Trainers/Assessors must have appropriate skill, knowledge and expertise in either LLN or vocational proficiency to be able to assess students. Trainers and assessors should have the ability to contextualise assessments and resources, use technology and use different teaching methodologies.

Reasonable Adjustments to assessments may be required if deemed necessary after consultation with student's trainers, responsible academic staff, and the LLN assessor.

Adjustments of Learning and Assessment Material

There are a number of methods that can be used to make reasonable adjustments to assessment processes and procedures that allow for the LLN skills of students, without compromising the integrity, validity, rules of evidence or rigour of the assessment process.

These can include:

1. Asking students to demonstrate their skills, either in the classroom, in a simulated work environment or on the job
2. Interviewing and oral questioning of the student and recording the conversation either written or electronically for evidence of assessment
3. Using signs, pictures or graphics to present learning and assessment material
4. Providing audio or video taped material to students
5. Writing material in plain English
6. Providing oral feedback and instructions to students.



CRITICAL INCIDENT POLICY & PROCEDURE

As per **Standard 6 of National Code 2018**, SITS has its Critical Incident Policy and Procedures in place. This standard mandates that SITS have a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

The National Code defines critical incident as 'a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

- Critical incidents are not limited to, but could include:
 - missing students
 - severe verbal or psychological aggression
 - death, serious injury or any threat of these
 - natural disaster; and
 - issues such as domestic violence, sexual assault, drug or alcohol abuse
- Non-life threatening events could still qualify as critical incidents

Please refer to the relevant policy.

COURSE INFORMATION/Marketing Brochures

Please refer to the website or the SITS marketing department for the information in relation to individual courses.

FURTHER INFORMATION

Before enrolment, each learner should ensure s/he meets the following requirements:

- Enrolment Application Form filled in accurately and sent to the SITS.
- Read and understand the complete information available at SITS's website or email your request to info@sits.edu.au.
- Read and understand all policies and procedures available at SITS's website or email your request to info@sits.edu.au.
- Provide SITS with their Unique Student Identifier (USI) number. For more information, see <https://www.usi.gov.au/students/create-your-usi>.
- For further details or queries, SITS can be contacted via email or phone.
- SITS has got the systems in place to make sure that learner is getting quality training during the course. SITS is responsible for compliance and training & assessment of this course and there are no third-party training provider services acquired by SITS.

Legislation that Impacts International Students

The VET Sector (Vocational Education and Training)

The VET courses being delivered by SITS requires SITS to adhere strictly to the Federal and State bodies. The VET sector is characterised by the use of Competency Based Training. Being competent in this context means, having the skills, knowledge and attitudes to be able to perform job related tasks to pre-established industry standards.

The following information provides an overview of the ESOS and VET Quality regulatory frameworks. SITS's policies and procedures and operating practices are in compliance with the requirements of the VET Quality and ESOS regulatory frameworks.

VET Quality Framework

The Vocational Education and Training sector is heavily regulated because the provision of quality training significantly impacts Australia's reputation, the economy in general, industry and individuals'. The VET Quality Framework includes:

- The National Vocational Education and Training Regulator Act 2011
- VET Quality Framework
 - Standards for Registered Training Organisations 2015
 - Data Provision Requirements 2012
 - Fit & Proper Person Requirements 2011
 - Financial Viability Risk Assessment Requirements 2011
 - Australian Qualifications Framework.

ESOS Act 2000

Fee payment

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa. The ESOS Act also includes the regulatory framework for providing tuition fee protection for international students.

The Education Services for Overseas Students Act (ESOS) includes the ESOS Act 2000 and updates, ESOS Regulations and National Code of Practice 2018 and related laws that set out the requirements for providers who deliver education services to international students on a student visa.

These laws protect international students and also help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia

The National Code of Practice 2018

The National Code is established under the Education Services for Overseas Students (ESOS) Act 2000. To become CRICOS-registered, a provider must demonstrate that it complies with the requirements of the National Code. The National Code is a legislative instrument. It is legally enforceable and breaches of the National Code by providers can result in enforcement action under the ESOS Act. This action can include the imposition of conditions on registration or suspension or cancellation of registration. This includes conditions on registration, suspension or cancellation of registration.

The National Code complements existing national quality assurance frameworks in education and training including the Standards for RTO's 2015 (for registered vocational education and training providers offering these courses).

In the unlikely event of SITS being unable to fulfil its commitment to provide a course at the agreed date it will offer the International student a full refund of fees paid to date or re-schedule the course.



The ESOS Framework Student Rights and Responsibilities

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

Protection for Overseas Students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.Department_of_Education.gov.au. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course including its location match the information on CRICOS.

Student Rights

The ESOS framework protects students' rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there is arrangement in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au.

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students must meet. These standards cover a range of information you have a right to know and services that must be offered to you, including:

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if attendance will be monitored for your course
- a complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course, you need your provider's permission.

Student Responsibilities

As an overseas student on a student visa, students have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay



- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

Useful Links

- ESOS Framework: <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>
- National Code of Practice 2018
- National Code Explanatory Guide
- CRICOS
- <https://www.homeaffairs.gov.au/>
- <https://www.homeaffairs.gov.au/trav/visa-1/500->
- <https://www.studyqueensland.qld.gov.au/The-Brisbane-Student-Hub-1>
- <https://tps.gov.au/Home/NotLoggedIn>
- [Training.gov.au](https://www.training.gov.au/)

Get help in an emergency or disaster situation.

- Police/Fire/Ambulance: 000
- SES assistance in floods and storms: 132 500
- Police attendance: 131 444 (all states except Victoria)
- International incident emergency helpline: 1300 555 135 (within Australia)
- Outside Australia - external site: +61 2 6261 3305
- <https://www.australia.gov.au/information-and-services/public-safety-and-law/emergency-services>

ACCESS AND EQUITY POLICY AND PROCEDURE

POLICY PURPOSE

The purpose of this policy is to ensure that Step into Training Services (here after known as 'SITS') provides fair and equitable access and opportunity to its student and staff. This policy also includes:

- Opportunities for reasonable adjustments are made to students.
- Students are given equitable access to facilities and services on and off campus.
- Staff members deal with all students fairly by considering the relevant circumstances of the individual. This does not necessary mean that all students will be rates the same. Fairness is considered in the context of relevant circumstances.
- Decisions regarding student's entry to, progression through and completion of the courses are made on case – by – case basis.
- All relevant policies, procedures and forms are accessible to all staff and students working with in the SITS and that these policies and procedures are implemented in a fair way.
- The student admissions process is based on entry requirements of each course. These entry requirements are published on our website and our marketing materials.
- Individuals raising concerns, complaints or grievances are treated with respect and are not discriminated.
- Students can access relevant policies, procedures and form through SITS website and a hard copy can be requested from the SITS via email or at reception.
- Students are also provided with all relevant policies, procedures and forms during enrolment process in the form of 'Student Handbook'.
- Staff can access relevant policies, procedures and form through SITS website or by requesting any staff.
- Staffs are inducted in relation to all relevant policies and procedures during their induction process.
- Staffs are updated with any new changes and updates in relevant policies and procedures by staff meeting, emails and memos.

SCOPE

This policy applies to all enrolled students and prospective students in all modes of delivery.

LEGISLATION

Australian federal and state legislation makes it unlawful for organisations to discriminate against people because of their age, gender, race, marital status, sexuality, or physical or intellectual disability.

The following legislation underpins all matters related to access and equity at SITS:

- Anti-Discrimination Act 1977
- Disability Act 2006
- Equal Opportunity Act 2010
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Working with Children Act 2005
- Age Discrimination Act 2004

POLICY

1. Supporting students to succeed

- SITS acknowledges the diverse background of its students and commits to make its practices as inclusive as possible and not unreasonably prevent its students from accessing learning.
- SITS undertakes to be responsive to the individual needs of students, whether they relate to age, gender, cultural or ethnic background, health, sexuality, employment, location or other personal circumstance, and not unreasonably present barriers to their learning.

2. Recruitment, admissions and enrolment

Recruitment and admissions processes and policies are free from discrimination and are based on the requirement that students meet pre-requisites for a course. Access and equity issues are considered when setting course entry requirements and prerequisites. Course design and assessment can be flexible to make reasonable adjustments. Teaching and learning documents are non-discriminatory, using inclusive language and examples. Student services

Students have equal access to learning and assessment materials and support services.

3. Academic and learning support

Reasonable adjustments can be made to accommodate students needing supplementary academic and learning support. Reasonable adjustments may include:

- Additional academic and learning support, including literacy and numeracy support.
- Alternative methods of assessment where reasonable. Extra time to complete assessments.
- Assessments are designed to be fair, reliable, and consistent. Students are given details on required assessments for each subject at the beginning of each study period. Assessments for subjects delivered online are adapted to flexible delivery.
- Students may appeal assessment decisions through the Complaints and Appeals Policy and Procedure.
- Special consideration may apply for extenuating circumstances.

Support is provided to those with special needs. Reasonable adjustment is provided to those with a disability or special needs according to individual circumstances. This means providing the appropriate services and/or facilities for student learning and assessment.

Reasonable adjustment may include but is not restricted to:

- educational support
- alternative assessment methods
- learning and assessment aids such as papers in large print or the use of scribes or interpreters
- extra time to complete a course or assessment

Learning support is facilitated for those with basic literacy, numeracy or English language difficulties or other identified areas of learning difficulty.

Special consideration may be granted if through misadventure (e.g., illness, bereavement or personal trauma) a student is prevented from completing an assessment or sitting an examination; or believes that their performance in an assessment event has been affected by the incident.

SITS's premises provide appropriate access to those with a physical disability. Where SITS provides training and assessment at its campus, SITS will ensure to the best of its ability that venues are accessible to people with a disability.

Complaints and appeals are addressed in a fair and equitable manner. Individuals who believe they have been treated unfairly are encouraged to use SITS's student complaints and appeals procedures. SITS will promptly and thoroughly investigate all complaints and appeals in accordance with stated procedures.



Students also have the right to appeal against any decisions as set out in the complaints and appeals procedure.

PROCEDURE:

Strategy: To include questions in all Enrolment application form that requests learners to provide details of their background.

Responsible Official: Chief Executive Officer, Training manager

Measure: All enrolment forms assessed for inclusion of appropriate questions.

Strategy: Feedback forms to make available opportunities for learners to raise any access issues.

Responsible Official: Chief Executive Officer/ Training manager

Measure: All surveys forms assessed for inclusion of appropriate questions.

Strategy: Trainer to assess learner for any LL&N concerns at induction through ensuring learner completes their own forms during the orientation.

Responsible Official: Trainer/ Training manager

Measure: Ongoing

Strategy: All policies, procedures, and contact information is to be made available to the general public through our internet website.

Responsible Official: Compliance officer/ Training manager

Measure: Ongoing

Strategy: Any access issues raised by the public are to be addressed immediately to ensure it does not affect the enrolment and training of potential learners.

Responsible Official: Chief Executive Officer/ Training manager

Measure: Ongoing

Strategy: Allow for flexibility (when appropriate) for extensions of time to lodge Enrolment application forms, assessment tasks and other related forms, in particular for members of identified groups, in order to cater to those with different social and cultural backgrounds.

Responsible Official: Chief Executive Officer/ Training manager

Measure: Ongoing

Strategy: To provide a barrier free environment for learners and stakeholders for all people through offering multiple methods of contact, training and assessing

Responsible Official: Chief Executive Officer/ Training manager

Measure: Ongoing

Complaints and Appeals Policy and Procedure

PURPOSE

Step Into Training Services (SITS) aims to resolve complaints honestly, fairly and without bias and in an easily accessible manner which is inexpensive to the parties involved. This policy/procedure supports 'Standard 10 – Student Support Services' of the 'National Code of Practice 2018 for Providers of Education & Training to Overseas Students', which states:

The registered provider must:

- have and implement a documented internal complaint handling and appeals policy and process
- advise an overseas student within 10 working days of their right to access an external appeals process and provide contact details, if the overseas student is not satisfied with the outcome of the internal complaints and appeals process and
- immediately implement any decision or recommendation in favour of the overseas student through the internal or external appeals process.

This policy and procedure supports Standard for Registered Training Organization Standard 6 Clause 6.1 - 6.6 in providing a process for complaints and appeals to be heard and actioned.

This policy/procedure also supports clauses 5.2d of chapter 2 – Each learner is properly informed and protected, where Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

The RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.

SCOPE

This policy applies to all current, prospective and previous students and other stakeholders of SITS.

POLICY

SITS is dedicated to providing excellent services and maintaining a friendly relationship at all levels from top management including employers, down towards our Students. SITS is committed to maintaining compliance with all regulatory, legislative and contractual requirements and has Complaints and Appeals Policy to ensure all complaints and appeals are handled as efficiently and effectively to be actioned within

10 business working days of receipt. As a student with us, you are entitled to appeal an assessment decision within 20 working days. The following outlines our policy and procedures for the handling of verbal and written complaints and appeals.

Our Responsibilities to you if you have a complaint or appeal:

- Take all grievances, complaints and appeals seriously.
- To provide an efficient, fair and structured mechanism for handling complaints and appeals processes for all Students.
- Act upon the subject of any grievances, complaint or appeal found to be substantiated
- To provide our prospective Students with access to the complaints and appeals process before making an agreement to enrol, including those Students with any disabilities or special needs.
- Formal complaints and appeals can be written, or if verbal, a staff member will document the complaint or appeal and either the complainant or assisting staff member must sign-off the Complaints and Appeals Form.
- Action within 10 working days of receipt of the complaint or appeal.
- Handle all grievances, complaints and appeals professionally and confidentially in order to achieve a satisfactory resolution
- To keep complainant or appellant informed about the progress of their complaint or appeal and the expected timeframe for resolution.
- To resolve the complaint or appeal as soon as possible.
- To review complaints and appeals so that we can improve our service.
- To maintain the student's enrolment whilst an internal complaint or appeal is in progress and the outcome has not been determined.

- Provide details of external authorities' complainant may approach, if required.
- to overseas students that in most cases, the purpose of the

SITS will make sure the following:

- SITS will give overseas students the contact details of the appropriate external complaints handling and appeals body. (The Commonwealth Ombudsman) , for private providers (except for issues of broader educational quality))
- SITS will make specific arrangements for independent review of complaints about issues not covered by the Australian Competition and Consumer Commission (ACCC) or the OSO.
- SITS will make it clear to students that external appeals process is to consider whether the registered provider has followed its policies and procedures, rather than decide in place of the institution. For example, if an overseas student appeals against his or her subject results and goes through the registered provider's internal appeals process, the external appeals process would look at the way in which the internal appeal was conducted; it would not decide as to what the subject result should be.
- SITS will report an overseas student for unsatisfactory course progress in PRISMS after:
 - the internal and external complaints processes have been completed and the breach has been upheld
 - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period
 - the overseas student has chosen not to access the external complaints and appeals process
 - or
 - the overseas student withdraws from the internal or external appeals process, by notifying the registered provider in writing.

When an external appeals process has been completed, the SITS will immediately implement the decision or recommendations and/or take the preventative or corrective action required by the outcomes of the external complaints handling or appeals process and notify the overseas student of the outcome.

DEFINITIONS

Complaint can be defined as a person's expression of dissatisfaction with any aspect of SITS's services and activities, including both academic and non-academic matters.

Examples of complaints would be where a member of the public or a student considers that there has been:

- Harassment, bias or unfair discrimination.
- Dissatisfaction about the enrolment, induction/orientation process.
- Dissatisfaction about the quality of education provided.
- Academic issues, including student progress, assessment, curriculum and awards in a VET course of study.
- Unauthorised handling of personal information and access to personal records.
- Failure to provide a service at the right time or to the standard expected of the service.
- Dissatisfaction in answering a query or responding to a request for a service.
- Failure to follow SITS's agreed policy, or procedures.
- Failure to take proper account of relevant matters in coming to a decision.
- Discourteous or dishonest behaviour by a member of staff.

If you are dissatisfied or have concerns about the standard of service, actions or lack of action by SITS or its staff, we have a formal complaints procedure.

An appeal is where a member of the public or student seeks a review of the decision made by the SITS. An appeal could relate to:

- Any decisions made in relation to a complaint outcome.
- Any decisions made in relation to a refund application.
- Any decisions made in relation to an academic decision, for example, about admission (or re-enrolment) to study, an assessment, a certificate, progression within a course of study or termination of study, etc.

Our service standard is to contact the complainant within 2 business days to acknowledge in writing receipt of their complaint/appeal.

Appellant(s) is/are the person(s) lodging an appeal to the outcome of a complaint or grievance.

Complainant(s) is/are the person(s) lodging the complaints or grievance.

Grievance is a concern about academic matters, perceived discrimination, a situation, a process, a person or people, a facility or a support service provided by RTO, which the student brings to the attention of the RTO in an informal way, i.e., it is spoken about, not written down.

Respondent is/are the person(s) against whom the complaints or grievance has been made.

External Appeal: Overseas Student Ombudsman

Website: <http://www.ombudsman.gov.au>

Call: 1300 362 072* (within Australia) Call +61 2 6276 0111. (Outside Australia) Online Form

Email: ombudsman@ombudsman.gov.au

Post: GPO Box 442, Canberra ACT 2601

Formal Complaint: Means a Formal Complaint managed under the Complaint and appeal Procedure.

Informal Complaint: Means an Informal Complaint managed under Complaint and appeal Procedure.

Internal Appeal: An appeal to a Staff member at SITS.

International Student: A person holding an Australian student visa, enrolled in a CRICOS registered course, as a Student of SITS.

Party: Means a person lodging an Appeal and the Respondent.

Privacy: Means information protected under The Queensland Information Privacy Act 2009 (the Act).

Procedures: Means Institutes Procedures published on the SITS's website and student Handbook.

Respondent: A person who must respond to the Appeal on behalf of the SITS.

Staff: Any person who is an employee/contractor/representative of SITS at the time of the Complaint.

Student: Any person enrolled as a student of SITS.

Support Person: Means an observer (who is not legally trained) who accompanies a Party during the Complaint.

PROCEDURES

General Process

- The Complaints and Appeals policy & procedure, and forms are made available to all students and other stakeholders by directly contacting SITS, through the SITS's website, and Student handbook.
- Where possible all informal attempts shall be made to resolve the issue (Informal Complaint). This may include advice, discussions, meeting with the student or stakeholder, emails and general mediation in relation to the issue and the student / stakeholder issue.
- Any staff member can be involved in this informal process to resolve issues but once a student/or other stakeholder/or anyone has placed a formal complaint / appeal, the following procedures must be followed.
- Any student, potential student, employee or third party may submit a formal complaint to SITS with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.
- Complainants have the right to access advice and support from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorized by the Chief Executive Officer (CEO).
- Any person wishing to submit a formal complaint or appeal can do so by completing the Complaints and Appeals Form and state their case providing as many details as possible. This form can be obtained by contacting Administration staff at SITS, or through the SITS website.
 - As per policy, complaints are to be made in writing by the complainant.
 - SITS should review all complaints upon receipt.



- Acknowledge receipt of complaint in writing by sending a letter to complainant or email.
 - Record details of the complaint on the Complaints and Appeals Register.
- Once a complaint or appeal is received and checked for, it should be forwarded to the appropriate personnel for review.
- There will be no charge to the complainant or appellant for the lodgement or presentation of their case. Incidental expenses for attending SITS offices to lodge the document or attend a meeting or any charges incurred (e.g., telephone) will NOT be reimbursed.
- All complainants and appellants must be given the opportunity to formally present their case and to be accompanied by a friend or third party to support them (and if language is an issue, to help them present their case). Any payments to accompany the friend/third party will be made by complainants or appellants.
- The Review Personnel may gather evidence and constitute a review committee as they see fit.
- This process must be completed within 10 working days of the lodgement of the complaint or appeal (and receipt of all supporting evidence).
- If further evidence is requested, then the Review Personnel must communicate with the complainant or appellant as soon as possible and within 5 working days of asking for evidence, it should be submitted. The complainant must be kept informed all the time.
- The process will be put on hold until the evidence is received.
- The decision will be advised in the written response to the complainant or appellant.
- In case of complaint, if the complainant is not happy with the decision they may appeal. That appeal is on the fairness and objectivity of the decision.
- All documentation relating to a formal complaint or appeal MUST be recorded on the student file, in case of student. This must include the initial form, supporting evidence, meeting minutes, copy of correspondence with all concerned parties. This information will be kept confidently and stored securely for 7 years.
- Documentation of all complaints and appeals and their outcomes is securely maintained. Potential causes of complaints and appeals are identified and SITS takes appropriate corrective actions to eliminate or mitigate the likelihood of reoccurrence.
- All formal complaints or appeals must be logged in the Complaints and Appeals Register.

A complaint or appeal is a learning opportunity for SITS. The outcome will be seen as an input to the continuous improvement process. Any decisions that support students will be immediately implemented.

Detailed Process

Complaints may be made in relation to any of SITS's services and activities such as:

- The application and enrolment process
- Marketing information
- The quality of training and assessment provided
- Training and assessment matters, including course progress, student support and assessment requirements
- Student amenities and facilities
- Discrimination
- Sexual harassment
- The way someone has been treated
- The actions of another student
- Other issues that may arise

Appeals should be made to request that a decision made by SITS has to be reviewed. Decisions may have been about:

- Course admissions
- Refund assessments
- Response to a complaint
- Assessment outcomes / results
- Other general decisions made by SITS

SITS is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, SITS ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Where possible, all informal attempts shall be made to resolve the issue (Informal Compliant). This may include advice, discussions, meeting with the complainant, emails and general mediation in relation to the issue. Any staff member can be involved in this informal process to resolve issues, but once a complainant has placed a formal complaint / appeal, the following procedures must be followed.

If a complainant is uncomfortable in speaking directly to the person involved or the informal process does not resolve the issue to the complainant's satisfaction, the formal process should be followed as described later on in the document.

