



Compliance Innovation Group Australasia Pty Ltd (ABN 30 088 246 619) RTO: 21770 trading as
Southern Cross Training
Helping you achieve your goals

Student Handbook

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Southern Cross Training

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Southern Cross Training ABN: 30 088 246 619 RTO Ids: 21770

Level 1 692 Pacific Highway
Chatswood NSW 2067

Phone: [1300 856 057](tel:1300856057)
info@southerncrosstraining.com.au
Website: www.trainingandassessmnet.com.au

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From the Chief Executive Officer....

Welcome to Southern Cross Training

The decision to undertake study is an important one. Whether you are seeking to update or upgrade skills, or embarking on a new career, our team of friendly and dedicated staff is available to make your learning experience unique.

To guide you through your study, we have developed this Student Handbook. It sets out a range of processes and procedures that we have put in place to guarantee consistency and quality. We aim to provide you with the best facilities, trainers and support services to ensure that your learning experience meets and exceeds your expectations. We treat any feedback and complaints seriously, both from the viewpoint of the learner and from understanding how they can help us to continuously improve our services to our learners. Please see Complaints and appeals procedures page 14.

Southern Cross Training is responsible for the quality our training and assessment services, and for maintenance of compliance with the Standards for Registered Training Organisations (RTOs) 2015; and for issue of the AQF Certification within 30 calendar days of all requirements being met, provided all fees due are paid.

As a learner you have rights as a consumer, including but not limited to any statutory cooling-off period, if one applies, including the right to a refund for services not provided by Southern Cross in the event that Southern Cross closed, or a third party arrangement is terminated early, or if Southern Cross otherwise fails to provide the agreed services. We don't provide VET FEE-HELP.

As a learner, you have the obligation to comply with the requirements Southern Cross has for a learner to enter and successfully complete their chosen training product (please see Payment and refund terms and conditions page 8; What you can & can't do page 10; Attendance page 13) and any materials and equipment that the learner must provide - Please see the relevant Course Information Page on www.SouthernCrossTraining.com.au

To help us maintain our high standards, please take time to read this information and complete the "Acknowledgement Declaration" included at the back of this Handbook and return it to the College before your course commences. You may wish to refer to the details in this Handbook during your training, so keep it in a safe place.

On behalf of the whole team, I wish you an enjoyable and rewarding experience with Southern Cross Training.

Ian Kerr
Chief Executive Officer

SECTION ONE — WHAT YOU NEED TO KNOW.

USING THIS HANDBOOK

This handbook is to be issued to all students who are looking to join us and commence or improve their knowledge and practice of training and assessment.

HISTORY

Southern Cross Training is the trading name of Compliance Innovation Group Australasia Pty Ltd, Registered Training Organisation (RTO) 21770, operating from Sydney.

We were established in 2006 and operate regular public classes in Sydney and Melbourne, conduct training for a range of Corporate and other groups, and provide on-line training.

Southern Cross Training takes pride in the quality of courses and services delivered. We welcome your suggestions for improvements.

Our scope of registration is:

- TAE40110 Certificate IV in Training and Assessment

KEY CONTACTS

Chief Executive Officer
Ian Kerr

1300 856 057

Office Manager
Simon Ngo

1300 856 057

SOME OF THE ESSENTIAL PERSONNEL WORKING WITH YOU:

Instructing staff

The Chief Executive Officer is responsible for the standard of training within Southern Cross Training and for the assessments conducted whilst students are attending the College.

The trainers and assessors at Southern Cross Training perform all training and assessments. In addition, trainers are responsible for day-to-day course administration. All have at a TAE40110 Certificate IV in Training and Assessment plus all the necessary endorsements to allow them to conduct and assess competency and underpinning knowledge.

Trainers and assessors must maintain accurate records of attendance and participation.

Administration Staff

The Administration staff are responsible for the operation of the front office, provide information and advice about our courses and their suitability for you, receive payments and coordinate your College activities.

ATTENDANCE

Sick Leave:

Students who take sick leave are required to submit a sick certificate from a registered medical provider, to the College. Whilst sick days will be entered onto the class rolls, those days must be made up 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.

Expulsion:

Southern Cross Training reserves the right to expel students for serious breaches of discipline following appropriate Southern Cross Training disciplinary procedure. Fees paid are not refunded for expelled students.

STAFF RESPONSIBILITIES FOR ACCESS/ EQUITY & EQUAL OPPORTUNITY ISSUES

The College has a Chief Executive Officer and it is to that person that you should direct all problems and information requests: they will refer issue to the best person. The Chief Executive Officer is the access and equity officer for Southern Cross Training so if you are experiencing any harassment or discrimination, refer the matter to the Chief Executive Officer in writing.