Where a student is unhappy with the outcome of an assessment decision, this will be dealt with under internal appeals. Please refer to Assessment appeals points in the Appeals section.

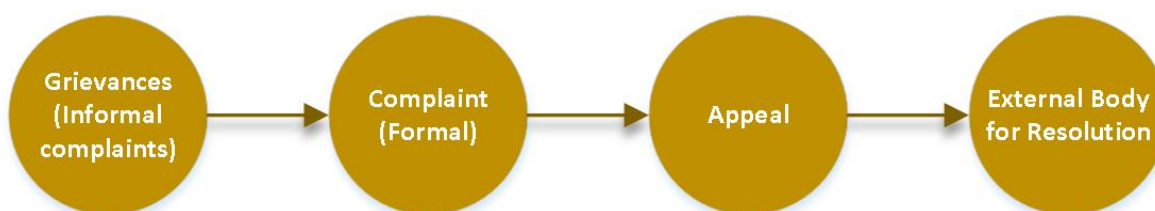
SITS reduce complaints through:

- providing excellent ongoing service
- addressing complaints quickly and fairly
- making sure similar kind of complaint/incident does not occur again

When a complainant has a genuine complaint, SITS may:

- thank them for raising the matter
- treat them with genuine empathy, courtesy, patience, honesty and fairness
- respond to the complaint quickly
- tell the complainant how SITS will handle it and when to expect a response
- speak to the complainant in person

Diagram of the Different Steps/ Procedures in the complaints management process:



Informal Complaint

- Students / potential students / stakeholders are encouraged, wherever possible, to resolve grievances directly with the person(s) concerned. For example: if the issue concerns an academic matter, the

complainant should talk honestly to the trainer through Student Support Staff about his/her concerns. Issues about fees should be discussed in the first instance with the Accounts Department through Student Support.

- Any student with a question or complaint may raise the matter with SITS Student Support staff and attempt an informal resolution of the question or complaint. This can be done online, or by telephonic conversation. In some cases, face-to-face will also be accepted.
- Questions or complaints dealt within this way do not become part of the formal complaint process and will not be formally documented, recorded or reported on unless the staff member involved determines that the issue, question, or complaint was relevant to the wider operation of SITS.
- If the student / potential student / stakeholder has attempted to resolve the issue directly but is not satisfied with the outcome or does not wish to approach the person(s) concerned directly, then he/she may discuss the issue with the Compliance Officer. In case of face-to-face meeting, he/she may be accompanied or assisted by a support person during this process.
- The Compliance officer/designated officer will consider the issue and may either suggest a course of action to resolve the issue or attempt to mediate between the complainant and the person(s) concerned.
- Within ten (10) days of receiving the grievance, the Compliance officer will provide the complainant and any other person(s) directly concerned, with a written report summarising the actions that were taken, or will be taken, to resolve the issue.
- If the complainant is not satisfied with the outcome, a formal complaint can be lodged under this policy.

Formal Complaint

- Students or any other stakeholders who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so.
- To register a formal complaint, a student must complete the Complaints and Appeals Form and contact the Student Support Staff to arrange a meeting with Compliance Officer, if required (a nominated person if Compliance officer is not present for the particular case). It is better to provide as many details as possible.
- Once a formal complaint is received it will be entered into the Complaints and Appeals Register and written acknowledgment will send to complainant. The information to be contained and updated within the register is as follows:
 - The name of the complainant
 - Date of the complaint
 - Type of complaint
 - Name of investigating officer / department assigned to deal with the complaint
 - Response from those involved in the allegations
 - Analysis of the matter
 - Outcome of complaint
 - Action recommended to address systemic issues (if any)
 - Time taken to investigate complaint
 - Complainant satisfaction with the outcome.
- There is no cost for the complaints process unless it is referred to a third party.
- Complainants have the right to access advice, support, assistance, or company from independent external agencies/persons at any point of the complaint and appeals process. Use of external services will be at the complainant's costs unless authorised by the CEO.
- At the stage of the complaint meeting (if required), the complaint must be recorded in writing and signed and dated. The complaint is recorded in writing by completing the Complaints and Appeals Form prior to the meeting or a new document can be prepared and signed during the meeting.

- The Compliance officer will then refer the matter to the appropriate staff members to resolve or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
- Where a decision is expected to take longer than 60 days, SITS will advise the student/complainant in writing of the delay and including the reasons for the delay. Thereafter the student/ complainant will be provided with weekly updates in writing of the progress of the complaint.
- Weekly updates to both complainant and appellant will be provided by the Compliance officer.
- If decision is taking more than 60 days, matter can be forwarded to an external complaints resolution organisation as well for resolution.
- At the end of the resolution phase, the Student Support Staff will report SITS decision to the complainant in writing. The decision and reasons for the decision will be documented by the Compliance officer and will update the records accordingly.
- Following the resolution phase, SITS must implement the decision as conveyed to the complainant. SITS will immediately implement any decision and/or corrective and preventative actions that are required.
- Where the formal complaint process does not find in favour of the complainant, s/he will be notified that they have the right of appeal. He/she may institute an internal appeals process by completing the Complaints and Appeals Form.
- To appeal a decision, SITS must receive, in writing, grounds of the appeal within 10 days of the date of the notice of the decision.
- Copies of all documentation, outcomes and further action required will be placed on the Complaints and Appeals Register by the Compliance officer or representative and also in the student's file, in case of student as complainant.
- We will ensure that the investigation process is impartial and encompasses the Principles of Natural Justice. No assumptions will be made, nor any action be taken until all relevant information has been collected and considered.
- There will be no victimisation against anyone who makes a complaint.
- Nothing in this procedure inhibits complainant's rights to pursue other legal remedies. Complainants are entitled to resolve any dispute by exercising their rights to other legal remedies. Complainants wishing to take this course of action are advised to:
 - Contact a solicitor; or
 - Contact Legal Aid Queensland (<https://www.legalaid.qld.gov.au/Home>) at 1300 65 11 88 and 44 Herschel Street Brisbane Qld 4001
 - Contact Community legal centres on <https://communitylegalqld.org.au/find-legal-help/about-free-legal-advice>.
 - Students can also refer to <https://www.probonocentre.org.au/legal-help/individual/qld/> for further information.

Internal Appeals

- All students and stakeholders have the right to appeal decisions made by SITS where reasonable grounds can be established. The areas in which a student or stakeholder may appeal a decision made by SITS may include:
 - Any conclusion/decision that is made after a complaint has been dealt with SITS in the first instance as described in the complaints process above. This is referred to as general appeals and internal appeals).
 - Assessments decisions as set out below (assessment appeals).
- To activate the appeals process, the appellant must complete a Complaints and Appeals Form that is to include a summary of the grounds the appeal is based upon. The reason the appellant feels the decision is unfair, is to be clearly explained and help and support with this process can be gained from SITS staff.

- Where an appellant has appealed a decision or outcome of a formal complaint, s/he is required to notify SITS in writing within 10 working days of the grounds of her/his appeal. Any supporting documentation should also be attached to the appeal.
- A SITS representative must record the details in the Complaints and Appeals Register.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged in writing.
- The Compliance officer or a nominee appointed by Compliance officer/CEO will be notified and will seek details regarding the initial documentation of the appeal and decide based on the grounds of the appeal.
- The appellant will be notified in writing of the outcome with reasons for the decisions, and the Complaints and Appeals Register updated. Particularly the appellant will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The appellant is required to notify RTO if they wish to proceed with the external appeals process.
- Compliance officer ensures SITS acts on any substantiated appeal. Compliance officer determines the validity of the appeal and organises a meeting with all parties involved in the matter and attempts to seek resolution where appropriate.
- Where students wish to appeal an assessment or RPL, they are required to notify their Trainer / Assessor in the first instance. Where appropriate their Assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The Assessor shall complete a written report regarding the re-assessment outlining the reasons why re-assessment was - or was not - granted.
- If this is still not to the student's satisfaction, the student may formally lodge an appeal. They will lodge this with the Compliance officer, or a nominee appointed by the Compliance officer and the appeal will be entered in the Complaints and Appeals Register.
- The Compliance officer will be notified and will seek details from the Assessor involved and any other relevant parties. A decision will be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a third party. The third party will be another Trainer/Assessor appointed by SITS.
- The student will be notified in writing of the outcome with reasons for the decision, and the Complaints and Appeals Register will be updated. The student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify SITS if they wish to proceed with the external appeals process.
- We recognise the right of individuals to approach an external agency if the formal complaint or internal appeal has not resolved the issue to their satisfaction.
- The student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.
- A maximum time of 30 calendar days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.

External Appeals

- If not satisfied with the internal appeal processes, the complainant / appellant may request that the matter be further reviewed by an external dispute resolution process.
- The complainant / appellant may request that the matter be further reviewed by an external dispute resolution process.
- The details of these external bodies are as follows:

Complainant/Appellant can refer to Queensland Ombudsman on the following links:

<https://www.ombudsman.qld.gov.au/how-to-complain/make-a-complaint/out-of-jurisdiction-categories/private-education-and-training-providers/you-have-a-complaint-about-a-private-education-or-training-provider>

<https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/settling-disputes-out-of-court/mediation>

- The division of the expenses associated with the mediation e.g., mediator's fee, room hire and possibly travel expenses are to be shared equally between SITS and the complainant / appellant.
- SITS will immediately implement recommendations arising from the external review within at least 10 working days of the receipt of the recommendations.
- If a student or stakeholder are still dissatisfied with the decision of SITS, they may wish to seek advice or make a complaint about SITS to ASQA directly. If, after SITS's internal complaints and appeals processes have been completed, and they still believe SITS is breaching or has breached its legal requirements, they can submit a complaint to ASQA by completing the "The Complaint about a training organisation operating under ASQA's jurisdiction" form. While ASQA will not be able to act as their advocate, the lodgement of their complaint will inform ASQA's risk assessment of SITS and a complaint audit may be conducted.
- Contact details for ASQA are:

Australian Skills Quality Authority
 - Melbourne - Level 6, 595 Collins Street
 - Brisbane - Level 7, 215 Adelaide Street
 - Sydney - Level 10, 255 Elizabeth Street
 - Canberra-Ground Floor, 64 Northbourne Avenue
 - Perth - Level 11, 250 St Georges Terrace
 - Adelaide - Level 5, 115 Grenfell Street
 - Hobart - Level 11, 188 Collins Street
 Telephone: 1300 701 801
 Email: complaintsteam@asqa.gov.au
 Website: www.asqa.gov.au

Commonwealth Ombudsman

The Commonwealth Ombudsman investigates complaints about problems that overseas students may encounter

The Ombudsman:

- provides a free service
- is independent and impartial, and does not represent either overseas students or private education providers
- can make recommendations arising out of investigations

The Ombudsman can only investigate a complaint if:

- it relates to a private education provider registered with the Australian Government on the Commonwealth Register of Institutions and Courses for Overseas students (CRICOS)
- the problem relates to an overseas student who is already studying in Australia on a student visa or is intending to come to Australia soon

The Ombudsman cannot investigate a complaint if:

- it relates to a public or government education provider. These complaints can be directed to the Ombudsman for your state or territory.

The Ombudsman may also decide not to investigate complaints if:



- the complaint has not first been raised with the education provider. Another organisation is better able to help.

Apply for External Review

This is the process to be followed if a student is not satisfied with the outcome of an internal complaint or appeal made by them and/or they wish to make an external complaint for independent review.

Online

A student can make a complaint online by visiting the website and completing the online form:

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>

Telephone

Students can contact OSO by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111.

Using an interpreter

If a student wants to make a complaint in their own language, they can call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside Australia call +61 3 9203 4027. OSO will pay for the interpreter.

Deaf, hearing or sight impaired

Contact OSO via the National Relay Service. Teletypewriter (TTY) users' phone 133 677 and then ask for 1300 362 072. Speak and Listen users' phone 1300 555 727 and then ask for 1300 362 072. Internet Relay users connect to the National Relay Service www.iprelay.com.au and then ask for 1300 362 072

Mail

You can write a letter and post it to:

Overseas Students Ombudsman GPO Box 442

Canberra ACT 2601

AUSTRALIA

Commonwealth Ombudsman External Complaints Process – Post Student Application

When a complaint is received, an assessment is first made about whether it is an issue that the Ombudsman can investigate. In some cases, the Ombudsman may decide not to investigate a complaint.

This might be because:

- the student has not complained to the education provider first, or
- another organisation is better able to deal with the complaint

If a decision is made to investigate a complaint, the Ombudsman will ask the education provider about the problem. The Ombudsman may request relevant documents, or information such as student records from the provider.

The Ombudsman can use formal powers to obtain documents from the provider. The Ombudsman also has the power to enter premises or require a provider to answer questions as part of an investigation.

Standard 8.4 of the Code requires that the registered provider must maintain the student's enrolment while the complaints and appeals process is ongoing. This means that the provider must maintain the student's enrolment

(i.e., not report the student for unsatisfactory progress or attendance) until the external complaints process is complete and has supported the provider's decision to report.

The Ombudsman will notify the provider when it commences an external complaint and appeal process and when this process is completed. However, if the student lodges an external appeal outside the provider's stated timeframe for reply, then SITS has the right to report the student.

The provisions of standard 8.5 also still apply, which means that if the Ombudsman's investigation results in a decision that supports the student, the SITS must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

Outline of Fees

The Overseas Students Ombudsman's services are free.

Outcomes of the decision

At the end of an investigation the Ombudsman may conclude that the provider has not acted unreasonably and will advise the student and the provider of this decision.

In other cases, the Ombudsman may conclude that the provider failed to take appropriate action, or the action appears to have been:

- contrary to law
- unreasonable, unjust, oppressive, or improperly discriminatory or
- otherwise, in all the circumstances, wrong

Where that happens, the Ombudsman may recommend that a provider remedy the problem for example by:

- apologising to a student
- reconsidering a decision affecting a student
- providing a refund
- providing clearer information or
- changing a policy or procedure.

Education providers are given an opportunity to comment on any recommendations made by the Ombudsman. Providers will be asked to detail how the recommendations will be implemented, and the Ombudsman will follow up to see that this has occurred.

If the Ombudsman finds evidence which suggests misconduct, the Ombudsman can notify the provider's principal executive officer.

Education providers are expected to comply with Ombudsman recommendations unless they have good reasons for not doing so. Education providers have an opportunity to give these reasons to the Ombudsman before an investigation is finalised. If they do not act on the recommendations, the Ombudsman may publish a formal report.

PRINCIPLES OF NATURAL JUSTICE AND PROCEDURAL FAIRNESS

- SITS Staff may also use this complaints and appeals process. SITS will use all complaints as an opportunity for continuous improvement.

- All parties to a complaint or appeal have the opportunity to put their case and have this properly considered.
- Any allegation against a SITS staff member or member of a subcontractor party is made known to that person and SITS will provide an opportunity to present their side of the matter.
- Investigations and decisions are made by persons who do not exercise bias.
- A complainant/appellant should feel confident that they will not suffer any discrimination as a result of using the complaint or appeal process.
- Confidentiality shall be maintained to the extent of the people that need to be directly involved in the complaint or appeal process.
- All the information regarding this policy can also be found:
 - On the SITS website
 - In the Student Handbook
 - In the Staff Handbook.
- The complainant / appellant can be supported or accompanied by an independent person or friend during the complaints and appeals process.
- It is normal SITS policy that whilst a student is going through any formal complaint or appeals process, the student remains enrolled at SITS and continues their studies and assessments in the normal way. It should be noted that if the complaint or appeal has resulted in the student being suspended or excluded due to a breach of the Student Code of Conduct, then the suspension or exclusion shall continue until either it has expired, or the result of the complaint or appeal is decided in the student's favour.
- SITS has a fair and transparent informal and formal complaints and appeals process, but should the complainant / appellant require it, access is available to an independent mediator who can review the complaint and/or appeals process.

NOTE: If the outcome is in the appellant's favour, then SITS will implement any changes recommended by the adjudicator immediately and advise the appellant of the outcome and actions taken.

RESPONSIBILITIES

- CEO with Training and compliance team has overall responsibility for this policy.
- Compliance Officer conducting investigation into all formal complaints.
- Student Support Services will assist stakeholders at every phase, as required.

Critical Incident Policy and Procedure

POLICY

This policy/procedure supports 'Standard 6 – Student Support Services' of the 'National Code of Practice for Providers of Education & Training to Overseas Students', which states:

"The registered provider must have a critical incident management policy."

This procedure ensures that any critical incident, which occurs, is documented, reported and appropriately actioned by SITS.

SCOPE

To articulate SITS practices applicable to students and Staff in compliance with the ESOS legislation. The critical incidents covered in this procedure may occur at the teaching location or after hours.

DEFINITIONS

Critical Incident: Is a traumatic event, which is likely to cause extreme physical and/or emotional distress involving SITS, its staff and/or students.

Death: Accidental, Suicide, Death because of injury or terminal illness, or Murder.

Serious Illness: Illness, which prevents or severely affects the student's ability to continue with or complete the course.



Traumatic Event: A traumatic event is not limited to but could include Missing students; any fatality or serious injury; a serious traffic collision; murder or suicide; physical/sexual assault or domestic violence; severe verbal or psychological aggression; fire; explosion or bomb threat; a hold up or attempted robbery; serious threats of violence, and storms or natural disasters; drug or alcohol abuse.

Requirements

This policy and procedures covers the:

- a. actions to be taken in the event of a critical incident
- b. required follow-up to the incident
- c. records to be kept of the incident and action taken.

Critical incidents are not limited to, but could include:

- missing students
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster
- issues such as domestic violence, physical, sexual, or other abuse; and
- another non-life threatening events

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires CEO to notify Department of Education, Department of Employment and DHA as soon as practical after the incident and in the case of a student's death or other absence affecting the student's attendance, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

For international students, when a student dies or sustains serious injury, the Institute may be required to assist the student's family. This may include:

- hiring interpreters
- making arrangements for hospital/funeral/memorial service/repatriation
- obtaining a death certificate
- assisting with personal items and affairs, including insurance issues
- assisting with visa issues (in the case of international students).

Response to the critical incident needs to be analysed to contribute to the continuous improvement of the Institute's policy and procedures.

Where a Critical Incident is identified the following procedures must occur. As part of the reporting process the Compliance officer/Training Manager / CEO will confirm that the incident falls under the definition of a 'Critical Incident'.

PROCEDURE

Any Institute staff member receiving news or information regarding a critical incident must contact the Compliance officer/Training Manager / CEO, or the nominee, as soon as practicable. If this is not possible, then the most senior person available must be contacted and informed.

On receipt of news or information regarding a critical incident, the Compliance officer/Training Manager / CEO, nominee, or most senior person must:

- create for themselves a clear understanding of the known facts
- contact the relevant emergency services by phoning 000 if an emergency exists
- contact the Translating and Interpreting Service by phoning 131 450, if translators are required
- contact Life Line on 131 114, if counselling services are required
- plan an immediate response
- plan ongoing strategies
- allocate individual roles/responsibilities for ongoing incident management.

Based on an evaluation of the critical incident, the Compliance officer/Training Manager / CEO, nominee, or most senior person must, where appropriate, implement the following:

- contact with next of kin/significant others, if applicable
- identify students and staff members most closely involved with the incident and ensure they are offered support and counselling if necessary



- arrange a time and place for an initial group/individual debriefing session with counsellor/s or other relevant personnel
- inform Institute staff and students where appropriate
- prepare a guideline for staff about what information to give to students
- prepare a written bulletin for staff and students if the matter is complex
- brief staff and delegate a staff member to deal with telephone/counter inquiries
- manage media/publicity
- arrange access to emergency funds if necessary.

Record the incident and include the following key details in a report:

- the time of the incident
- the location and nature of the incident
- the names and roles of persons directly involved in the critical incident
- the action taken by the Institute, including any opportunities for improvement as per the continuous improvement policy and procedure
- the organisations and people contacted by the Institute.

Confer a meeting with relevant parties to:

- review the Institute's handling of the critical incident
- implement improvements to the policy and procedures to ensure the institute is well prepared should an incident occur again.



Enrolment Process for Students

Step 1: SELECT COURSE AND SUBMIT APPLICATION FORM

To begin the enrolment process, candidates will select course offered by SITS and fill Enrolment Application form or the form can be downloaded from SITS website or can be requested through email at info@sits.edu.au.

Step 2: SUBMISSION OF DOCUMENTS

The completed form should be submitted to the Institute, along with the following attachments:

1. A copy of the student's passport
2. A copy of the student's academic reports and qualifications.
 - Australian Year 12 qualification or equivalent.
 - A copy of the student's most recent English proficiency test results. (IELTS 5.5 or equivalent English test result)/ if the student does not have a valid IELTS or does not meet the English language requirements, he/she will undertake LLN test and demonstrate required ACSF level for the qualification. Student must meet the entry requirements for the respective course.
3. Certified translations must accompany documents that are not in English
4. Visa Grant notice/VEVO letter

CREDIT TRANSFER / RECOGNITION OF PRIOR LEARNING(RPL) (IF APPLICABLE)

Student can apply for credit transfer or RPL on the basis of their previous studies at Step into Training Services or any other educational institution or experiences in Australia in accordance with SITS Recognition of Prior Learning and Credit Transfer policy and procedure.

Step 3: Pre-training Review and LLN Test

Student will be required to demonstrate required ACSF level for the qualification.

Offer letter and Acceptance agreement will only be issued once the prospective student has passed the LLN Test up to the level of course entry requirements and Pre-training review has been conducted.

Step 4: Offer letter and Enrolment Acceptance Agreement ("agreement")

Once the entry requirements have been met, the SITS staff will review the information and assess if the student meets the entry requirements of the course. SITS representative will review the documents attached along with the application and check if it meets all the requirements.

The student is required to pay the fees as mentioned in the agreement.

Student will be sending the signed agreement to SITS.

Please note:

International Student must read the ESOS framework before accepting an Offer letter and Enrolment Acceptance Agreement and forwarding their fees.

Offer letter and Enrolment Acceptance agreement may have some conditions attached to it. Please read the Offer Letter and Enrolment Acceptance agreement before signing it and making the payment

Step 5: Issuance of Confirmation of Enrolment (COE)

Once your PTR, payment and signed Offer letter and Enrolment Acceptance agreement has been received by SITS, a SITS representative will go through the documents and will review the PTR. A student will only be issued COE if SITS representative finds it accurate and signs the PTR form stating that the student meets the requirements for the course and the course is suitable for the student.



The student will then be emailed the Confirmation of enrolment and informed of the date and time of the orientation session.

If the SITS representative finds that the course is not suitable for the student, the SITS representative will call the student and tell them the reasons. If the student is found not to meet the requirements on the basis of PTR information, SITS will not charge any fees.

Step 7: ORIENTATION AND INDUCTION

Upon successful outcome of enrolment processing, Student Support Officer will confirm the enrolment and will make sure that the student has got access to the following documents.

- **Confirmation of Enrolment**
- **USI factsheet.**
- **Student Handbook**
- **Receipt** of the payment to the SITS.
- **Orientation Program:** *The student will be required to attend the orientation program before the training commencement.*
- **Student induction checklist:** Student fills in this form after the orientation session.
- **Acknowledgement of receipt of Student Handbook and Pre-enrolment information:** Student fills in this form after the orientation session.

Fee Charges and Refunds Policy and Procedure (international students)

Purpose

The purpose of this policy and procedure is to ensure that SITS operates a fair and equitable process for the management of both the collection of fees and the repayment of fees. This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards, as well as the ESOS Act and the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 2 and 3.

Scope

It applies to all international students and staff.

Process for claiming a refund

- Refund application requests must be made in writing on the *Refund Request Form*, the refund request form may be downloaded from the SITS's website.
- Filled in form must be submitted with the Administration via email or in person at reception.
- The Application/enrolment fee of AUD300.00 is not refundable. The course fees will be refunded as per the table later in this policy document.
- The Accounts department will process and approve the refund amount (if applicable) based on the circumstances listed below.
- Refund will be made directly to the bank account stated in the *Refund Request Form* and the student will be informed about the same via an email. All refunds will be made in Australian Dollars.
- Student can nominate a person in whose account the refund can be made. In case of death of the student, refund can be claimed by parents of the student.
- If the student is not eligible for any refund, based on the circumstances as stated below, the student shall be informed of the same via an email/letter.
- Any other circumstances which have not been listed below in the table, the management of SITS will decide the refund. In most of the cases, the students will be refunded after deducting the application fee.
- Any refund given will be recorded in the *Student Information System* so that each student's financial status is known.
- The students have right to lodge an appeal with the institute if they are not satisfied with the decision /outcome of the refund request.



- SITS cannot guarantee that students will successfully complete the course(s) in which they enrol regardless of whether all fees due have been paid.

Definitions:

Electronic Confirmation of Enrolment (eCoE): An official document printed via the PRISMS system on behalf of the Australian government confirming the enrolment of the student in the course. This document is required for a student to apply for a Student Visa.

Course Commencement Date: Refers to the start date indicated on the first eCoE issued by the Institute. This does not refer to the deferred or subsequent eCoE.

Course Money: The money received by the Institute for providing the course to the students which includes tuition fees, any amount received that must be paid to a registered health provider on behalf of the student, airport pick-up, accommodation booking and board, and any other amount paid by the student to the Institute to undertake the course.

Direct International Student: People who are enrolled with the Institute and include both prospective and currently enrolled students who are overseas students as defined in the National Code of Practice for Providers of Education and Training to Overseas Students and hold a student visa.

Application Fee (Non-academic): The application fee payable when an application is made to SITS for an enrolment to a course or qualification. This fee is non-refundable fee covering the administration cost of SITS. The Application fee is subject to change.

Onshore Students: Students who are applying for student visa within Australia.

Offshore Students: Students who are applying for student visa outside Australia.

Local International Students: A person granted an initial visa to attend another Australian education institute and wants to extend that visa by enrolling at the Institute.

Tuition Fees (Academic): The amount paid to enable the student to undertake the course as indicated in the *OFFER LETTER AND ENROLMENT ACCEPTANCE* under course fees.

Incidental Fees (Non-academic): All other fees that is not included in the Tuition Fees or Application Fee. E.g., Materials Fees, Airport Pickup etc.

Deposit Fees (Academic): Fees paid in advance prior to commencement of the course or a study period.

TPS: Tuition Protection Scheme (enacted on 20th March 2012 as part of the Government's second phase response to the Baird Review) replacing Tuition Assurance Scheme and ESOS Assurance Fund.

Reassessment fee:

If the result of your Unit Assessment is "Not yet Competent (NYC)", you will be given an opportunity for reassessment.

Each Student has three (3) attempts to achieve a competent outcome, including two resubmission attempts. You will only work on the component(s) of the Task(s) that were marked "Not Satisfactory". The re-assessment must be completed within 14 days of assessment feedback given to you by your facilitator/assessor. Please note that SITS will provide two (2) chances for re-assessment at no cost. If you are not able to achieve competency

with all of these opportunities, you are required to repeat the unit at your own cost which will also impact on your extension of study period.

Provider default: In the unlikely event that the institute is unable to deliver the course in full, student will be offered a refund of all the unused tuition fees paid to date. The refund will be paid within 14 working days of the day on which the course ceased being provided.

Alternatively, student may be offered enrolment in a suitable alternative course by the institute at no extra cost to student. Students have the right to choose whether they prefer a full refund of course fees, or to accept a place in another course. If student chooses placement in another suitable course, institute will ask the student to sign a document to indicate the acceptance of the placement. If the institute is unable to provide a refund or place student in an alternative course, institute's Tuition Protection Service (TPS) is provided.

Student default: Means that:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - the student failed to pay an amount payable to the provider for the course
 - the student breached a condition of his/her student visa
 - misbehaviour by the student.

A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because of provider default.

Fees and refund information

The fee information is always provided prior to enrolment or receipt of payment as per the requirements of the National Code 2018 Standard 2 and 3. The *Offer Letter and Enrolment Acceptance* and the *International Student Handbook* which are provided prior to enrolment, includes this *Fee Charges and Refunds Policy and Procedure* and informs the students of their consumer rights. Students are required to sign the *Offer Letter and Enrolment Acceptance* in acknowledgement of the terms and conditions of the enrolment and this policy.

Course fee inclusions

The *Offer Letter and Enrolment Acceptance* will clearly itemise all course fees, including both tuition and non-tuition fees.

Tuition fees include:

- All of the training/teaching and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
- Issuance of one set of certification documents including the testamur (certificate) and record of results. A Statement of Attainment (in the case of withdrawal or partial completion).

Non-Tuition fees on the *Offer Letter and Enrolment Acceptance*. See charges below for additional non-tuition fees:

Airport Pickup	\$180
Accommodation Booking Assistance	\$180
RPL (1st consultation is free)	\$200 per unit
Credit Transfer	Nil
Other Fees	

Re-assessment Fees	Nil (for two reassessment attempts)
Re-issuance of student ID	\$20
Re-issuance of Testamur (Certificate or Statement of Attainment)	\$50
Late payment of tuition fees	\$50 per month
Deferral of Study	Nil

Tuition Protection Scheme

- Step Into Training Services is a member of the Australian Government endorsed Tuition Protection Service (TPS).
- Step Into Training Services will maintain membership of the Tuition Protection Service during its period of registration as a provider.
- Step Into Training Services will pay all subscriptions to the TPS in accordance with TPS requirements.
- If due to unforeseen circumstances Step into Training Services is unable to complete the delivery of a course once commenced, and subsequently refund the student tuition fees unused and/ or offer them an acceptable place in another course at Step Into Training Services, the Tuition Protection Service will attempt to secure a place for the student in a suitable course at another Institute.
- SITS will not charge more than 50% of tuition fees prior to enrolment
- If the student pays more than 50% of tuition fees, the student will need to sign the form "Declaration by the student when they choose to pay more than 50% of tuition fees".
- SITS will be maintaining a specific bank account for the collection of student fees paid in advanced of training and assessment.

Payments

- Payments can be accepted by electronic transfer, credit card, or direct debit.
- Credit card payments may incur a surcharge of 2% per transaction.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- SITS reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
- International students who do not pay their fees as agreed, will receive two warnings regarding non-payment of fees and thereafter will be reported to DET via PRISMS under student default.

Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment and the account details must be mentioned in the *Refund Request Form*.
- Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

Publication

SITS will publish this *Fee Charges and Refunds Policy and Procedure*.

Procedure

Student Fees

- All international students should pay their initial deposit/application fee upon enrolment.
- SITS will ensure that there is a signed written *Offer Letter and Enrolment Acceptance* on file.
- Student will get the receipt for the payment.



- SITS will make a payment schedule for the remaining course fees, which will be reflecting in the *Offer Letter and Enrolment Acceptance*.
- SITS will ensure all payment terms, conditions and amounts are as indicated on the agreement unless a record of an agreed or advised change is in writing and the conditions of such a change were outlined on the agreement.
- Student is required to abide with the dates on payment schedule. It will be considered as student default if the student does not pay on the agreed date/or the date on the payment schedule.
- Payments may be made by cash, direct bank transfer, credit card or direct debit or online by using SITS website portal.
- Fees for international students may not be collected until the *Offer Letter and Enrolment Acceptance* has been signed.
- SITS will provide the student with a receipt and will be retained in student file.
- Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student.

Overdue Fees

- SITS will contact students where payments are more than 10 days overdue.
- SITS will send out first warning letter regarding non-payment of fees when payment are more than 10 days overdue.
- Second warning letter regarding non-payment of fees will be sent out by SITS when payment are more than 20 days overdue.
- SITS will send notification of intention to cancel regarding non-payment of fees when payment are more than 30 days overdue. Please refer to SITS's *Deferment, Suspension and Cancellation of Enrolment Policy and Procedure* for cancellation in case of non-payment of fees.
- Any student with an outstanding amount for more than 40 days past may be referred to the debt collection agency.

Refunds

- SITS will automatically issue a refund within 14 days to students who have enrolled and paid their deposit/enrolment fee and the course is cancelled from the scope of registration, prior to commencement.
- SITS will also automatically issue a refund to students within 14 days where the course has commenced but is cancelled from the scope of registration.
- SITS will notify students to whom refunds are automatically issued in writing, will issue refund and will record on file.
- All other students who seek a refund are required to complete a *Refund Request Form*.
- The completed form is then handed over to the Student Support officer (SSO).
- The SSO advises the applicant that the turnaround time is a maximum of 14 working days.
- The application is forwarded to the CEO / Compliance Officer / Authorised delegate for assessment against the eligibility of the refund.
- If the applicant is eligible for a refund, calculation of refund is made, and a cheque or bank transfer into nominated account is processed for the amount to be refunded.
- In both cases (eligible or not), the applicant is sent an outcome letter and is kept in the student file as well.
- If the applicant is not onshore, then the amount would be refunded to either the student nominated person (on consent of the applicant) and a record of the same is kept.

Tuition Protection Service steps in case of defaults

A. Provider Default

The following steps outline the TPS process if a provider default occurs:

Step 1 - Provider default occurs

A registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- the provider fails to start providing the course to the student at the location on the agreed starting day; or
- after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Note: Section 46A of ESOS Act sets out further rules prescribing when a provider defaults.

Step 2 - Notifying the Secretary, the TPS Director and students

- SITS will notify the Secretary and the TPS Director of the default within 3 business days of the default occurring. SITS will also notify students in relation to whom SITS would default.
- The notices must be in writing and meet the requirements of section 46B of ESOS Act.

Step 3 - Provider obligation period

- SITS will have 14 days after the day of the default (the provider obligation period) to satisfy the tuition protection obligations to the student.

Step 4 - Notification of the outcome- discharge of obligations

- SITS will have 7 days after the end of the obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of the obligations.
- If SITS will not be able to the obligations affected students may be assisted by the TPS Director.

B. Student Default

The following Steps outline the TPS process in a case of a student default:

SITS enters into a written agreement with each overseas student or intending overseas student that:

- sets out the refund requirements that apply if the student defaults; and
- meets any requirements set out in the national code.

Step 1 -Student default occurs

An overseas student or intending overseas student defaults, in relation to a course at a location, if:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - the student failed to pay an amount payable to the provider for the course;
 - the student breached a condition of his/her student visa
 - misbehaviour by the student.

Step 2 - Notifying the Secretary and the TPS Director

To meet Tuition Protection Service (TPS) reporting obligations, SITS only needs to report on whether institute has provided a refund to a student in two cases of student default:

- where a student's visa is refused, even if there is a compliant written agreement in place
- where there is no compliant written agreement in place.

Step 3 - Provider obligation period

- If a student or intending student defaults, SITS will provide a refund in accordance with the requirements under sections of the ESOS Act, depending on which section applies to the circumstances of the default situation.
- SITS will pay the refund within the period (the provider obligation period) of 4 weeks after the day specified in sections, depending on which section applies to the circumstances of the default situation.

Step 4 - Notification of the outcome - discharge of obligations

- SITS will have 7 days after the end of the obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of the obligations where SITS is required to provide a refund under (i.e., where there is no written agreement in place and also in cases of visa refusal, whether there is a written agreement in place or not).

The various fee refund conditions and refunds applicable are highlighted below.

Description	Refund status	
A course application is rejected by SITS	Full refund (this excludes an application fee of \$300)	
If an offer of a place is withdrawn by SITS and this is not due to incorrect or incomplete information being provided by the student.	Full refund of course fees (this excludes the Application fee which is non-refundable).	
Airport Pick-up (if applicable)	Full refund if service cancelled prior to flight arrival	
Credit card payment surcharge and any transaction fees	No refund	
Visa cancelled due to actions of the student	No refund	
Where a student applies and is approved by SITS to transfer to another registered provider before the completion of six months of study of the principal course.	No refund	
If a student chooses to pay Tuition Fees on an instalment basis on an agreed payment plan.	No refund will be issued for any course money (paid on instalment basis). Instalments paid will be for course fees due and payable to the institute for services already rendered.	
Provider Default		
Course is withdrawn by SITS (before the agreed start date). SITS is unable to start the delivery of a course at the location on the agreed starting day or ceases to deliver the course before it is completed.	Full refund excluding Application fee within 2 weeks of cancellation, or the agreed starting date, whichever is applicable	In the unlikely event that the institute is unable to deliver your course before commencement or in full, you will be offered a full refund or after commencement of the course, refund of any Tuition Fee paid in advance for the default course. The refund amount will be calculated as follows: The refund amount = <i>weekly tuition fee</i> x <i>the number of weeks in the default period</i> a. <i>The weekly tuition fee</i> = total tuition fee for the course / number of calendar days in the course
If SITS is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances		

Description	Refund status	
Course ceases to be provided to the student at the location after the course starts but before it is completed; and the student has not withdrawn from the course before the default day.	Refund of unused tuition fees. Pre-paid fees may be transferred to an alternative enrolment where the student agrees.	<p>x 7. This amount is rounded up to the nearest whole dollar.</p> <p>b. <i>The number of weeks in the default period</i> = number of calendar days from the default day to the end of the period to which the payment relates / 7</p> <p>The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, student may be offered enrolment in an alternative course by the Institute at no extra cost. Students have the right to choose whether they would prefer a refund of course fees, or to accept a place at another institute. If student chooses placement in another course, SITS will ask the student to sign a document to indicate the acceptance of the placement. If the Institute is unable to provide a refund or place student in an alternative course, the TPS will be responsible for providing refunds or finding an alternative. However, students are primarily responsible for finding another institute which will accept them into an alternative course.</p> <p>In these cases, there is no need for student to make a refund application.</p>
The course is not provided in full to the student because a sanction has been imposed on the registered provider or any other reason.		
The course is not provided fully to the student because SITS has a sanction imposed by a government regulator	Refund of unused tuition fees	
Student Default		
If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).	Full refund of course fees (this excludes the Application fee which is non-refundable).	
At the discretion of SITS’s CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.	Full refund of course fees (this excludes the Application fee which is non-refundable).	

Description	Refund status
<p>Visa refused prior to course commencement</p> <p>Withdrawal prior to the agreed start date</p>	<p>The amount of unspent pre-paid fees that SITS must refund the student for the purpose of subsection 47E (2) of the ESOS Act (section 9 of Education Services for Overseas Students (Calculation of Refund) Specification 2014) is the total amount of the pre-paid fees SITS received for the course in respect of the student <i>less</i> the following amount: the lesser of:</p> <p>(a) 5% of the total amount of pre-paid fees that SITS received in respect of the student for the course before the default day; or</p> <p>(b) the sum of \$500.</p>
If a student fails to commence a course after the start of the Course at location, has not previously withdrawn from the course, and the reason is not the visa refusal.	No refund – once the study starts, the fee is not refundable.
Withdrawal from the course at location after the agreed start date.	No refund This includes all course fees, Application fees, cost of learning and assessment resources, OSHC, airport pick up (where applicable) and material fee (where applicable)
Student abandons the course without notice	No refund and the balance of all outstanding fees for the course to be invoiced to the student
Student Visa or Visa extension is refused after course is commenced	<p>The refund amount = <i>weekly tuition fee x the number of weeks in the default period</i></p> <p>a. <i>The weekly tuition fee</i> = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.</p> <p>b. <i>The number of weeks in the default period</i> = number of calendar days from the default day to the end of the period to which the payment relates / 7</p> <p>Tuition fee does not include any non-tuition fee that might have been paid by the student. Non-tuition fees will not be refunded.</p>
<p>Student whose visa has been refused has withdrawn from the course after it commenced, or has failed to pay an amount he or she was liable to pay the provider in order to undertake the course.</p> <p>There is a student default due to any of the following reasons:</p> <ul style="list-style-type: none"> • The student breached a condition of his or her student visa • Misbehaviour by the student • Failure to comply with SITS policies 	No refund

Conditions

- At the time of enrolment any Credit Transfer (CT) / Recognition of Prior Learning (RPL) will be discussed and granted after the student provides sufficient evidence. If the CT allows shortening of the duration of the course, pro-rata fees will be worked out and offered to the student. Once the student accepts this offer, there will be no further reduction of the fee.
- Fees not listed in this refund section are not refundable. Prior to a student enrolment, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.
- If a student withdraws after any number of deferments, the date on the original eCoE will be considered for the purpose of determining the date of commencement of semester / study period / course in relation to the institute refund policy and other related policies.

Plagiarism, Academic Misconduct and non-academic Misconduct Policy and Procedure

PURPOSE

Step Into Training Services (SITS) has established this policy to support the Australian Skills Quality Authority (ASQA) Standards for Registered Training Organisations (RTO) 2015 (Standard 1). The policy has been developed and implemented by the SITS to support and provide clear instructions and guidance to scope audience with regards to incidents of academic misconduct by any learner enrolled in a course offered by SITS but also includes reference to non-academic misconduct.

SCOPE

This policy applies to all:

- Staff of SITS
- Past, current and perspective Students of SITS

DEFINITIONS

Academic Misconduct is defined as any action(s) or behaviour likely to result in an unfair academic advantage, whether by unfairly advantaging a learner or disadvantaging another. Acts of academic misconduct include, but are not limited to:

- possession of unauthorised material before, during or after an assessment or exam
- refusing to observe the instructions during the assessment process
- sharing or publishing assignment materials
- collusion with another learner
- learner substitution
- plagiarism
- cheating

Plagiarism refers to attempts by Students to use the work, words or ideas of others without proper acknowledgement. In the context of assessment, plagiarism occurs if a learner

- presents any phrase or extracts, word for word without using quotation marks or referencing the author
- paraphrases all or part of an author's work and presents it without referencing the author, or providing
- inadequate reference to the author
- copies or paraphrases all or part of another learner's work and presents it as their own
- presents all or part of an assessment item previously submitted for assessment in another course or unit of work.

Collusion is an agreement or cooperation in order to cheat or deceive for a fraudulent purpose. Collusion can apply to Students (past or present) who intentionally cooperate to gain an unfair advantage towards the achievement of a qualification, statement of attainment or credit towards these. Collusion also refers to the following practices which are not considered allowable

- unauthorised and unacknowledged joint effort in an assessment

- unauthorised and unacknowledged copying of material prepared by another person for use in an assessment
- unauthorised and unacknowledged assistance from another person.

Referencing your work

- The students are required to use the right sources in their work. By doing proper referencing, you are acknowledging that you have used someone else's information or work. SITS encourages its students to use AGLC 4 for referencing.
- Please ask your trainer if you do not know how to reference your evidence. Ensure your work is referenced to prevent plagiarism.

Non-academic Misconduct is any action or conduct by Students relating to people or property which does not meet SITS standards. Non-academic misconduct includes but is not limited to:

- a learner behaving inappropriately in the batch or some online forum.
- obstructing any SITS Personnel or representative in the performance of their duties
- acting dishonestly or knowingly making false or misleading representations in relation to enrolment in a course
- misusing, stealing, damaging, or destroying any property of SITS, a staff member or representative, or another learner
- wilfully disobeying or disregarding any order, direction or condition made by SITS Personnel or representative
- harassing or intimidating another learner or staff member based on race, ethnicity, sex, marital status,
- sexual preference, disability, age, religious or political convictions or for any other reason
- prejudicing the good name, academic standing or good order and government of SITS; and
- failing to comply with an outcome resulting from this policy.

ACADEMIC POLICY

This policy applies to incidents of academic misconduct by any Learner enrolled in a program offered by SITS but includes reference to non-academic misconduct. SITS will implement this policy in accordance with the following principles:

- Each case of alleged misconduct will be dealt with on its merits, in consideration of all circumstances surrounding the case, and in accordance with this policy. The outcomes of the students work will not be finalised until after the case of alleged academic misconduct has been properly investigated and any appeal process has concluded; and
- The initial investigation of misconduct will be undertaken by the Training Manager and may be referred to the CEO.

SITS is committed to operating within the following principles:

- SITS will treat all Students facing allegations of misconduct fairly and equitably and with due consideration of their privacy regardless of gender, race, ethnicity, age, disability or background consistent with equal opportunity and the principles of natural justice and procedural fairness
- Any Learner who is the subject of an allegation of misconduct is entitled to be regarded as not having committed the act of alleged misconduct until they admit to the misconduct; or a fair and proper investigation leads to the determination that they committed the act of misconduct
- Knowledge that a Learner has acted in a particular way in the past will not be assumed to be evidence that they have acted in the same manner again. Such knowledge may be evidence that a Learner is aware that such action constitutes misconduct, and may be relevant to any penalty imposed; and
- Where any work (or part of work) submitted for assessment by two or more Students is deemed by a SITS assessor to be the same or substantially the same, SITS will consider this to be evidence of academic misconduct by those Students.

PROCEDURE

Penalties

It is SITS's policy that the penalty or disciplinary action imposed should be appropriate to the type and severity of the misconduct. A decision of the appropriate penalty for any act of misconduct will be made by the Training Manager with the final decision resting with Chief Executive Officer (CEO), and will consider, but not be limited to review of:

- the previous record of the learner
- whether the learner admitted the misconduct and whether, in so doing, they came forward of their initiative
- whether the learner assisted or hindered the investigation process
- whether there was significant extenuating or mitigating factors
- the type of misconduct
- the number of Students affected or involved and the impact of the misconduct on the operations of SITS and other Students; and
- any benefit derived from the misconduct by the learner.

Academic Misconduct

Where academic misconduct is proven, the following penalties may apply:

- a formal caution or reprimand to be recorded on the students' record with SITS
- the annulment or disallowance of results in a particular assessment
- a requirement to undertake further or supplementary assessments with the associated costs borne by the learner
- the exclusion of the learner from SITS programs either permanently or for a period of time
- results withheld from the learner
- suspension of enrolment; and/or
- any other penalty as determined by a SITS.

Non-academic Misconduct

Where non-academic misconduct is proven penalties including, but not limited to the following may apply:

- the learner is required to apologise formally to any aggrieved party where appropriate
- the learner undertakes some form of remediation, such as counselling
- the learner provides full reimbursement of the cost of any damage caused to SITS
- the learner is expelled (permanent exclusion) from SITS courses
- the students may have their enrolment suspended; and
- any such other penalty or action considered appropriate including referral to law enforcement agencies.

Notification

Students who are subject to disciplinary decisions will be notified in writing of their misconduct (where appropriate) and the actions that will be taken by SITS. SITS will notify Students of the disciplinary outcome within a reasonable time of the incident being raised.

Appeals Process

- Students may appeal against any disciplinary decision. This appeal must be submitted in writing to Training Manager.
- Appeals against the disciplinary decision must be made within 10 working days of receiving the disciplinary decision notification. Disciplinary appeals that are submitted outside of this time will not be considered.
- The written appeal must state the grounds on which the appeal is to be made and must contain an explanation of why the learner believes the original disciplinary recommendation/decision is inappropriate.
- The SITS Administration will consider the appeal by reviewing the initial disciplinary decision and the learner's written submission and may discuss the matter directly with the Learner and/or his/her representative. Individuals involved may also be contacted, for further information as required.

- The Learner will be informed of the outcome of the disciplinary appeal within 10 working days of its lodgement as identified by the date of receipt by SITS. The decision of the appeal to the SITS Administration shall be final and no appeals of this decision will be made.

Detailed Procedure

Where an allegation of academic, or non-academic misconduct as outlined in this policy is made, the Training Manager will review the allegation and initiate contact with the Learner(s) to advise that they are under review.

The Training Manager will commence an investigation into the allegation of academic misconduct and may engage the services of an independent third party reviewer.

An investigation will take ten (10) working days or otherwise as specified by the Training Manager.

The Training Manager will contact the Learner(s) in writing to advise them of the outcome of the investigation and invite them to respond within ten (10) working days of the date of the letter or email.

Upon receipt of a response, the Training Manager may make further investigations (if required) and/or refer the matter to the CEO along with a recommendation for an appropriate course of action in relation to the allegation.

If no response is received from the Learner(s) by this date, the appropriate action as mentioned in the outcome letter will be taken.

All outcomes of the student's work will not be finalised until after a case of alleged academic or non-academic misconduct has been properly investigated and resolved.

The Training Manager and/or CEO will consider all cases of alleged academic or non-academic misconduct, and Learner response to these allegations on a case by case basis.

A decision on the outcome and to be communicated to a Learner will be decided based on the outcome of any investigation and/or Learner appeal of a decision (if applicable).

A decision of the appropriate penalty for any act of misconduct will be made by the Training Manager with the final decision resting with CEO, and will consider, but not be limited to review of:

- the previous record of the Learner
- whether the Learner admitted the misconduct and whether, in so doing, they came forward of their initiative
- whether the Learner assisted or hindered the investigation process
- whether there was significant extenuating or mitigating factors
- the type of misconduct
- the number of Students affected or involved and the impact of the misconduct on the operations of CPA Australia RTO and other Students; and
- any benefit derived from the misconduct by the Learner.

The Learner(s) will be notified in writing by the Training Manager of the outcome of this decision.

Any costs associated with the outcome of this decision are to be borne by the Learner(s).

If the decision is taken to remove a Learner(s) from the course, no refund will be granted and no statement of attainment, record of results or relevant testamur will be given by SITS to the Learner.

A Learner may appeal against a decision made in relation to an allegation of academic or non-academic misconduct by completing the Complaints and Appeals Form and submitting this to the SITS within ten (10) working days of receipt of the decision.

Students should refer to the SITS Complaints and Appeals policy and procedure for further information on the appeals process.

Privacy and Personal Information Policy and Procedure

PURPOSE

We are committed to respect the privacy of all personal information as well as comply with the relevant state and federal principles on privacy. This policy explains how we manage personal information in relation to these principles and to meet the requirements of commonwealth's Privacy Act: Privacy Act 1988.

SCOPE

This policy applies to all

- staff of SITS
- Students of SITS

POLICY

- SITS may, from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to Registered Training Organisation (RTO) operations and practices and to make sure it remains appropriate to the changing RTO environment.
- Students may be contacted and requested to participate in a National Centre for Vocational Education Research (NCVER) survey or a department-endorsed project or audit or review.
- SITS is required to collect and disclose personal information for a number of purposes including the allocation to Students of a Unique Student Identifier (USI).
- In the course of its business, SITS may collect information from students or potential students, either electronically or in hard copy format, including information that personally identifies individual users. We may also record various communications that students or potential students have with us.
- In collecting personal information, we will comply with the national privacy principles set out in the Privacy Act 1988.

PROCEDURE

- Collection and use of personal information SITS will only collect personal information by fair and lawful means which is necessary for the functions of SITS and is committed to ensuring the confidentiality and security of the information provided to us.
- The personal information supplied by individuals to SITS will only be used to provide information about study opportunities, program administration, and academic information and to maintain proper academic records. If an individual chooses not to give SITS certain information, then we may be unable to enrol the individual in a program or supply them with appropriate information.

Disclosure of personal information

- Personal information about learners studying with SITS may be shared with the Australian Government and designated authorities. SITS needs to share the information for AVETMISS reporting and NCVER survey. This information includes personal and contact details, program enrolment details and changes, and the circumstance of any suspected breach of a learner visa condition.
- Any person or organisation to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.
- SITS will not disclose an individual's personal information to another person or organisation unless:
 - the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation
 - the individual concerned has given written consent to the disclosure
 - SITS believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person
 - the disclosure is required or authorised by or under law.

Security of personal information

- SITS will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.

- SITS will store securely all records containing personal information and take all reasonable security measures to protect, personal information collected by us from unauthorised access, misuse, or disclosure.

Right to access and correct records

- Individuals have the right to access or obtain a copy of the personal information that the SITS holds about them. Requests to access or obtain a copy of personal information must be made in writing using Access to Records Request Form. There is no charge for an individual to access personal information that SITS holds about them; however, we may charge a fee to make a copy, if it required to be posted. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.
- If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended using Personal Detail Form or Student Request Form. Where a record is found to be inaccurate, a correction will be made. Where an individual request that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.
- Written requests for access to or to obtain a copy of personal information held by SITS should be done using above mentioned forms. The written form can be provided to scanned and email to Student Support, or via post.

Certification, issuing and recognition of Qualification & Statement of Attainment Policy and Procedure

PURPOSE

This policy has been developed to ensure compliance with the [Australian Qualifications Framework \(AQF\)](#) and ASQA Standards for RTOs in relation to the issuance of qualifications and statements of attainment for successful and partial completion of SITS's training programs.

SCOPE

This policy applies to all current, prospective and previous students of SITS and all staff involved in the issuance of qualifications and statements of attainment.

POLICY

SITS will provide each student with either a Qualification/Testamur or a Statement of Attainment depending on the status of their studies and provided all agreed fees are paid.

DEFINITIONS Certificate/Testamur

A certificate or testamur is defined by the AQF as 'an official certification document that confirms that a qualification has been awarded to an individual'. Certificates or testamurs refer to official documents that confirm that an AQF qualification has been awarded to an individual. A student who has been assessed as meeting the requirements of a training product as specified in the relevant training package or VET accredited course is entitled to receive the following certification documentation on award of the qualification:

- A certificate/testamur, and
- a statement of results.

The statement of results will be provided to the student on a separate page.

Statement of Attainment

A statement of Attainment will only be issued if a student successfully completes one or more units of competency but does not meet the requirements for a qualification (as specified in the Training Package). The statement of attainment will list all of the units of competency achieved.

PROCEDURE issuance Certificate

- On completion of each unit, the trainer is required to give the completed paperwork to the records officer for entering into the student management system (SMS) and for filing.
- SITS will issue AQF certification documentation within 30 calendar days of the learner's final assessment being completed or their exiting their course, providing all fees have been paid.
- When a student has completed their course, they are required to complete a "Qualification Issue Request form" and submit it to the records officer/student support officer for processing provided that the student has fully completed the course and paid all necessary fees.
- In order to process the students request, the record officer is to firstly check that the student has a Unique Student Identifier (USI).
- If the student provides a USI, this must be verified within the SMS.
- If the student does not have a USI, SITS will not issue a certificate unless an exemption applies under the Student Identifiers Act 2014.
- Provided the student has provided a verified USI, the Records Officer must then check that the student has completed all the units of competency as outlined in the course by checking the SMS and by checking that the academic file contains all the completed assessments.
- In the event that evidence is missing, the students' trainer will be asked to submit the remaining assessments before any further action can be taken.
- In the event that the student has not completed all the required units for that course, the student will be asked to complete the outstanding units before any further action can be taken.
- When the SMS and the students' academic file have both been checked and found to be complete, the records officer should then check with the accounts department that all agreed fees are paid.
- If there are any outstanding fees the student will be required to settle those before a certificate can be issued, as per acceptance agreement which the student has previously signed and agreed to.
- If all fees are cleared, the records officer will generate the certificate for the student. The certificate must be in the same name as on the passport/COE/government Issued Ids.
- Once the certificate is printed, the Chief Executive Officer (CEO) is required to check and sign the documents when satisfied.
- Once signed, the records officer should go through the student academic file and accounts clearance as a final check prior to issuance and will make sure that the students' name, course name, start and end dates etc. are all correct.
- The certificate is then to be recorded on the Qualification Issuance Register outlining the student's name, ID number, course name and certificate number.

- A copy of the certificate is to be placed on the student file. The copy is to be stored for 30 years.
- The records officer must then sign and date the request form to say the certificate has been issued.
- The student must also sign the form to acknowledge receipt of the certificate.
- The certificate may now be issued to the student.
- If any international student finishes the course earlier than the proposed end date then the variation must be added on the COE of the student.

AQF Certificates must include the following information:

- Name of provider
- CRICOS Provider Code
- RTO code
- RTO logo
- Students' full name
- Course code and title
- CEO Signature
- AQF logo or statement
- NRT Logo
- SITS Seal
- Bar Code
- Certificate number
- Date of issue

The Record of Results must include the following information:

- Name of provider
- CRICOS Provider Code
- RTO code
- Students' full name
- Course code and name
- Core / Elective Unit Codes
- Result for each unit
- Year Enrolled
- CEO Signature
- Date of issue
- Document number

Statement of Attainment issuance

- Where a student has not completed their course in full but has completed one or more of the units of the course, they can request a Statement of Attainment (SOA) providing all fees have been paid.
- They are required to complete a "Qualification Request form" and submit it to the records

officer for processing provided that the student has paid all necessary fees.

- In order to process the students request, the Records officer is to firstly check that the student has a Unique Student Identifier (USI).
- If the student provides a USI, this must be verified within the Student Management System.
- If the student does not have a USI, SITS will not issue a certificate unless an exemption applies under the Student Identifiers Act 2014.
- Provided the student has provided a verified USI, the Records Officer is to then check which unit(s) the student has completed by checking the SMS and by checking the academic file.
- In the event that evidence is missing and the student file and the SMS do not match, the student's trainer will be asked to confirm which assessments the student completed.

When the SMS and the students' academic file have both been checked and found to be satisfactory, the records officer should then check with the accounts department that all agreed fees are paid.

- If there are any outstanding fees the student will be required to settle those before a statement of attainment can be issued.
- If all fees are cleared, the records officer is to allocate a SOA number, and print a SOA from the SMS for the student. The SOA must be in the same name as on the passport/COE/government Issued Ids.
- Once the Statement of Attainment is printed, the CEO is required to check and sign when satisfied that the information is correct.
- Once signed, the records officer should do a final check prior to issuance which checks that the students' name, course name, unit names and codes are correct.
- The SOA is then to be recorded on the Qualification Issuance Register, outlining the student's name, ID number, course and SOA number.
- A copy of the SOA is to be placed on the student file. The copy is to be stored for 30 years.
- The records officer must then sign and date the request form to say the SOA has been issued.
- The student must also sign the form to acknowledge receipt of the SOA.
- The SOA may now be issued to the student.
- For international students, PRISMS must be updated to reflect cessation of training, e.g., if the student withdraws from the course.

Statements of Attainment will include the following information:

- Name of provider
- CRICOS Provider Code
- RTO code
- RTO logo
- Students' full name
- List of units of competency (full unit code and title of each)
- CEO Signature
- NRT logo
- SITS seal and Bar code

- Date of issue
- Certificate number
- The statement “A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units”
- The words “These competencies form part of (course code, course title

Re-issuing Qualifications

In some instances, re-issue of/or replacement of certification documentation is to be carried out by staff at SITS based on a student making the relevant application on a ‘General Request form’. The cost of this is \$25 per document and will be completed by the Records Officer in response to a student application on a “General Request form” within 10 working days of receipt of the request. The student must provide photographic proof of identity to the Records Officer for a replacement Qualification or Statement of Attainment.

- The same certificate/statement of attainment should be re-printed from SMS once the required fee is collected
- Once the certificate or statement of attainment is printed, the authorised SITS staff member is required to check, sign the documents when satisfied that the information is correct.
- The certificate is to be stamped with “Duplicate”
- The Certificate/Statement of Attainment is then to be recorded on the Qualification Issuance Register outlining the student’s name, ID number, and date of re-issue.
- A copy of the re-issued document is to be placed on the student file.
- The records officer must then sign and date the request form to say the certificate/SOA has been re-issued.
- The student must also sign the form to acknowledge receipt of the re-issued certificate/SOA.
- The certificate/SOA may now be re-issued to the student.

Revoked Qualifications

SITS reserves the right to revoke certification (AQF qualifications or statements of attainment) that it is has issued in the following instances:

- Where incorrect information has been included in a Certificate or Statement of Attainment
- Where acts of plagiarism by a student have been proven

SITS will contact all students who have had their Certificates or Statements of Attainment revoked and inform them of the revocation action in writing

- SITS will immediately reissue a revoked Certificate or Statement of Attainment where incorrect information has been used. The student’s name, ID, date and reason for revocation should be recorded
- Students will be sent a letter advising them of the need to return their completion documents. In the letter they are advised that they have 10 working days to do so.
- In the case where incorrect information has been included on a Certificate or Statement of Attainment, an amended version will be created and given to the student.
- The certificate is to be stamped with “Revised”.

- The incorrect version should be crossed through and placed on the student file along with a copy of the new, corrected version.

Unique Student Identifier (USI)

SITS will not issue any AQF certification documentation to an individual without being in receipt of a verified USI for that individual unless an exemption applies under the Student Identifiers Act 2014.

If a student has an exemption, SITS will inform the student prior to either the completion of the enrolment or commencement of 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.

Upon receipt of a USI, the Records Officer will verify it within the SMS before using that USI for any purpose.

SITS has record keeping processes in place to ensure the security of student identifiers and all related documentation, including information stored in the SMS. Refer to Record Management Policy and Procedure for details.

RETENTION REQUIREMENTS

Records of Statements of Attainment and Qualifications issued will be kept for a period of 30 years.

INTERACTIONS WITH THE NATIONAL VET REGULATOR

SITS will provide returns of its client records of attainment of units of competency and VET Qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator.

Attendance Monitoring Policy and Procedure – International Students

Purpose

Purpose of this policy to ensure the compliance with Standard 8 of the ESOS National Code 2018. This Policy will help the SITS staff to have a documented process in place to monitor the attendance of students.

Scope:

All international students and SITS Staff.

Policy

SITS will not be reporting the students on the basis of the low attendance as SITS will be monitoring the course progress of students and reporting the students on the basis of unsatisfactory course progress. However, this policy will support the students in maintaining the satisfactory course progress. As, if the student attends the classes regularly, will have less probability of not meeting the satisfactory course progress requirements. Students will need to attend their classes, minimum 80% of the scheduled hours. The attendance will be monitored for each study period.

Procedure:

1. Trainers/assessors will be provided with the attendance sheet.
2. At the end of the week all the attendance sheets are handed over to student support officer.
3. Student Support officer will be storing the attendance sheets.

4. The students are required to attend all sessions of scheduled hours. In case of compelling and compassionate circumstances, if the student misses any session, if required, SITS will provide him/her opportunity to attend the extra session at no cost.
5. According to the National code 2018, "Compassionate or compelling" circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:
 - serious illness or injury, where a medical certificate states that the overseas student was
 - unable to attend classes
 - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)

where the SITS was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

These are only some examples of what may be considered compassionate or compelling circumstances. SITS will be assessing the circumstances on case by case basis by using its own professional judgement.

- The attendance will be monitored at the end of study period. If at the end of the study period, the student is found to have missed any session, the student will again be sent the notification and an appointment with the student support officer. In the notification the student will be provided with the details of absenteeism.
- Student will be required to meet the student support officer and request to allow him/her to attend the session within 3 days.
- If the student does not turn up within 3 days, student may not be able to complete the course within expected duration of the course. the student course progress will need to be monitored closely.

Please note:

- Low attendance in the classes may trigger the early implementation of intervention strategy for the course progress.
- The attendance monitoring for students is used for supporting the students in achieving satisfactory course progress and not used for the purpose of reporting to the ESOS Agency/Department of Home Affairs.

Monitoring Course Progress and intervention strategy for International Students Policy and Procedure (international Students)

Purpose of the policy

The purpose of this policy is to provide a documented process for monitoring and recording of course progress and ensure that the overseas students are able to complete the course within the expected duration as specified on the COE (Confirmation of Enrolment).

This Policy and procedure will make sure that Step into Training Services is:

- Monitoring the overseas student's course progress according to the requirements of their sector
- Identifying, notifying and offering support to those at risk of not meeting course progress requirements
- only extending the duration of an overseas student's enrolment in certain circumstances and advising them of potential impacts on their student visa
- only delivering online learning in accordance with the online learning requirements for the sector.

This policy ensures the compliance with Standard 8 of the National Code 2018 and Education Services for Overseas Students Act 2000.

Scope

This policy applies to all international students, who are studying with SITS. Prospective students must read this policy before getting enrolled in the institute. The copy of this policy will be made available online on the institute's website and the student handbook as well. By reading this policy and procedure the students will get aware of maintaining the satisfactory Course progress requirements at the institute.

Definitions

Study Period	<p>SITS has determined one study period as 3 weeks of duration for Certificate II in Security Operations (CPP20218) and 24 weeks for courses more than 52 weeks. All the study periods are of equal duration however the last study period will be shorter.</p> <p>According to National Code 2018, Study period is defined as a discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the registered provider as long as that period does not exceed six months.</p>
Unsatisfactory Course Progress	Student failing more than 50% of the units in the study period.
Intervention Strategy	<p>This will be activated for those students who are considered to be "at risk". These students have not satisfactorily completed 50% or more of units in <u>one</u> study period. Students will be interviewed, counselled and will be placed on a course intervention management plan which may include, but is not limited to</p> <ul style="list-style-type: none"> • academic skills support • additional English support • additional tutoring • placement in a more appropriate class to get them back on the right track to succeed and achieving satisfactory progress requirements.
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under Section 10 of the ESOS Act.

Being <u>“At Risk”</u> of failing to achieve satisfactory course progress requirements	<p>when a student:</p> <ul style="list-style-type: none"> • Fails more than 50% of the expected course progress requirements of a specific qualification as defined on the course schedule undertaken in any study period or • Is in danger of being unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the SITS staff. • Fails pre-requisite units
PRISMS	The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEST by registered providers.
‘Compassionate or compelling’ circumstances	<p>The circumstances which are beyond the control of the overseas student and which have an impact upon the overseas student’s course progress or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> • serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes • bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided) • major political upheaval or natural disaster in the home country requiring emergency travel • and this has impacted on the overseas student’s studies; or • a traumatic experience, which could include: <ul style="list-style-type: none"> o involvement in, or witnessing of a serious accident; or o witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists’ reports) <p>where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.</p> <p>These are only some examples of what may be considered compassionate or compelling circumstances.</p> <p>SITS will be assessing the circumstances of the students while taking them into consideration.</p> <p>SITS delegate will be using their professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, SITS will consider documentary evidence provided to support the claim, and will keep copies of these documents in the overseas student’s file.</p>

Procedure

1. SITS monitors, records and assess the course progress of each student for each course for which the student is enrolled in.
2. At the end of each study period of the course, SITS delegate will review the course progress of each student and will identify the students who will not be able complete the course within the expected duration.
3. If the student is identified to have completed less than 50% of the units delivered in that study period, he/she will be sent first warning letter/email.

The warning letter or email will have following information:

- ❖ Has failed 50% or more of units in the study period and is at risk of not meeting satisfactory course progress requirements. Making unsatisfactory course progress, which may result in the student's visa being cancelled.
- ❖ Student Needs to contact SITS to make an appointment to meet with the training manager to implement strategies to ensure that the student passes all NYC units as per the availability.
- ❖ Is required to participate in an intervention strategy to ensure that the student maintains satisfactory course progress.

Intervention strategies may include but are not limited to

- Requesting the student to sit for re-assessment
 - Providing one-to-one assistance and counselling with a qualified trainer or student support
 - Discussing with other trainers and/or other relevant staff members' issues relating to time management skills, assessment techniques, motivation and other issues which may be impacting on the student's ability to complete his or her course
 - Reducing the student's unit load temporarily.
 - Where appropriate, request that the student undertake an English language course to improve his or her English to a level that will enable the student to complete his or her VET course satisfactorily. Such additional English classes may incur a fee.
 - Assist with any LLN issues that have not been identified at the enrolment process prior to commencement of course
 - Extending the students eCoE end date to enable the student to complete units.
 - All students placed on an intervention strategy will be required to sign in agreement of intervention plan, strategies, timeframes etc.
 - All intervention plans will be reviewed with the student support officer and monitored based on the date proposed to ensure the effectiveness and successful completion of the intervention plan.
4. If the student does not respond after getting first warning letter, they will be sent second warning letter after 7 days. If the student responds to the first warning letter and participates in intervention strategy but fails to maintain satisfactory course progress in the consecutive second study period according to the agreed intervention plan, he/she will be sent a second warning letter in consecutive second study period.
 5. If the student responds to the second warning letter within 7 days, he/she will be given opportunity to participate in intervention strategy. If the student fails to respond within 7 days, he /she will be sent **INTENTION TO CANCEL ENROLMENT FOR unsatisfactory courser progress via email or** student's current address held by SITS.

6. The letter will state that records show that the student's course progress is unsatisfactory and, consequently, the SITS intends **TO CANCEL ENROLMENT FOR unsatisfactory courser progress**, which will result in the cancellation of the student's eCoE.
7. The letter will also indicate that the student has 20 working days within which to appeal the SITS's intention **TO CANCEL ENROLMENT FOR unsatisfactory courser progress**.
8. Where the student has chosen not to access the complaints and appeals procedure within 20 working days. DEPARTMENT OF HOME AFFAIRS must be notified as soon as practicable, of the unsatisfactory course progress through PRISMS.
9. Once a student is reported for unsatisfactory progress, a notification letter is sent to the student's current address/email held by SITS and a copy placed on the student's file.

If Student Appeals Decision

- a. A formal complaints and appeals form must be completed. This form is made publicly available and can be found online on website or at the reception.
- b. The form can be lodged using any one of the following methods via in person at reception or via email on info@sits.edu.au.
- c. Once the appeal is received, the CEO/Compliance officer/Training Manager will convene an independent panel to hear the complaint; called the (appeals committee).
- d. The independent panel shall not have had any previous involvement with the student's situation leading to unsatisfactory course progress. This panel will include representatives of
 - CEO/Compliance manager/Training Manager
 - A member of the teaching staff
 - A member from the administration team/Student Support
- e. The student will be contacted within Ten (10) working days of the appeal been received and a time will be organised for them to attend a meeting with the appeals committee.
- f. The student will be given the opportunity to present their case to the committee including any compassionate or compelling reasons for the lack of progress, (evidence of all claims must be provided).
- g. The student is welcome to bring a support person to this meeting.
- h. The appeals committee will review all evidence presented at the meeting and make a decision regarding the appeal.
- i. This decision will be communicated to the student within five (5) working days from the date of the student appeal interview.
- j. The decision will be communicated by letter/email/phone.
- k. If the student's appeal is successful, ongoing support will be provided to the student through the SITS's intervention strategy.

- l. In this circumstance, SITS will not report the student to DEPARTMENT OF HOME AFFAIRS.
- m. Should the student appeal be unsuccessful, and the student be dissatisfied with the outcome of this process, the student may access an external appeal.
- n. Student's enrolment will remain active until the appeal outcome.

10. External Appeals

The external appeals process is conducted by:

Commonwealth Ombudsman
 GPO Box 442 Canberra ACT 2601
 Tel: 1300 362 072
 Fax 02 6276 0123
 Email: ombudsman@ombudsman.gov.au Website: www.oso.gov.au
<https://forms.australia.gov.au/forms/ombudsman/ombudsman-complaint-form>

- a. Once a student initiates the external appeal, the Commonwealth Ombudsman will inform the Institute of the application.
- b. The student's enrolment will be maintained during the appeals process.
- c. If required, all documentation from the student and SITS related to the appeal will be forwarded to the Ombudsman. After examining and reviewing the appeal and documentation, the ombudsman will forward the decision to the student and the Institute.
- d. Should the OSO support SITS's decision, SITS will act accordingly.
- e. Should the OSO's decision be in favour of the student, SITS will comply and advise the student accordingly, and, if appropriate, the institute will apply any corrective or preventative measures immediately.
- f. If the student does not access the external appeals process after 5 working days from the date indicated in the Unsuccessful Appeals Letter, SITS will follow through their decision on the student

Extending course duration

SITS will only extend the overseas student's enrolment if:

- SITS has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment
- SITS has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements; or
- an approved deferral or suspension of the overseas student's enrolment has occurred.
- If SITS extends the duration of an overseas student's enrolment and the student's visa will expire prior to completion of the course, the student will need to apply for a new Student visa (subclass 500) to complete their study. More information about the student visa (subclass 500) is available on the Department of Home Affairs website (<https://www.homeaffairs.gov.au/Trav/Visa1/500->).

Students are advised to go through the complaints and appeal policy and procedure for more information in relation to Complaints and appeals.

Student Support Services Policy and Procedure

Purpose:

The purpose of this policy and related procedure is to support international students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course. It is also to support domestic students to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

Scope:

All Students at Step into Training Services , Student Support Officers, administration team and

Policy:

This policy/procedure supports 'Standard 6 – Student Support Services' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' which states:

“Registered providers must offer reasonable support to overseas students to enable them to achieve expected learning outcomes, irrespective of the overseas student’s place of study or the mode of study of the course. There must be no additional cost to the overseas student for this support.

Registered providers must also facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas students.”

AND

This policy supports Standard 1 Clause 1.3 section b, d. This policy also supports Clause 1.7 of the Standards for Registered Training Organisations 2015.

This policy ensures that all students are given support while studying in Australia. This includes both academic and personal support and the following procedures ensure that students are made aware of the support available. SITS will also conduct an orientation program for all new students and the details of this orientation program are included in the procedures outlined below.

Nominated Student Support Officer & List of Student Support Services:

Whilst all staff employed by SITS has the responsibility to provide support to all students, SITS shall nominate a 'SSO' (Student Support Officer) who shall be available to all students, on an appointment basis, through the standard SITS hours of business.

Students can contact the nominated SSO on 0473563100 anytime in case of emergency.

Name: Carol

Email: info@sits.edu.au

The following support services are available and accessible for all students studying at SITS. SITS provides students with contact details to refer any matters that require further follow up with qualified professionals. Any referrals are conducted

by SITS at no cost to the student, but fees and charges may apply where an external service is used by the student. The service fees and charges should be clarified by the student prior to using any services outside of SITS.

SITS assists students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:

Student support services available to students in the transition to life and study in a new environment.

- Legal services.
- Academic issues
- Personal and Social issues
- Accommodation
- Medical Issues
- Social Programs
- Emergency and health services.
- Facilities and resources.
- Complaints and appeals processes.
- Any student visa condition relating to course progress and/or attendance as appropriate.
- services overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Legal Services:

SITS is able to provide some advice and guidance on a limited range of situations. Where the SSO feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

SITS will not charge for a referral.

The students can contact <http://www.legalaid.qld.gov.au/Get-legal-help/Help-over-the-phone>.

Student can contact Community legal centres on <https://communitylegalqld.org.au/find-legal-help/about-free-legal-advice>.

Students can also refer to <https://www.probonocentre.org.au/legal-help/individual/qld/> for any information.

Academic issues

Students may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic progress, attendance levels and general support to ensure they achieve satisfactory results in their studies. All students' progress and attendance is monitored and guidance and support provided where non satisfactory results are identified. A student is able to access the SSO to discuss any academic, attendance, or other related issues to studying at the SITS at any time. The SSO will be able to provide advice and guidance, or referral, where required. There is no additional charge for this service.

Tutoring support

During the training and assessment, if it is identified that student is at risk of completing the qualification with in expected duration, SITS will be arranging the extra academic support to the student. It may be in the form of extra tutoring to the student or providing extra time to complete the assessment. Extra tutoring will be free of cost.

Financial support services

Students are encouraged to contact the SSO to discuss any concerns in relation to their finances.

SITS can make easy monthly instalment plans. Students will not be charged to get into the instalment.

Health and disability services:

Australia has laws to protect individuals from discrimination in many areas of public life. A person with a disability has just as much right to study as an able-bodied student. SITS will not:

- refuse admission to a student with a disability
- ask a student with a disability to meet requirements that do not apply to able-bodied students (for example, pay higher fees)
- deny or limit access to a student with a disability (for example, not allowing them to go on excursions, or having student common rooms or lecture facilities that are not accessible).

Students are required to disclose the disability during the admission and enrolment process.

If you have specific needs, you should contact SITS several weeks before you arrive to make the appropriate arrangements.

SITS will make every effort to accommodate a student with a disability. However, the institution is not legally required to make modifications if the changes involve major difficulties or incur unreasonable costs. The institution has to prove the changes are unjustified. Before making such a claim, the institution will have direct discussions with the student and seek expert advice.

If you are experiencing a problem at SITS, you should first talk to staff at institution. If informal discussions do not resolve the problem, you can lodge a formal complaint. SITS maintain the complaint register and has documented process for complaint and appeals. are required to have a process for students to register complaints.

If you feel you have a legitimate complaint that is not being recognised by SITS, you should approach the Australian Human Rights Commission.

You can make a confidential enquiry over the phone, but you must lodge a formal complaint in writing before the commission can act. Find out more about disability rights in Australia at <https://www.humanrights.gov.au/our-work/disability-rights>.

Ref: <https://www.studyinaustralia.gov.au/english/live-in-australia/support-services>

Personal and Social issues

There are many issues that may affect a student's social or personal life and students have access to the SSO through normal college hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. Where the SSO feels further support should be gained, a referral to an appropriate support service will be organised.

Counselling Service

Counselling service Lifeline 13 11 44. For any referral, SITS does not charge. For more information, students can refer to the link given below.

<https://www.lifeline.org.au/get-help/topics/lifeline-services>

Mental Health Support:

Following information has been taken from "<https://cisa.edu.au/taking-care-of-your-mental-health/>"

“Being an international student studying in Australia can be quite stressful. It is important to make sure student is taking care of himself/herself. Not just physically but also emotionally and mentally. Here are a few tips to reducing your stress while you are studying.

- *Find an activity or exercise at a gym! Examples include taking regular walks in individual’s neighbourhood, joining a boot camp or joining a non-competitive community sports team.*
- *Eat healthy! Check out a great resource.*
- *Learn Mindfulness. Learning how to meditate can be hard to do by yourself. But there are some great apps that have guided meditation tracks. Find a list of popular ones here.*
- *Charge your electronic devices away from your bed!*
- *Listen to music!*
- *Call your friends and family from your home country!*
- *Take some time to clean your room!*
- *Take a long shower or bath!*
- *Watch a new film or television show!*
- *Buy a plant!*
- *Your institution might have other information how to deal with stress.*

It is okay to be sad sometimes, however, sometimes we need extra help to get back on our feet! Don’t just ignore it! If stress gets too overwhelming, don’t be afraid to get extra help. Sometimes talking to a professional is the only way you are able to feel better.

If you ever feel like you are going to hurt yourself, call “000” right away or head to emergency.

Suicide Call Back: 1 300 659 467

Lifeline 24-Hour Counselling and Crisis Support Chat: 13 11 14

Mensline Australia: 1 300 78 99 78

Beyondblue Support Services: 1 300 224 636

Mental Health Crisis Numbers (unless otherwise noted, they are 24/7)

ACT: Mental Health Triage Service, 1 800 629 354 or 02 6205 1065

NSW: Ring nearest hospital or the Mental Health Line at 1 800 011 511

NT: Northern Territory Mental Health Service at 1 800 682 288

QLD: Call the nearest hospital, Emergency Service 000 or Lifeline 1 800 682 288

SA: Mental Health Triage Service 13 14 65

TAS: Mental Health Services Helpline 1 800 332 388 (9 am – 11 pm) or nearest hospital

VIC: SuicideLine 1 300 651 251 or ring nearest hospital for closest crisis team

WA: In Perth, call the Mental Health Emergency Response Team at 08 9224 8888; elsewhere call RuralLink at 1 800 552 002”.

Accommodation

While SITS does not offer accommodation services or take any responsibility for accommodation arrangements, the SSO of the SITS is able to refer students to appropriate accommodation services and is always available to discuss any issues or concerns a student may have with their accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia but the SSO can refer students to appropriate accommodation services. Details about accommodation can be obtained from the Student Handbook and pre-Departure guide. SITS will not charge for a referral.

Housing and tenancy services:

Students can always contact the SSO for housing and tenancy concerns.

SSO can guide them and provide information about the relevant bodies or websites, students can refer to.

Students can refer to <https://www.rta.qld.gov.au/Renting/Before-you-rent/Students.html> for further information on tenancy and housing services.

Career services

- SITS has got dedicated student support officers, who will be the point of contact for the students.
- Students can discuss or seek advice from SSO in relation to their career.
- Students can seek an appointment with SSO to discuss career options or advice
- SSO will advise the students according to his/her capacity, if SSO does not find himself/herself able to address the query at his/her own level, SSO will be contacting the senior staff at SITS.
- SSO can also refer students to Qualified Education Agent Counsellor.
- SSOs can help the students to make resume and refer to the job websites.
- Students can also discuss the learning outcome and career after completion of the enrolled course.
- Students can refer to <https://www.studyinaustralia.gov.au/English/Live-in-Australia/work> for further information in relation to work and their rights.
- Students can refer to <https://www.myskills.gov.au/>.

Medical Issues

SSO will always have an up to date list of medical professionals within access from SITS location and any student with medical concerns should inform the SSO who will assist them in finding an appropriate medical professional.

South Bank Day Hospital

Address: 1/140 Melbourne St, South Brisbane QLD 4101

Phone: (07) 3239 5090

Mt Gravatt Medical Centre & Skin Cancer Clinic

Address: 2/1450 Logan Rd, Mount Gravatt QLD 4122

Phone: (07) 3172 6130

Inclusive Health Clinic

Medical clinic in South Brisbane, Queensland

Address: Shop 2/15 Hope St, South Brisbane QLD 4101

Phone: +61 30136050

Emergency Help Australian Health Management 24-hour - 1800 006 745

Emergency and health services

On-campus health services:

First aid

First aid officer is available on campus.

Emergency services – triple zero (000)

Is someone seriously injured or in need of urgent medical help?

Is your life or property being threatened?

Have you just witnessed a serious accident or crime?

If you answered YES, call Triple Zero (000). Calls to Triple Zero are free.

The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialled in an emergency and you require ambulance, police, or fire attendance.)

Visit the Triple Zero website (<https://www.triplezero.gov.au/Pages/default.aspx>) for more information.

Language, Literacy and Numeracy Support

If a student is found to need additional literacy and numeracy (LLN) support and they were not identified at the time of their application, then trainer/assessor may give them extra time and support. If the LLN deficiency clearly inhibits the student's ability to complete their course, then they may be advised to defer their course and to enrol on a suitable English course and then resume.

If SITS cannot provide the course, then the student will be referred to an organization who can assist in improving their skills. On attaining proficiency, they may then resume or reapply to SITS.

Reasonable Adjustment

Anti-Discrimination Act uses the principle of reasonable adjustment to ensure that people with disabilities are treated equally. This means that 'reasonable' adjustments must be made wherever possible; to meet the needs of a student with a disability.

At SITS we can do the following to assist with your requirements for reasonable adjustment:

Make training and assessment materials and methods more accessible.

Training and assessment methods that suit most students may hinder access for some students with a disability. SITS is able to present information through a range of methods to assist students with a disability.

Adapt the physical environment and equipment to better suit the student with disability. Students requiring reasonable adjustment, should speak to their Trainer or the SSO in the first instance.

STUDENT ORIENTATION PROGRAM

An orientation program is conducted before Institute's classes begin. Attendance is compulsory for all international students and highly recommended for domestic students. The program includes an introduction to SITS, its services and facilities as well as an introduction to Australian culture, society and life. Students are also introduced to the academic culture and rules of the Institute that are necessary for successful study.

The orientation program also involves social activities, which will help you to meet other students and familiarize yourself with the Institute and surroundings.

Apart from the Student Orientation Program the SSO will occasionally organise social events that allow all students enrolled with SITS to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions, get together parties and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the SSO.

The orientation program will provide information about:

- support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- the registered provider's facilities and resources
- complaints and appeals processes
- requirements for course attendance and progress, as appropriate
- the support services available to assist overseas students with general or personal
- circumstances that are adversely affecting their education in Australia; and
- services overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

COMPULSORY ORIENTATION

New students at SITS benefit from opportunities to become familiar including the academic and support services provided by SITS.

Along with general orientation activities, new students may have particular needs or issues requiring specific support and interventions. At SITS, it is mandatory for new students to attend the orientation and sign the orientation and induction pack.

Recommended Orientation and Transition Activities

It is acknowledged that the first year of learning can present challenges to all new learners, particularly those students from backgrounds in which international education might not be a typical path. Regardless of the campus, SITS provides structured orientation courses to cater to the diverse needs of learners who may be at different stages of preparedness for study at SITS. These experiences ensure new students have opportunities to:

- Identify and meet key academic, support and other relevant campus staff to build connections within SITS
- Familiarise themselves with academic and support services that will assist with the development of successful study and learning habits
- Develop a sense of belonging to SITS.

SSO DUTIES

SITS ensures that the staff members who interact directly with students are aware of the obligations of SITS under the ESOS framework and the potential implications for students arising from the exercise of these obligations. This information is communicated to staff through inclusion in Staff meetings, and through inclusion in the policies in SITS.

All students will have unlimited access to our student support services through our SSO and shall have access to available student welfare services available locally.

Where the nature of the concern is beyond the SSO's experience and abilities, the student shall be referred to an appropriate person for professional assistance.

The SSO shall respond to all questions pertaining to the student's progress, course requirements, satisfactory progress and/or attendance, and refer the student to other staff members as appropriate.

The SSO shall assist with accommodation or general welfare issues, through providing appropriate advice and direction.

The SSO is authorized to refer the student to professional welfare assistance (Social Workers, Legal Aid, etc.) as they see fit.

The SSO shall detail the student support services provided to each student and ensure details of services provided are placed on the student's file.

The CEO/Compliance officer/ Training manager shall ensure that the Student Support Services are reviewed quarterly in management meetings, and corrective actions are applied as appropriate.

Sufficient Resources to provide the service

The topics to be covered by Student Support are wide and varied. Many tasks can be handled by SSOs, whilst others are provided by specialists. SITS monitors the time allocated by staff members currently to project the requirements for the future. Bases on the number of students currently enrolled and the projected numbers for the next term of studies the number of SSO's are recruited.

<https://www.studyqueensland.qld.gov.au/Live/Student-Support>

Entry Requirements for International Students Policy and procedure

Purpose: Purpose of this policy and procedure is to make sure that prospective students are well aware of the entry requirements into the course and also for student support team to assess the eligibility of prospective student to enter the course.

This will also support the standard 8.5 of the National code and Standard 5 of SRTOs 2015.

Policy:

Policy for assessing whether overseas student's English Language proficiency, educational Qualifications or work experience is sufficient to enable them to enter the course.

Scope:

All international students and student support Team.

Procedure:

Once the Enrolment application form along with documents (Identity and Academic) are received by the student support team. They assess the applicant's eligibility to enter the course.

The student support team will consider the following while assessing:

Academic requirements

International Students wanting to study at SITS must have satisfactorily completed year 12 or equivalent.

English Language Requirement

In addition to Department of Human Affairs (DHA) requirements for student visa, SITS has the following admission requirements for all students:

- Applicant must be of the age 18 years or over at the time of the scheduled course commencement.
- IELTS band 5.5, TOEFL (Paper Based Test): 527, TOEFL (Internet Based Test CBT): 46, Cambridge English: Advanced (Certificate in Advanced English):162, Pearson Test of English Academic:42, or equivalent. Candidate does not need to provide evidence of an English test score with application if one of the following applies:
 - Candidate is a citizen and holds a passport from UK, USA, Canada, NZ or Republic of Ireland
 - Candidate is enrolled in a principal course of study that is a registered school course, a standalone English Language Intensive Course for Overseas Students (ELICOS), a course registered to be delivered in a language other than English, or a registered post-graduate research course
 - Candidate has completed at least 5 years' study in English in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland
 - in the 2 years before applying for the student visa, candidate completed, in Australia and in the English language, either the Senior Secondary Certificate of Education or a substantial component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV or higher level, while you held a student visa.

Age Requirement

All international students must be at least 18 years of age or above to study at SITS.

Please note entry requirements for each course have been listed in marketing brochures. Students can find the brochures in the student handbook available on the website.

Pre-Enrolment Engagement Policy and Procedures

Purpose

This policy supports the ESOS National Code 2018 - Standard 2.1 and Standards for Registered Training Organisations (RTOs) 2015 – Standard 1.2 and 5.

SITS endeavours to provide relevant information to all students prior to enrolment enabling them to make an informed decision to study at the Institute.

Policy

Prior to enrolment or the commencement of training and assessment, whichever comes first, the Institute provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

Prior to enrolment or the commencement of training and assessment, whichever comes first, SITS provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with SITS and at a minimum includes the following content:

- a. the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- b. the training and assessment, and related educational and support services SITS will provide to the learner including the:
 - i. estimated duration
 - ii. expected locations at which it will be provided
 - iii. expected modes of delivery
 - iv. name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on SITS's behalf (if applicable) and
 - v. any work placement arrangements.
- c. SITS's obligations to the learner, including that SITS is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- d. the learner's rights, including:
 - i. details of SITS's complaints and appeals process required by Standard 6

and

ii. if SITS, or a third party delivering training and assessment on its behalf (if applicable), closes or ceases to deliver any part of the training product that the learner is enrolled in

e. the learner's obligations:

i. any requirements SITS requires the learner to meet to enter and successfully complete their chosen training product; and

ii. any materials and equipment that the learner must provide; and information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services (if applicable).

5. Where SITS collects fees from the individual learner, either directly or through a third party, SITS provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

a. all relevant fee information including:

i. fees that must be paid to SITS; and

ii. payment terms and conditions including deposits and refunds

b. the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies

c. the learner's right to obtain a refund for services not provided by SITS in the event the:

i. arrangement is terminated early; or

ii. SITS fails to provide the agreed services.

6. Where there are any changes to agreed services, SITS advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

7. For International Students:

Prior to accepting an overseas/ international student or intending overseas student for enrolment in a course, SITS must make comprehensive, current and plain English information available to the overseas student or intending overseas student on:

a. the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable

b. the CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community- based learning and collaborative research training arrangements, and assessment methods

c. course duration and holiday breaks

d. the course qualification, award, or other outcomes

e. campus locations and facilities, equipment and learning resources available to students

f. the details of any arrangements with another provider, person or business who will provide the course or part of the course

g. indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider's cancellation and refund policies

h. the grounds on which the overseas student's enrolment may be deferred, suspended, or cancelled

i. the ESOS framework, including official Australian Government material or links to this material online

j. where relevant, the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students (in accordance with Standard 5)

k. accommodation options and indicative costs of living in Australia.

Scope: This policy applies to SITS's students, staff and education agents (if any).

The CEO/ compliance officer is responsible for the implementation of the policy and procedures and to ensure that students, staff and education agents (if any) are aware of its application and implement its requirements.

Procedure:

SITS provides the relevant information (listed below) through the student prospectus, course brochures/ handbook, SITS's website and through education agents (If any). The information provided is not just limited to the following:

- Course entry requirements including the minimum level of English language proficiency, educational qualifications or work experience required
- Information on course credits including credit transfer and recognition of prior learning
- Course content and duration, qualification offered if applicable
- Modes of study and assessment methods

- A general description of facilities, equipment, and learning and library resources available to students
- Indicative course-related fees including advice on the potential for fees to change during the student's course
- information about the grounds on which the student's enrolment may be deferred, suspended or cancelled (for international students)
- Description of the ESOS framework (for international students)
- Relevant information on living in Australia (for international students)
- SITS's Fees and Refund Policy and Procedures
- SITS's Complaints and Appeals Policy and Procedures
- SITS's Transfer Between Registered Providers Policy and Procedures (for international students)
- SITS's obligations
- Students' rights and obligations
- Other Policies and procedures

Deferral, Suspension or Cancellation Policy and Procedures

Purpose:

This Policy supports Standard 9 and 2.1 of the National Code 2018.

Policy

- SITS deals with student deferral, suspension, or cancellation requests fairly and in a timely manner.
- SITS has and has implemented this documented policy and procedure for assessing approving and recording a deferment of the commencement of study or suspension of study requested by an overseas student, including maintaining a record of any decisions.
- SITS may defer or suspend the enrolment of a student if it believes there are compassionate or compelling circumstances.
- SITS may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
 - a. misbehaviour by the student
 - b. the student's failure to pay an amount he or she was required to pay SITS to undertake or continue the course as stated in the written agreement
 - c. a breach of course progress or attendance requirements by the overseas student,

which must occur in accordance with Standard 8 of the National Code 2018 (Overseas student visa requirements).

- If SITS initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation SITS will:
 - a. inform the overseas student of that intention and the reasons for doing so, in writing
 - b. advise the overseas student of their right to appeal through SITS's internal complaints and appeals process, in accordance with Standard 10 of the National Code 2018 (Complaints and appeals), within 20 working days.
- When there is any deferral, suspension or cancellation action taken under Standard 9 of the National Code 2018, SITS will:
 - a. inform the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa
 - b. report the change to the overseas student's enrolment under section 19 of the ESOS Act.
- The suspension or cancellation of the overseas student's enrolment under Standard 9.3 of the National Code 2018 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.
- SITS assesses and records all deferrals, suspensions or cancellations of study, ensures that students are informed of their rights and provided with due care and where relevant opportunities for appeal. Students must be informed prior to enrolment of the grounds on which their enrolment may be deferred, suspended or cancelled. Students may apply for deferral or suspension of their studies if they have good reason for doing so (compassionate or

compelling circumstances). SITS may choose to approve or decline any student's request for deferral or suspension of studies, in accordance with this policy.

- Deferral: means to delay the commencement of a course.
- Suspension: means to temporarily delay the enrolment once the course has commenced.
- Cancellation: means the cessation of an enrolment from a course.
- SITS can defer or temporarily suspend the enrolment of the student on the grounds of:
 - a. compassionate or compelling circumstances; or
 - b. misbehaviour by the student
 - c. the student's failure to pay an amount he or she was required to pay SITS to undertake or continue the course as stated in the written agreement
 - d. a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 of the National Code 2018 (Overseas student visa requirements).
 - e. Any other reason, which SITS finds a suitable reason for the deferment or suspension.
- Compassionate or compelling circumstances are generally those beyond the control of the student which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
 - serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
 - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
 - where SITS was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or
 - inability to begin studying on the course commencement date due to delay in receiving a student visa.
- SITS may suspend or cancel a student enrolment for misbehaviour / for breaching the Student Code of Behaviour. This may include (but is not limited to):
 - Disrespecting or discriminating other students or staff
 - Intimidating other students or staff
 - Refusing to study in a safe, clean, orderly and cooperative environment
 - Damaging or misusing other students' or SITS's property (including computer files and student work)
 - Refusing to have any disputes settled in a fair and rational manner
 - Engaging in cheating or plagiarism
 - Committing criminal actions.
 - Failure to maintain course satisfactory progress and attendance Requirement (if applicable)
 - Failure to pay fees when due
 - Other actions deemed in appropriate by the Chief Executive Officer.

- SITS may decide to accept an application from a student for deferral of commencement or suspension of study on the following grounds:
 - On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class is required); or
 - In exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required).
 - In the event of the unavailability, in a particular study period, of key or prerequisite units resulting in a significantly reduced study load. This ground is only available if the deferral allows the student to return to SITS with a fuller load in a subsequent study period.
- SITS will consider documentary evidence provided by students to support their claim of compassionate of compelling circumstances when determining if the claim exists. Copies of these documents will be placed in the student's file.
- Applications for student deferral, suspension or cancellation must be submitted at least 10 working days before the requested Deferral/Suspension/Cancellation date.
- Deferral, suspension, or cancellation of enrolment applications will be accepted only if they are made in writing, on either the Deferral or Suspension Application Form or the Cancellation or Release Letter Application Form, signed by the student and sent to SITS. These forms are available on the website. Cancellation of enrolment may trigger a refund in accordance with the Written Agreement between SITS and the student. Students who cancel their enrolment and believe they are due for a refund must also apply for a refund. Refund applications must be made in writing to SITS. The student Refund Application form, available from SITS, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds that are payable will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.
- SITS Fees and Refund Policy and Procedures are available on the website.
- A refund application form can be requested through Student Services or via website.
- The student's application to defer, suspend or cancel their enrolment will be processed in 10 working days
- The Compliance Officer/CEO is responsible for the implementation of the policy and procedures and to ensure that staff are aware of its application and implement its requirements.

Procedures

Deferral Procedures

New Students

- A new student who wants to defer their course will need to inform SITS in writing by emailing to SITS on info@sits.edu.au and submitting a completed and signed APPLICATION FOR DEFERMENT SUSPENSION CANCELLATION WITHDRAWAL that can be downloaded from SITS's website.
- The Student Support Officer will inform the Compliance Officer. The Compliance Officer will assess the application and will make a decision.
- If the application is approved, the Compliance Officer/ or other designated staff will change the student's Confirmation of Enrolment (CoE) and inform the student about the application outcome by emailing the student. The new Confirmation of Enrolment (COE) will also be emailed to the student.
- The Compliance Officer will ensure that the student is advised to contact the Department of Home Affairs (DHA) so that they are informed as to the impact of their deferral on their existing student visa.
- If the application is refused, the student will be informed including the reason of refusal in writing by email/mail.
- The application will be processed within 10 working days from the date the application is received by SITS. The student will be informed about the result of their application by email/mail.

- If the student is not satisfied with the application outcome, the student can access SITS's Complaints and Appeals Policy and Procedures available on SITS's website.
- All records of the request and supporting evidence are copied and placed in the student's folder by the Student Support Team.

Continuing Student

- A continuing student who wants to defer their future course(s) will need to complete the APPLICATION FOR DEFERMENT SUSPENSION CANCELLATION WITHDRAWAL that can be downloaded from SITS's website and submit it to SITS. The application will need to be supported by documentary evidence.
- The Compliance officer will assess and decide to approve/ refuse the application based on the grounds of the written request. In making this decision the Compliance officer may consult with other staff in SITS. The compliance officer also ensures that compassionate and compelling circumstances (which are beyond control of the student) are assessed where evidence of their validity is provided.
- An incomplete application (for example, an application is not correctly completed, or no relevant supporting evidence is attached) will not be processed/ might be refused. The student can apply again any time.
- If the application is approved, the Compliance officer will report the student's change of enrolment via PRISMS to the ESOS Agency and Department of Home Affairs as soon as practicable after a decision on deferral has been finalised and recorded.
- The Compliance Officer/Student Support Officer will send a notification email regarding the outcome of the deferral application together with the new COE to the student. It will be ensured that the student is advised to contact the Department of Home Affairs so that they are informed as to the impact of their deferral on their existing student visa.
- If the application is refused, the student will be informed including the reason of refusal in writing by email by the Compliance officer/Student Support Officer.
- If the application is refused, SITS will maintain the enrolment of the student if the student decides to appeal the decision (see SITS's Complaints and Appeals Policy and Procedures on SITS's website).
- The student's application will be processed within 10 working days from the date the application and its supporting evidence/ documents are received by SITS. The student will be informed about the result of their application by email by the Compliance officer/student support officer.
- If the student is not satisfied with the application outcome, the student can access SITS's Complaints and Appeals Policy and Procedures from SITS's website.
- All records of the request and supporting evidence are copied and placed in the student's file by the Student Administration. The Student Management System will also be updated.

Deferral Initiated by SITS

- If SITS defers the commencement of a course, the Compliance Officer/student support officer will notify the student by email/mail.
- The student may accept the new agreed start date. In this case, we may carry forward the initial pre-paid tuition fee to the new intake.
- If the student decides not to accept the new start date, then it will be considered as the provider default. SITS will be obliged to repay all tuition fees within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.
- SITS through the Compliance Officer/student support officer will report its deferral of commencement to the ESOS Agency and Department of Home Affairs through PRISMS which may affect the status of the student's visa.

Suspension Procedures

- A student who wants to suspend their course will need to complete and sign the APPLICATION FOR DEFERMENT SUSPENSION CANCELLATION WITHDRAWAL that can be downloaded from SITS's website and submit it to the

Compliance Officer/student support officer. The application will need to be supported by documentary evidence showing compelling and compassionate circumstances.

- The Compliance Officer/student support officer will assess and decide to approve/ refuse the application based on the grounds of the written request. In making this decision the Compliance Officer/student support officer may consult with other staff in SITS. The Compliance Officer/student support officer also ensures that compassionate and compelling circumstances (which are beyond control of the student) are assessed where evidence of their validity is provided.
- An incomplete application (for example, an application is not correctly completed, or no relevant supporting evidence is attached) will not be processed/ might be refused. The student can apply again any time.
- Student initiated suspension of enrolment cannot be granted retrospectively (after the event) or if it was taken by the student without authorisation. If a student has taken unauthorised leave then they will be recorded as absent and reported to the ESOS Agency and Department of Home Affairs via PRISMS if their participation falls below SITS's requirements for attendance, which ultimately affects the course progress.
- If the application is approved, the Compliance Officer/student support officer will report the student's suspension on PRISMS as soon as practicable after a decision on suspension has been finalised and recorded. If a new COE needs to be created, the Compliance Officer/student support officer will report to the ESOS Agency and Department of Home Affairs via PRISMS by changing the current COE and issuing a new COE.
- The Compliance Officer/student support officer will send a notification email regarding the outcome of the suspension application together with the new COE to the student if applicable. It will be ensured that the student is advised to contact the Department of Home Affairs so that they are informed as to the impact of their suspension on their existing student visa.
- If the application is refused, the Compliance Officer/student support officer will notify the student by email.
- If the application is refused, SITS will maintain the enrolment of the student if the student decides to appeal the decision (see SITS's Complaints and Appeals Policy and Procedures on SITS's website)
- The student's application will be processed within 10 working days from the date the application and its supporting evidence/ documents are received by SITS. The student will be informed about the result of their application by email by the Compliance Officer/student support officer.
- If the student is not satisfied with the application outcome, the student can access SITS's Complaints and Appeals Policy and Procedures. The detailed procedures can be accessed on SITS's website.
- All records of the request and supporting evidence are copied and placed in the student's folder by the Student Administration. The Student Management System will also be updated.

Cancellation Procedures/Release letter Request

- A student who wants to cancel an enrolment must complete and sign the APPLICATION FOR DEFERMENT SUSPENSION CANCELLATION WITHDRAWAL or Application for Release Letter that can be downloaded from SITS's website and submit it to the Compliance Officer/student support officer. The application will need to be supported by documentary evidence such as a letter of offer from another provider or other documentary evidence.
- The Compliance Officer/student support officer will assess and decide to approve/ refuse the application based on the grounds of the written request. In making this decision the Compliance Officer/student support officer may consult with other staff.
- The Compliance Officer/student support officer assesses all cancellation applications based on specific factors that need to be considered. The factors are that the student requesting a transfer has an accurate understanding of what the transfer represents to their study options. The Compliance Officer/student support officer will make any final decision as to whether to refuse a request for a Release or Deferral/Suspension/Cancellation Application Form from a course of study for any student. A Release Letter is provided at no cost to the student.
- The Compliance Officer/student support officer will notify the student in writing of any cancellation.
- The Compliance / student support Officer will complete the TPS reporting requirements. The Compliance Officer/student support officer reports the student to the ESOS Agency and Department of Home Affairs via PRISMS within 10 days.

- The student will be advised in writing of the outcome by the Compliance Officer/student support officer within 10 working days.
- If the cancellation application is approved for an overseas student who has not completed at least 6 months of their principal course, the student will be issued a Release Letter approving the cancellation by the Compliance Officer/student support officer. The letter must direct the student to contact the Department of Home Affairs on whether a new student visa is required. A release decision including the date of effect and reasons for release will be recorded in PRISMS.
- If the cancellation application is rejected, the reasons for the decision will be included in the rejection notice. The Compliance Officer/student support officer will notify the student regarding the application outcome.
- If a Release letter request is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using SITS complaints and appeals procedure located at college's website. SITS will finalise the student's refusal status in PRISMS after the appeal finds in favour of SITS, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process. This is done by the Compliance Officer/student support officer.
- If a student requests the cancellation of their enrolment a refund arrangement as per the Written Agreement between SITS and the student may be triggered. Students who cancel their enrolment and believe they are eligible for a refund must also apply for a refund according to the provisions in the Written Agreement.
- Fees shall be refunded in accordance with SITS's Fees and Refund Policy and Procedures that are available on SITS's website.
- After a decision has been made, the outcome is written and recorded and placed in the student's individual file, together with the application form. The Student Management System will also be updated by the Student Support Team.

SITS Initiated Suspension/ Cancellation Procedures

Unsatisfactory Course Progress

- During course progress review, a student with unsatisfactory course progress will be sent up to 2 warning letters. If the student does not respond to the intervention strategies activated to assist them, the student will be sent Notification of Intention to Report letter, this process will be done according to Monitoring course progress of overseas students Policy and Procedure.
- The Compliance Officer/student support officer will ensure that the student is aware that they may access SITS's internal appeals procedures and external appeals procedures (see SITS's Complaints and Appeals Policy and Procedures on SITS's website).
- If the student does not appeal within 20 working days, the student will be reported to the ESOS Agency and Department of Home Affairs through PRISMS by the Compliance Officer/student support officer. The Compliance Officer/student support officer will inform the CEO in writing about the reporting. This reporting may affect the status of the student's visa.
- The student will be informed in writing by email once the student's COE is cancelled within 10 working days by the Compliance Officer/student support officer.
- All student warning letters, intention to report letter and Intervention Strategy related documents are copied and placed in the student's file by the Student Support Team.

Non-payment of fees:

- If a student does not pay with the agreed fees according to OFFER LETTER AND ENROLMENT ACCEPTANCE, they will be sent up to 2 warning letters. If the student does not respond to these warning letters, the student will be sent Notification of Intention to Report letter according to the Non-payment of fees policy and procedure.
- The Compliance Officer/student support officer will ensure that the student is aware that they may access SITS's internal appeals procedures and external appeals procedures (see SITS's Complaints and Appeals Policy and Procedures on SITS's website).

- If the student does not appeal within 20 working days, the student will be reported to the ESOS Agency and Department of Home Affairs through PRISMS by the Compliance Officer/student support officer. The Compliance Officer/student support officer will inform the CEO in writing about the reporting. This reporting may affect the status of the student's visa.
- The student will be informed in writing by email once the student's COE is cancelled within 10 working days by the Compliance Officer/student support officer.
- All student warning letters, intention to report letter and Intervention Strategy related documents are copied and placed in the student's file by the Student Support Team.

Student Misbehaviour

- Where a student's behaviour has been found to violate SITS's Student Code of Behaviour, a warning letter will be issued and sent to the student by the Compliance Officer/student support officer. A copy of the warning letter will be kept on the student's file.
- The Compliance Officer/student support officer will ensure that the student is aware that they may access SITS's internal appeals procedures and external appeals procedures (see SITS's Complaints and Appeals Policy and Procedures).
- The Compliance Officer/student support officer will inform the student in writing should a decision to suspend or cancel their enrolment be made, that they have 20 working days to appeal following the decision. (The Compliance Officer/student support officer has 10 working days to commence the process after the appeal is received)
- If the student lodges a complaint or appeal, the suspension / cancellation cannot take effect until the internal appeal procedures have been completed, unless extenuating circumstances relating to the welfare of the student apply (See some samples below)
- Ensure that the student is advised to contact the office of Department of Home Affairs so that they are informed as to the impact of their suspension or cancellation on their existing student visa.
- The Compliance Officer/student support officer will then raise any issues detailing the misbehaviour offence in the next monthly Meeting and the manner in which their conduct has been dealt with thus far (the report should detail dates times and persons involved).

Suspension and Cancellation Responses to Student Misbehaviour

On receiving a report of misbehaviour, the Compliance Officer/student support officer will:

- Validate the actions of all staff involved seeking further advice, verbal or written.
- Where necessary, seek further advice from the student or students involved maintaining an unbiased approach to the student or students involved.
- Decide whether an enrolment suspension or enrolment cancellation is warranted.
- Ensure that in upholding the decision to suspend or cancel the student's enrolment, the student is informed in writing, stating the reason for the Compliance Officer/student support officer's decision and reaffirming the student right to appeal in line with document process within 20 working days.
- Maintain the student's enrolment if the student chooses to access the College's internal appeals procedures except in the case of extenuating circumstances (See some samples below)
- Only report the student's change in enrolment to the ESOS Agency and Department of Home Affairs via PRISMS if the student does not access the appeals procedures and report the student's change in enrolment to the ESOS Agency and Department of Home Affairs via PRISMS before the outcome of any internal/external appeals process if extenuating circumstances exist.

The overseas student does not have to be given the opportunity to appeal a provider-initiated deferral, suspension or cancellation of enrolment when the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. The registered provider must keep evidence to support this.

Extenuating circumstances' relating to the welfare of the student may include but are not limited to the following. The student:

- refuses to maintain approved care arrangements (SITS does not have students under 18 years of age)
- is missing
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger other students, staff or others; or
- is at risk of committing a criminal offence.

Non-payment of fees policy and procedure.

Purpose:

This policy meets the requirements of the Commonwealth Education Services for Overseas Students Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code).

Policy:

This policy sets the procedure to be followed in case the student is not paying its fees as agreed and accepted in the Offer letter and Enrolment Acceptance Agreement.

Procedure:

Notification of non-payment of fees

First Warning Letter for Non-payment of Fees

If the student fails to pay the fees as agreed in the offer letter and acceptance agreement. Course, or Amendment to Payment Plan/instalment plan, SITS will issue First warning letter for non-payment of fees (**First Warning Letter for non-payment of fees**). This letter will be sent via email or by mail.

After the receipt of this letter, the student must contact one of the student support officers (SSO) within three days. The student is taken to have received this letter on the date of this email. If the student has got compelling or compassionate grounds for an extension to the payment due date, student must make an appointment to speak with one of the student support officers within three days. The maximum extension that will be granted is 7 days. The CEO may exercise his discretion in giving extension of more than 7 days. It will be case by case basis.

If the student does not seek an appointment with SSO or if extension is not granted and student's fees remain unpaid after three days of receiving the First Warning for Non-Payment of Fees, student will receive a **Second Warning Letter for Non-Payment of Fees**.

Second Warning Letter for Non-payment of Fees

After receipt of the second warning letter for non-payment of fees, you must either make the outstanding payment within 48 hours or contact the SSO within 48 hours and discuss the options or arrangements for the payment. The student is taken to have received this letter on the date of this email. If the student has got compelling or compassionate grounds for an extension to the payment due date, student must make an appointment to speak with one of the student support officers within 48 hours. If SITS finds the reason, for not paying the fees as agreed and accepted in offer letter and acceptance agreement, as compelling and compassionate ground, SITS may grant the extension of the due date to the student. The maximum extension that will be granted after the second warning letter is 5 days. The CEO may exercise his discretion in giving extension of more than 5 days. It will be case by case basis.

Notification of intention to report for non-payment of fees

If the student neither contacts the SSO nor pays the due amount within 48 hours of receiving the Second Warning Letter for Non-payment of fees, student will receive a **Notification of intention to report for Non-payment of fees** via email or mail. Student will then have 20 days to lodge an appeal. The students can appeal according to SITS's complaints and appeals policy and procedure. If student's appeal is unsuccessful or student chooses not to appeal, SITS will notify the

Department of Home Affairs that student's course has been terminated due to non-payment fees. If this happens, you will be unable to attend classes and your Student Visa may be at risk.

Student also has one further opportunity to pay his/her fees by the date as mentioned in the warning letter<date>. If student chooses to pay overdue by that date, SITS will not report student and the enrolment in the course will be maintained. It is very important that student notifies us with the receipt of the payment.

Student will need to send the receipt via email to info@sits.edu.au. In this case student will not need to appeal the decision.

After cancellation of the Confirmation of enrolment, student will receive Notification of Cancellation of Confirmation of Enrolment (COE).

SITS will be storing all the warning letters in the student file.

TUITION PROTECTION SERVICE (TPS) PROCEDURE

This policy is to ensure that SITS is compliant with the ESOS requirements of the Tuition Protection Service (TPS), which is a replacement and refund service for international students. It outlines the TPS process to follow if a provider defaults in relation to providing the course at a location in which a student has enrolled or the student defaults in relation to a course at a location.

PROVIDER DEFAULT PROCEDURE

Provider Default – Part 5, Division 1, Subdivision A of the ESOS Act

The following steps outline the TPS process if a provider default occurs:

Step 1 – Provider default occurs

Under Section 46A of the ESOS Act a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- The provider fails to start providing the course to the student at the location on the agreed starting day; or
- After the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

Note: Section 46A sets out further rules prescribing when a provider defaults.

Step 2 – Notifying the Secretary, the Tuition Protection Service (TPS) Director and students

Under Section 46B of the ESOS Act, SITS must notify the Secretary and the Tuition Protection Service (TPS) Director of the default within three business days of the default occurring. Under Section 46B SITS must also notify students in relation to who SITS have defaulted. The notices must be in writing and meet the requirements of Section 46B.

The notice must include the following:

- (a) The circumstances of the default
- (b) The details of the students in relation to whom the provider has defaulted
- (c) Advice as to:
 - whether the provider intends to discharge its obligations to those students under section 46D; and
 - (if appropriate) how the provider intends to discharge those obligations of notifying students
 - The provider must also notify, in writing, of the default of the students in relation to whom the provider has defaulted.

Step 3 – Provider obligation period

Under section 46D of the ESOS Act, SITS has 14 days after the day of the default (the provider obligation period) to satisfy its tuition protection obligations to the student as set out in the section. If SITS fails to discharge its obligations to the student under Section 46D, it is an offence under Section 46E of the ESOS Act and serious penalties apply.

Step 4 – Notification of the outcome- discharge of obligations

Under Section 46F of the ESOS Act, SITS has seven days after the end of its obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of its obligations. This notice must comply with the requirements of Section 46F.

The notice must include the following:

- whether the provider discharged its obligations to the students in accordance with section 46D
- if the provider arranged alternative courses
- details of the students the provider arranged alternative courses for; and
- details of the courses arranged; and
- evidence of each student's acceptance of an offer of a place in an alternative course
- if the provider provided refunds
- details of the students the provider provided refunds to; and
- details of the amounts of the refunds provided.

If SITS does not meet its obligations, affected students may be assisted by the TPS Director.

STUDENT DEFAULT PROCEDURE

Student Default – Part 5, Division 2, Subdivision B of the ESOS Act

The following Steps outline the Tuition Protection Service (TPS) process in a case of a student default:

Under section 47B of the ESOS Act, a registered provider must enter into a written agreement with each overseas student or intending overseas student that:

- sets out the refund requirements that apply if the student defaults; and
- meets any requirements set out in the national code.

If SITS fails to enter into an agreement that complies with Section 47B, this is an offence under section 47F of the ESOS Act and serious penalties apply.

Step 1 –Student default occurs

Under Section 47A of the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - the student failed to pay an amount payable to the provider for the course
 - the student breached a condition of his/her student visa
 - misbehaviour by the student (Note: the student is entitled to natural justice under Subsection 47A(3)).

Note: Subsection 47A(2) - A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because the provider defaults in relation to the course at the location under subparagraph 46A(1)(a)(i).

Step 2 –Notifying the Secretary and the Tuition Protection Service (TPS) Director

Under Section 47C of the ESOS Act, SITS must notify the Secretary and the Tuition Protection Service (TPS) Director of the default within five business days of the default occurring. The notice must be in writing and comply with the requirements of Section 47C.

Step 3 – Provider obligation period

If a student or intending student defaults SITS must provide a refund in accordance with the requirements under either Section 47D or 47E of the ESOS Act, depending on which section applies to the circumstances of the default situation.

SITS must pay the refund for the period (the provider obligation period) of 4 weeks after the day specified in Section 47D or 47E, depending on which section applies to the circumstances of the default situation.

47C Registered provider to notify of student default

1. A registered provider must give a notice in accordance with this section if an overseas student or intending overseas student defaults in relation to a course provided by the provider at a location.

Note: The Minister may act under Division 1 of Part 6 against a registered provider that has breached this section.

2. The provider must notify, in writing, the Secretary and the Tuition Protection Service (TPS) Director of the default within five business days of the default occurring.
3. A notice given under this section must comply with any requirements of a legislative instrument made under Subsection (4).
4. The Minister may, by legislative instrument, specify requirements for a notice given under this Section.

For Former registered providers

- This Section continues to apply to a provider if the provider ceases to be a registered provider.

47D Refund under a written agreement about student default

1. A registered provider must provide a refund under this Section if an overseas student or intending overseas student defaults in relation to a course provided by the provider at a location.

Note 1: A refund might not be required under this Section if a student is refused a student visa: see Subsection (5).

Note 2: For the consequences of breaching this Section, see section 47G (offence), Division 4 (calls on the OSTF (Overseas Students Tuition Fund)) and Division 1 of Part 6 conditions, suspension and cancellation).

Step 4 - Notification of the outcome - discharge of obligations

If SITS fails to discharge your obligations under sections 47D or 47E, this is an offence under section 47G of the ESOS Act and serious penalties apply. Under Section 47H of the ESOS Act, SITS has seven days after the end of your obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of your obligations. This notice must comply with the requirements of Section 47H.

47H Registered providers to notify of outcome of discharge of obligations

1. A registered provider must give a notice in accordance with this section if an overseas student or intending overseas student defaults in relation to a course provided by the provider at a location.

Note: The Minister may take action under Division 1 of Part 6 against a registered provider that has breached this section.

2. The provider must give a notice to the Secretary and the TPS Director within seven days after the end of the provider obligation period.

3. The notice must include the following:

- whether the provider provided a refund under section 47D or 47E;
- details of the student the provider provided the refund to;
- details of the amount of the refund provided.

The notice must comply with any requirements of a legislative instrument made under subsection (5). Legislative instrument

4. The Minister may, by legislative instrument, specify requirements for a notice given under this section.

For Former registered providers

5. This section continues to apply to a provider if the provider ceases to be a registered provider.

PROVIDERS' ROLE IN THE Tuition Protection Service (TPS) PLACEMENT PROCESSES

In circumstances where a default occurs, all providers will be given an opportunity to participate in a placement round, as outlined in the Steps below.

- Step 1: A default has occurred and the Tuition Protection Service (TPS) Director has created an active round of TPS placement process for affected students.
- Step 2: SITS has been identified as a provider who has an alternative course suitable for affected students.
- Step 3: Tuition Protection Service (TPS) Administrator contacts SITS via email to gain its consent in offering placement/s to affected students. If SITS declines the offer the process concludes for SITS.
- Step 4: If SITS agrees to accept affected students, the details of its course become available to affected students.
- Step 5: Interested students contact SITS and discuss the course and enrolment process with SITS
- Step 6: SITS creates an offer of placement to the student on the TPS system.
- Step 7: Student completes the enrolment process on the Tuition Protection Service system.
- Step 8: Once student has a Confirmation of Enrolment (CoE) on the TPS system, SITS will receive a payment of the unspent tuition.

For more information on Tuition Protection Service visit : <https://tps.gov.au>



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Tuition Protection Service

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The TPS Administrator's phone number has changed. [read more](#)

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Student TPS Overview

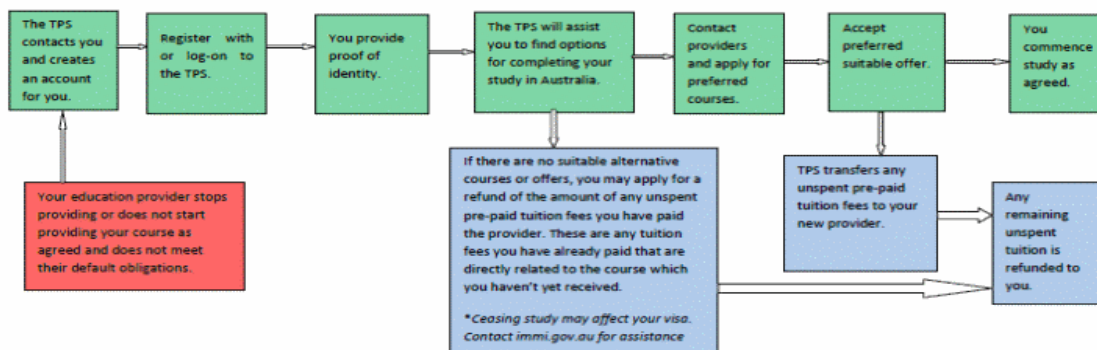
The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

Australia has a well established international education sector with over 1200 education providers delivering a high quality education to international students. For many years now Australia has been a world leader in protecting the tuition fees

How does it work?

The TPS overview – how does it work for international students?



Overseas Students Transfer Policy and Procedure

Purpose:

Purpose of this policy is to ensure compliance with Standard 7 of the National Code 2018.

Step Into Training Services (SITS) will not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to the overseas student completing six months of their principal course of study, except in certain circumstances.

Scope:

This policy applies to all the international students studying with SITS and SITS staff dealing with International Students.

Definitions

International/overseas student	Any student studying at SITS holding a student visa
Ecoe	Electronic Confirmation of Enrolment
PRISMS	the Provider Registration and International Students Management System pursuant to the ESOS Act.
ESOS Act	The Education Services for Overseas Students Act 2000 and all association legislation including the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 ("National Code")
National Code	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part 4 of the ESOS Act, as amended from time to time
Principal Course	The final course that you will undertake as part of your package of courses is your main (or principal) course of study. Usually the highest AQF level course is Principal Course. Example: If the student Enrols in Certificate III commercial cookery, Certificate IV in commercial Cookery and Diploma of Hospitality Management in a college. Diploma of Hospitality Management will be the principal Course of the study.

Policy

This policy/procedure supports 'Standard 7 – Overseas Students Transfer policy & procedure of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018'.

Providers are restricted from enrolling, transferring students prior to the student completing 6 months of their principal course. This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and seek admission.

The policy is to ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has been released from their current provider in PRISMS.

The following procedures have been separated into 'Incoming students' and 'Outgoing students'.

NO RELEASE IS REQUIRED WHERE:

- The student has completed at least 6 calendar months' study in his or her Principal Course; or
- the student is government sponsored and that government sponsor provides written support for the change as it considers the change to be in the Student's best interests. This usually applies where the overseas student's study in Australia is sponsored by the government of another country; or
- SITS has ceased to be registered or the course in which the student is enrolled has ceased to be registered; or

- SITS has a sanction imposed on it that prevents the student from continuing his or her Principal Course.
- To apply to transfer to another provider within the first 6 months of the Student's Principal Course, the Student must demonstrate 'exceptional circumstances' justifying the transfer.

Compelling and compassionate/ Exceptional Circumstances include:

According to National Code 2018: Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

These are only some examples of what may be considered compassionate or compelling circumstances.

When determining whether compassionate or compelling circumstances exist, SITS will consider documentary evidence provided to support the claim and will keep copies of these documents in the overseas student's file.

Other circumstances in which a transfer will be granted are:

- SITS fails to deliver the course as outlined in the written agreement
- there is evidence that the overseas student's reasonable expectations about their current course are not being met (such as correspondence between the overseas student and the registered provider or marketing materials given to the overseas student prior to enrolment, and setting particular expectations about the course)
- there is evidence that the overseas student was misled by the SITS or an education or migration agent regarding SITS or its course, and the course is therefore unsuitable to their needs and/or study objectives.
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

An Application for Transfer on the grounds of Exceptional Circumstances may be demonstrated by providing sufficient specific detailed information with relevant supporting documentation to support the Application, such as: a medical certification stating in reasonable detail:

- The dates of any relevant consultations or attendances
- If relevant, the nature of the complaint and the treatment; and
- A specific statement that in the health care professional's opinion (not the student's opinion) that, as a result of the complaint or treatment, the student should be transferred.
- Police report or statutory declaration.
- Other relevant supporting documentation.

All documentation will be held in confidence and will be stored to ensure privacy.

NO TRANSFER WILL BE GRANTED

- SITS or its nominated officer forms the view that the student is trying to avoid being reported to appropriate government agency(s) for failure to meet the SITS's academic progress requirements, fees obligations; or
- The transfer may jeopardize the student's progression through a package of courses; or
- There is no evidence of Compelling and compassionate/ Exceptional Circumstances.

- The transfer would be detrimental to the student's future study and/or career objectives; or
- The student has not accessed the SITS's student support or welfare services after having been requested to do so; or
- The documents provided by the student do not, in the SITS's or its nominated officer's view, provide adequate grounds to justify the transfer; or
- The student has outstanding debts to SITS.
- The requirements of the written agreement have not been met by the student; or
- The student has a change of mind, or
- Not enough documented evidence to support reasons or claims in the application for letter of release is submitted; or
- The student has unsatisfactory behaviour and has been or is about to have their enrolment suspended or cancelled and be reported to Department of Home Affairs; or
- The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.

Procedure:

Requests for the release letter are to be made by using the Application for Release Letter (the form).

SSO along with the senior officer in the organisation will be assessing the application by following the procedure given below.

Students willing to come to SITS, to study a course, from other Education Provider (Incoming Students) Procedure:

- Student fills in the Application Form for admission and provides all the requested information such as visa copy, passport, academics etc.
- SSO will access PRISMS to ascertain if the student has completed more than 6 months of study in his/her Principal Course.
- If the student has completed six months, the student will be following the application process.
- If the student has not completed six months of his/her principal course and PRISMS states breach of standard 7, the student will be communicated the same and a conditional offer letter will be provided to the student, stating the offer letter is conditional and the student is required to obtain the release from the PRISMS.
- If the student obtains release from PRISMS, the application proceeds.

Students leaving SITS to study a course at different education provider (Outgoing Students) Procedure:

- Students fill the form and submit either at reception to Student Support Officer (SSO) or send via email, along with the supporting documentation.
- Application for release must be accompanied by a valid letter of offer from other education provider.
- There must be no debt on the students or any outstanding matter of concerns.
- While assessing the application for release, SITS delegate will be considering the reasons for release and will be applying own professional judgement, keeping in mind welfare student.
- Students will be granted release in the following circumstances:
 - SITS has cancelled/ceased to offer your Course (letter from SITS supplied)
 - Government sponsor considers the change to be in your best interest, if you are a sponsored student (written confirmation from sponsor required)
 - There is evidence of Compassionate and compelling /exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider is required.)
 - SITS education has failed to deliver the course as outlined in the written agreement
 - there is evidence that the overseas student's reasonable expectations about their current course are not being met
 - there is evidence that the overseas student was misled by SITS or an education or migration agent, regarding SITS or its course, and the course is therefore unsuitable to their needs and/or study objectives.

- SITS will inform the student about the outcome of the release request within 10 working days via email. Student will also be advised to contact department of home affairs if this transfer breaches any visa conditions.
- If SITS refuses the request for release, the student will be advised in writing of the reasons for the refusal, and the student's right to appeal the decision within 20 working days of being advised of the decision.
- All the documents including the application form, and related documents will be kept in student file.
- There is no cost involved in obtaining the letter of release.
- SSO records all transfer request outcomes in the Provider Registration International Student Management System (PRISMS).

Concurrent Students: Students studying more than one course at a given time. Example: A student studying Bachelor of Commerce (Principal Course) and wants to study another Certificate II, III, Diploma etc with another provider, such a student will be considered as a concurrent student.

SITS will be enrolling the students, who are willing to study a course along with their Principal Course and will be taking the following steps:

1. Students will be contacted by the SSO to discuss the arrangements to start the course at SITS along with the principal Course.
2. Student will need to provide the timetable of their existing course.
3. Student will be advised the study load of the course at SITS.
4. Student will be advised, if offered a place, the student will be required to maintain attendance and course progress requirements of the course.
5. Student will also be required to give a statutory declaration stating that the information supplied to SITS in relation to get entry into the course is true and accurate and I have been told the requirements of studying two courses concurrently. I understand that I need to provide the SITS the release letter from my current college. But I want to continue both the courses.

Student further declares that:

- He/she understands that this is a concurrent course which means that he/she will study this course at the same time as his/her current course.
- He/she will need to comply with the requirements of all courses in which he/she is enrolled, such as maintaining satisfactory course progress (and attendance, where applicable).

RECOGNITION OF PRIOR LEARNING (RPL) AND COURSE CREDIT TRANSFER (CT) POLICY AND PROCEDURE

POLICY

Step Into Training Services (here after known as SITS) is committed to ensuring the quality of support for our students.

This policy and procedure is under the provision of Standards for Registered Training Organisation 2015, implementing a procedure for SITS to process student's applications for Recognition of Prior Learning (RPL) and Course Credit Transfer, and document the results. It will provide a process that ensures that students will receive a written copy of the outcome of RPL and Course Credit Transfer application. Records will be kept through Student Database Management System.

PURPOSE

This policy and procedure is made to provide students with the opportunity to apply for an RPL and CT.

Students who have completed appropriate training or who through prior learning and experience have gained the required skills/competencies stipulated for the modules of the course may be granted credit upon substantiation of that claim. Students may make an application on request.

SITS advises all applicants of RPL opportunities and procedures on enrolment. The performance criteria of the course module set the RPL benchmarks. Evidence for RPL / credit of prior learning may include:

- Evidence of current competence
- Performance, demonstration, or skills test
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects or assignments
- Written presentation
- Interview
- Simulations.

SCOPE

This policy and procedure applies to all current and prospective students and SITS staff.

SITS recognizes Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organization.

Students may be entitled to a CT or RPL in the following circumstances:

- Where students have Completed units of competency from a relevant National Training Package from a Registered Training Organisation/TAFE etc.
- Students have got relevant proven experience in the same field as the course, they are interested in.
- Successful RPL application and Course Credit application.

DEFINITION

‘RPL’ is the acknowledgment of skills and knowledge that have been gained through training, work, or life experiences into formal competencies. The assessment of RPL is made from the evidence provided against the learning outcomes of the current course or training package.

‘Course Credit’ on the other hand, is for students who took courses or units from other college/ RTO and did not finish or those who withdrew from the course, yet they want to continue their course with SITS. Assessment on this will include evaluating a previously completed unit of competency to determine if it provides equivalent outcomes to those specified in the current training package of SITS.

‘Credit Transfer’ is defined by AQF as “A process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications”.

‘Formal learning’ refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree).

‘Non-formal learning’ refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business).

‘Informal learning’ refers to learning that results through experience of work-related, social, family, hobby, or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

PROCEDURE

1. RPL (Recognition of Prior Learning)

- SITS applies a systematic approach to the granting of RPL which does not unfairly advantage or disadvantage any existing or prospective student. Students are not required to repeat learning activities, regardless of how or where the learning was acquired, providing the learning is current and relevant to the competencies applicable to the qualification in which they are or seek to be enrolled. These learning experiences include the individual's relevant formal, informal and non-formal learning.
- Applications for RPL will be considered on a case-by-case basis and in a timely manner to ensure that all applicants are able to make well-informed choices about study options, pathways and alternatives by taking into account the credit they can expect.
- RPL information must be included in information given to students prior to enrolment.
- All prospective and enrolling individuals must be informed in either print or electronic form of the opportunity to apply for RPL. Students are informed of the RPL process in the Student Handbook and are asked to identify if they would like to apply for a RPL in the Enrolment Application Form.

Applicants are required to complete the appropriate section of the Application for RPL and provide evidence in support of each unit of competency/subject for which RPL is sought. Forms of evidence may include:

- High School transcripts
- University/TAFE/other provider's transcripts
- Course subject outlines
- Detailed Résumé (CV) with referee details
- Results/statements of attendance/certificates relating to business in-house courses,
- Workshops and seminars
- Position descriptions
- Relevant licences
- References/Statements of Service/letters of support from past employers (these must be on the relevant company letterhead, dated and signed)
- Diaries/task sheets/job sheets/log books
- Membership of relevant professional associations, etc.

This evidence will be assessed and, if necessary, an interview held at which the applicant may provide additional evidence of the relevant competencies or demonstrate the relevant skills. Depending on the living and communication circumstances, this interview may be conducted by telephone or by means of teleconferencing or demonstration given on arrival at the suggested premises. In such circumstances, prior to the interview commencing, the student must provide SITS with a copy of all of the supportive evidence; these documents must have been verified by a Justice of the Peace or equivalent authority as being true copies of the original.

SITS reserves the right not to recognise part or all of any previous experience if the assessor believes that the competencies or knowledge demonstrated and recorded fall significantly short of the industry standard as stated within the relevant National Training Package or accredited course. In such a case, the applicant will be required to complete further related training.

There is no limit to the amount of RPL that can be granted to any one student. A full qualification can be attained in this way, and a special RPL fee would apply in such circumstances. This fee will vary, depending on the course tuition fees, and the type of prior learning. Information is available from the SITS website.

Fees for RPL can be found in Fee Charges and refund Policy and Procedure of SITS

Application

- Applications for RPL can only proceed when a student has enrolled in the unit(s) of study for a qualification, or at the time a student is enrolling in a qualification.
- All prospective and enrolling students can opt the RPL option. A student who wishes to proceed with the application, he/she should fill out relevant form or download the application form from the SITS website to apply for RPL. The printed / filled form should be submitted to Administration. Student Support Staff will also provide additional guidance if needed.
- Where students have gained relevant skills and knowledge other than undertaking accredited training for the unit, a student may be eligible for RPL. Students must complete the RPL kit Application part for the course or unit and submit to Administration with supporting evidence as required. This evidence must be clearly identifiable and support the applicant's case for RPL by addressing the relationship of evidence to the Unit of Competency for which RPL is being sought. The supporting evidence is clearly stated in RPL policy.
- Completed RPL Kits are to be submitted to Administration and includes copy of original documents to be sighted and copied by assigned Facilitator. The RPL fee will be calculated based on the number of units the applicant is applying for RPL. This must be paid, or payment plan must be made. RPL Kits will not be accepted unless all required information is included.

Outcome of Application

SITS needs to provide the student a confirming outcome of RPL application. The students must sign this to indicate agreement with the outcomes of application for RPL and a copy is to be kept in the Student File along with all other RPL documentation.

Refund

No refund of fees and charges is given, regardless of whether the RPL application is successful or unsuccessful.

Time Limits for Assessment Process

SITS aims that Application for RPL will be assessed within 10 working days. The duration may vary as the RPL assessment involves the third parties such as supervisors/referees, trainer/assessor and the student. Duration of the RPL assessment depends on availability of the candidates, supervisors/referees and trainer/assessor.

Appeals

Applicants who are not satisfied with the outcome of their application, may seek to appeal the decision using the Complaints and Appeals Policy and Procedure available from SITS website.

2. Course Credit Transfer (CT)

The policy is for Credit Transfer as exemption from enrolment in a particular part of the course as a result of a competency currently held. Credit transfer assesses the initial course or subject that a student is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the student's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification.

The process involves SITS to make sure:

- Credit Transfer is different from Recognition of Prior Learning.
- Mapping, comparing, evaluating, and making an educational judgement of the extent to which the defined learning outcomes and assessment requirements of the individual components of one qualification are equivalent to the learning outcomes and assessment requirements of the individual components of another qualification.
- Setting out the agreed credit outcomes in a documented arrangement or agreement and publicising the arrangement/agreement and credit available.
- All staff must be provided with information about the Credit Transfer application process and assist students in completing applications.
- Credit Transfer information must be included in information given to students prior to enrolment.

- All prospective and enrolling individuals must be informed in either print or electronic form of the opportunity to apply for Credit Transfer. Students are informed of the credit transfer process in the Student Handbook and are asked to identify if they would like to apply for a Credit Transfer in the Enrolment Application Form.
- SITS encourages students to apply for Credit transfer before the commencement of training and assessment or before issuance of the COE. However, students can apply for the same after their study commences.
- There is no fee for this application.
- SITS will grant course credit to students with appropriate evidence to support their application.
- The duration of study is adjusted accordingly and students are advised of the credits granted.
- The Qualifications and Statements of Attainment issued by any other Registered Training Organisation must be recognised.
- Recognition means that students will be granted exemptions or advanced standing in a course as a consequence of components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications completed with another Registered Training Organisation.

Application and process

- If a student wishes to apply for Credit Transfer, they must complete the Credit Transfer Application Form and include appropriate evidence to support the Credit Transfer application.
- Students must submit original versions or certified true copies of their supporting evidence.
- This may be in the form of Nationally Recognised Qualification or Statement of Attainment indicating the unit code(s) and title(s) believed to be equivalent to the unit(s) for which credit is being applied for, or other documents of equivalence that are outside the AQF.
- The student is required to submit this application with associated evidence to the Student Support Staff. This can be done by online submission, or through post.
- The assessment of all Credit Transfer Applications will be undertaken by the Compliance officer or Training Manager or any other designated staff.
- Compliance officer or Training Manager or any other designated staff must complete the appropriate sections of the Credit Transfer application form and fill in Credit Transfer Outcome Form to identify if the credit has been granted or not.
- Where Credit Transfer is 'Granted' this information will be communicated in writing to the applicant within 14 working days and the training program adjusted accordingly.
- Where Credit Transfer is 'Not Granted' students will be notified in writing of the outcome within 14 working days of completion of the assessment. The written communication to the student will include a reason for refusal (where applicable).
- In all cases, a copy of the Credit Transfer application form and certified copies of the relevant Qualification/Statement of Attainment and outcome will be kept in the student's file.
- Students are to show they accept the course credit by signing the credit transfer application form.
- Compliance officer or Training Manager or any other designated staff must identify the reduction in study time and fees based on the units for which Credit Transfer has been granted.
- Where credit is granted, the results need to be updated on the Student Management System (SMS), this will be done by the Compliance Officer or Records Officer/or designated staff.
- Compliance officer or Training Manager or any other designated staff must advise Student support team of the reduction in study time.

- International Students please be advised that grant of RPL or CT will reduce the duration of your course, which needs to be reflected on your eCOE through PRISMS and ultimately it may affect the student visa.

Appeal

Applicants who are not satisfied with the outcome of their application, may seek to appeal the decision via the Complaints and Appeals Policy and Procedure using Complaints and Appeals Form, available from SITS website.

Learner Protection Policy and Procedure

Purpose of the policy

This policy is to make sure that SITS takes all steps prior to commencement of training and assessment to enable Learner to make informed decisions about undertaking training with SITS.

Scope

Learners and SITS staff.

Reference to RTO 2015

Clause 5.2

Procedures

- Prior to the commencement of training and assessment SITS conducts Pre-training review and LLN Test, SITS provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, considering the individual's existing skills and competencies.
- Prior to the commencement of training and assessment Learners may go on the website and download the copy of the student handbook or can request a copy from the staff at SITS, SITS will make sure that

Learner has got access to the student handbook either in printed copy or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- a. the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- b. their training and assessment, and related educational and support services SITS will provide to the learner including the:
 - i. estimated duration
 - ii. expected locations at which it will be provided
 - iii. expected modes of delivery
 - iv. name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf, and
 - v. any work placement arrangements
- c. SITS's obligations to the learner, including that SITS is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- d. the learners' rights, including:
 - i. details of SITS's complaints and appeals process as detailed in the complaints and appeal policies and procedures
 - ii. If SITS closes or ceases to deliver any part of the training product that the learner is enrolled in
- e. the learner's obligations:
 - i. any requirements SITS requires the learner to meet to enter and successfully complete their chosen training product, and
 - ii. any materials and equipment that the learner must provide

- f. information on the implications for the learner of government training entitlements, and subsidy arrangements in relations to the delivery of the services

Where SITS collects fees from the individual learner, SITS provides or directs the learner to information prior to the commencement of training and assessment, specifying:

- a. all relevant fee information including
 - i. fees that must be paid to SITS
 - ii. payment terms and conditions including deposits and refunds
- b. the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- c. the learner's right to obtain a refund for services not provided by SITS in the event the:
 - i. arrangement is terminated early, or
 - ii. SITS fails to provide the agreed services

Where there are any changes to the agreed services, SITS advises the learner as soon as practicable, including in relation to any new third party arrangements of a change in ownership or changes to existing third party arrangements.

Student Code of Conduct Policy and Procedure

Policy Purpose

The purpose of the Student Code of Conduct is to ensure that there is a peaceful and conducive study and work environment at the SITS for all students and staff.

Scope:

This Student Code of Conduct applies to all students of the SITS community, across all courses, sites, campuses and modes of delivery.

Student Rights:

All students have the right to:

- Be treated fairly and with respect by SITS staff and other students
- Learn in an environment free of discrimination and harassment
- Learn in a supportive and stimulating environment in which to pursue their goals
- Have access to counselling if desired or required
- Privacy concerning records that contain personal information, subject to statutory requirements
- Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur
- Lodge a complaint without fear of retaliation or victimization
- Have Principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct
- Formally notify the SITS of any absence of greater than three consecutive study days or of any withdrawal from enrolment

Student Responsibilities:

All students have a responsibility to:

- Treat other students and SITS staff with respect and fairness
- Follow any reasonable direction from a member of SITS staff
- Refrain from swearing, drinking and eating in classrooms and other learning areas (water only allowed).

- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying, or misusing SITS or other student's property
- Behave responsibly by not possessing or being under the influence of drugs and alcohol.
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
- Attend scheduled classes and SITS activities regularly and complete all assessments within the required timeframe.
- Do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating
- Follow SITS safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by SITS staff.
- Not to behave in a way that would offend, embarrass, or threaten others.
- Comply with all lawful regulations, rules or procedures of the SITS that pertain to them.
- Pay all fees and charges levied by the SITS within the required timeframe.
- Attend all meetings called by the SITS to discuss academic or course progress
- Meet or carry out all activities agreed with the SITS in relation to maintaining course progress or academic performance

BREACH OF CONDUCT

A Student breach of conduct occurs when a student behaves in a manner described below:

- Assaults, attempts to assault, or threatens a person on the SITS premises.
- Acts contrary to Equal Opportunity practices of the SITS which is committed to the prevention and elimination of discrimination on the grounds of:
 - o Age
 - o Impairment
 - o Industrial activity
 - o Lawful sexual activity
 - o Marital status
 - o Physical features
 - o Political belief or activity
 - o Pregnancy
 - o Race
 - o Religious belief or activity
 - o Sex
 - o Status as a parent or a carer
 - o Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.
- Disobeys or disregards any lawful direction given by an officer of the SITS.
- Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by the SITS
- Deliberately obstructs any teaching activity, examination or meeting of the SITS
- Engages in any conduct or activity prejudicial to the management and good governance of the campus.
- Deliberately obstructs or attempts to deter any officer or employee of the SITS in the performance of their duties
- Wilfully damages or wrongfully deals with any SITS property.
- Attends the SITS whilst under the influence of alcohol or affected by drugs, etc. or possesses, uses, or traffics a drug of addiction or drug of dependence within the meaning of the Crimes Act 1958 or the Drugs Poisons and Controlled Substances Act 1981 or any Act in substitution thereof.
- Carries or uses such items as firearms, knives, syringes, etc as a weapon
- Fails by or within the agreed required date or period, to pay any fee or charge payable to the SITS
- Fails to comply with WH&S regulations or wilfully places another person in a position of risk or danger
- Fails to attend scheduled classes and activities consistently and regularly

- Constantly interrupts class time through the use or presence of mobile phones and pagers
- Uses abusive language.
- Fails to attend meetings called to discuss academic or course progress
- Fails to carry out actions or engage in activities agreed with the SITS to maintain course or academic progress.
- Fails to formally notify the SITS of any prolonged absence, change of address and contact details or of any withdrawal from enrolment.

Assessment and Reassessment Policy and Procedure

PURPOSE

The purpose of this policy and procedure is to set out the guidelines process to governing SITS assessments and Reassessments.

SCOPE

This policy applies to all:

- Staff of SITS who are involved in providing training.
- Current learners and prospective learners.

REFERENCE

Standards for Registered Training Organisations 2015 (Standard 1)

DEFINITIONS

Assessment is the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

Assessment tools include the following components: the context and conditions of assessment; tasks to be administered to the learner; an outline of the evidence to be gathered from the candidate; and evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules).

Competency is the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

Result is the final assessment outcome determination for a unit of competency, expressed as Competent or Not Yet Competent.

Competent is the outcome to learners whose assessment tasks demonstrate the knowledge and/or performance evidence related to the unit of competency.

Not Yet Competent is the outcome to learners whose overall achievement is unsatisfactory even after resubmitting assessment tasks twice and still demonstrate a lack of understanding, skills and knowledge related of a unit of competency. Special consideration is the making of alternative arrangements for the assessment of learners who are unwell or experience hardship. As required under the principles of assessment fairness, reasonable adjustments are applied by SITS to consider the individual learner's needs.

Learner is the active learner with a current course of enrolment with SITS.

Unit of competency is the unit of learning in a SITS qualification and includes assessment requirements and the specification of the standards of performance required in the workplace as defined in a Training Package.

POLICY

Assessment is the process of collecting evidence and making judgments about the extent to which learners have achieved the intended learning outcomes of a unit of competency.

SITS uses various types of assessment. For each unit of competency within each course, the final outcome for a learner is determined from the learner's performance in all of the assessments tasks for the unit of competency. Following aspects are considered:

- Performance at an acceptable level of technical skill
- Organisation of tasks
- Appropriate response and reaction when things go wrong; and
- Transferability of skills and knowledge to new situations and contexts

SITS implements an assessment system that ensures that assessment (including recognition of prior learning) is according to the required standards. This system considers that assessment:

- Complies with the assessment requirements of the relevant training package or VET accredited course
- Conducted in accordance with the Principles of Assessment contained in Table 1. and the Rules of Evidence contained in Table 2.
- Is conducted in a simulated environment, the simulated environment replicates the workplace and meets the training package requirements.
- Tools for each unit of competency have been developed for all units of competency for the course/s.
- Address the competency requirements (performance criteria, performance evidence and knowledge evidence) for each unit of competency.
- Will be conducted in accordance with the assessment conditions noted in the units of competency/module.
- Ensures that student needs will be/are taken into consideration and opportunities for reasonable adjustment to assessment conditions will be implemented where possible.
- Makes sure that students receive clear, accurate and consistent information about assessment processes and the chance to appeal decisions.
- Utilises appropriate range of assessment methods to determine competency.
- Collects a sufficient and varied range of evidence to assess student performance against the assessment requirements of the training product.
- Ensures that assessors will make comparable and consistent assessment decisions.
- Ensures that students submit their own work for assessment,
- Ensures that assessments demonstrate current competency of the student against the requirements of the training product.

Table 1: Principles of Assessment

Fairness

The individual learner's needs are considered in the assessment process.

Where appropriate, reasonable adjustments are applied by SITS to take into account the individual learner's needs.

SITS informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Flexibility

Assessment is flexible to the individual learner by:

- reflecting the learner's needs;
- assessing competencies held by the learner no matter how or where they have been acquired; and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Validity

Any assessment decision of SITS is justified, based on the evidence of performance of the individual learner. Validity requires:

- assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

Reliability

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Table 2: Rules of Evidence

Validity

The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficiency

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

Authenticity

The assessor is assured that the evidence presented for assessment is the learner's own work.

Currency

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

Various types of assessment are used at SITS to make a considered judgement about whether or not learners have achieved and consistently met the knowledge & evidence performance of the unit of competency.

Assessment tasks may include (but not limited to):

- Practical Assessment
- Theory Tasks (Written Questions)

Theory Tasks (Written questions): The student will answer a series of written question i.e. multiple choice questions and descriptive questions. and will demonstrate the knowledge for the unit of competency.

Practical assessment: The student will participate in role play and demonstrate skills and knowledge as per instructions provide in the assessment tasks. The student will also submit the required documents as a part of practical tasks for example incident report.

PROCEDURE

- Before implementing the assessment, Compliance officer/training manager will review the assessment and make sure that all the elements, performance criteria, performance evidence and knowledge evidence are fully mapped.
- Assessment tools uses variety of assessment methods to determine competency.
- All the units of competency have got the following assessment methods:

Theory Tasks (Written questions): The student will answer a series of written question i.e. multiple choice questions and descriptive questions. and will demonstrate the knowledge for the unit of competency.

Practical assessment: The student will participate in role play and demonstrate skills and knowledge as per instructions provide in the assessment tasks. The student will also submit the required documents as a part of practical tasks for example incident report.

- Assessment tools have been developed in a manner that the students will need to submit varied range of evidence to assess student performance against requirements of the training product.

- Trainers/Assessors will ensure that learners are fully informed of unit knowledge and performance standards, including the assessment requirements and makes sure that students receive clear, accurate and consistent information about assessment processes and the chance to appeal decisions.
 - Students will need to sign the declaration to make sure that students submit their own work for assessment.
 - Compliance officer/trainer manager in coordination with trainer/assessor will make sure that assessment conditions are being met while conducting the assessment. Trainer/assessor must make sure that he/she has got access to all facilities/resources and equipment required to conduct the assessment according to assessment conditions for each unit of competency.
 - Assessment tools will be provided to all learners on the commencement day.
 - The assessment tools will be provided to the learners by the trainer/assessor.
 - The Trainer assessor will provide support to students for each assessment task and provide opportunities to students to discuss any issue, they may be facing in relation to assessment tasks. Trainer/assessor may do reasonable adjustment to assessment conditions without compromising the assessment outcome. If the reasonable adjustment is not in the scope of trainer/assessor, he/she can take the matter to training manager/compliance officer.
- Trainer/assessors need to sign the declaration as well after marking the assessment. The SITS will be conducting the validation of the assessments of all units of competency according to its validation policy and procedure. This will make sure that assessors are making comparable and consistent assessment decisions.
- SITS will make sure that all the assessment tools are current and are according to the training product. This will make sure that assessments demonstrate current competency of the student against the requirements of the training product.

Submission of assessments

- Assessment tasks will be submitted to the trainer/assessor. This allows trainer/assessor to make judgements on the learners' progress and provides learners with valuable feedback.
- The learner must sign the declaration provided in the assessment tool and fill in Unit Assessment Result Sheet.
- Learners are to keep a copy of all work submitted until the final course results are recorded and credential issued.
- If the learners fail to submit their assessments by the maximum available time and an extension has not been approved, it will automatically be resulted as Not Yet Competent.
- The learners have the right to seek clarification of the assessment results.

Application for extension

- An extension to the in maximum completion / submission time for assessment task(s) may be granted to the learners but it will be discretion of the trainer/assessor. It may be oral or written request.
- The trainer/assessor will communicate the new due date to the learner.

Feedback to learners about their performance

- Timely feedback to each learner throughout the course is considered an essential component of the training and learning process at SITS. Feedback will be provided in various ways, including:

- O Review of individual formative assessments; and
- O Review of individual summative assessments.

Resubmission of an assessment task

If the result of your Unit Assessment is "Not yet Competent (NYC)", you will be given an opportunity for reassessment.

Each Student has three (3) attempts to achieve a competent outcome, including two resubmission attempts. You will only work on the component(s) of the Task(s) that were marked “Not Satisfactory”. The re-assessment must be completed within 14 days of assessment feedback given to you by your facilitator/assessor. Please note that SITS will provide two (2) chances for re-assessment at no cost. If you are not able to achieve competency with all of these opportunities, you are required to repeat the unit at your own cost which will also impact on your extension of study period.

Assessment outcomes

- The assessor has ten (10) days from the date of submission of assessment, to provide the result of learner’s assessment task and get the outcome updated in the system.
- All assessment tasks for each unit or modules of competency must be deemed “Satisfactory” to achieve an overall result of competent.
- All the units must be “Competent” to complete the qualification and be awarded a credential.

Reporting of assessment outcomes

- Learners are responsible for their own result checks as these will be available to individual learner on the request.
- Assessors are responsible for reporting all assessment outcomes considering the course progress considering the term time planned according to maximum available timeline to a learner.
- Administration staff are responsible for checking / recording the results as per the compliance requirements in the learner management system within fourteen (14) days of the assessment outcome.

Retention and disposal of assessments

- Learners are required to keep a copy (electronic or hard) of all items they submit for assessment, unless the format of the assessment item precludes a copy being made and stored.
- All completed and marked learner assessment tasks are to be retained for the duration of the accrediting period as per Records Management Policy and Procedure.
- All recorded assessment results in the learner management system are to be retained in accordance to Records Management Policy and Procedure.

APPEALS

Applicants, who are not satisfied with the outcome of their Assessment outcome or any request of application, may seek to appeal the decision via the Complaints and Appeals Policy and Procedure available from SITS website