Southern Cross Training:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Training services are delivered in a non-discriminatory, open and respectful manner.
- Staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conduct 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.
- Staff and students are required to comply with access and equity requirements at all times.

Southern Cross Training 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.

LICENSING/ REGULATORY REQUIREMENTS.

Students are not required to hold any license to enroll in our courses. However students must over 18 years of age on the date of enrolment to be accepted to the course.

STUDENT SELECTION

At Southern Cross Training College we make sure that you have the opportunity to participate and achieve the same outcomes as other members of the community. This means any person is welcome to participate in Southern Cross Training College training programs, irrespective of cultural background.

Some of our courses have prerequisite standards and competencies. Students wishing to undertake these courses will be counselled and made aware of support programs and assistance available where needed. Events of major cultural importance to you will be acknowledged and allowance made for their observance.

ENROLMENT

The best way to enroll in any of the courses is to either come in and see us or download information from our website. On our website you will find:

This Student Handbook;

- Information on recognition of prior learning;
- A Fee Schedule showing current tuition fees and other costs associated with our course;
- Refund information;
- Complaints and appeals; and
- Course information and outcomes.

When you've been accepted into the course you must pay a course deposit to secure your position. At least a deposit of \$1,000 in the tuition fee is due and payable before you start. No certificate or qualification can be issued until course tuition fees have been paid. The Chief Executive Officer will be making a decision about your enrolment based on the information you provide so make sure you give us everything we ask for.

COURSE DELIVERY AND OUTCOMES.

Each of the units of the course are practical and are listed in the website www.training.gov.au. Courses are all based upon you being able to demonstrate skills in the units of your course. They involve attendance at classroom sessions and/ or demonstration of practical skills in a work environment.

At various times through your course, you must undergo an assessment or test to show that you have learned skills or that you have enough knowledge on the subjects being taught. If you do not perform well enough in these assessments, then you may sit them again or elect to show how the knowledge is applied. Assessments are both written assessments and demonstration by you in front of an assessor.

Course outcomes are described on each of the course advertising brochures. At the successful completion of the course, you will be issued a Certificate or Statement of Attainment to show that you have successfully completed the whole course or elements of the course. This document is important and should be stored safely as it may be used as evidence to gain entry into further courses within Australia.

Your Certificate or Statement of Attainment will be issued within 30 days of all requirements being met

COMPULSORY FEES

Southern Cross Training offers courses in Training and Assessment. The tuition fees for each of these as well as fees for Recognition of Prior Learning are summarised on the Fee Schedule which is available on our website.

Fee payment schedules may be negotiated on an individual basis with the Chief Executive Officer. Non payment of fees may result in cancellation of registration and non-awarding of a qualification or statement of attainment.

PAYMENTS AND REFUNDS TERMS AND CONDITIONS

- 1) Payment must be received in full prior to course commencement to confirm your place. The only exception to this is when students have been authorised for a payment plan in which case we require \$790.00 deposit. Payment needs to be accompanied by a signed and completed enrolment form. If we have all contact details, completed enrolments will receive a confirmation letter and receipt by email.
- 2) Substitution of participants may be made prior to course commencing, for an administration fee of \$100.
- 3) Cancellations policy. Please choose your course carefully. The college cannot accept responsibility for changes in personal or work circumstances. Cancellations made up to two weeks prior to course commencement attract a fee of 25% of the paid amount. Cancellations made after the two weeks cut-off date and prior to course commencement, attract a fee of 50% of the paid amount. Cancellations made on or after the start date does not qualify for a refund.

On-line & RPL courses. Cancellations made after the start date in these courses, and Upgrade programs in the Certificate IV TAE, do not qualify for a refund. In these courses the start date is the date on the enrolment form. A 5% fee also applies to American Express credit card and PayPal payments

- 4) If a course is cancelled or postponed, students will be offered alternate dates or distance mode where applicable. If students have not begun the course or received course material and the alternate dates are inconvenient, students may apply in writing for a full refund of course fee.
- 5) Requests for transfers to other class dates or courses must be notified in writing at least two weeks prior to original date enrolled in, and are subject to spaces being available. Transfers prior to beginning the course incur a charge of 50% of paid amount. This applies where a student wants to change to a different course date or mode. It applies to all courses, programs and services offered.
- 6) Once students have started the course, any transfer to other class dates or courses must be notified in writing and incur a charge of \$200 (not negotiable and non-refundable).
- 7) If a student fails to attend a required course day (e.g. lesson delivery days) and is required to attend in an alternate week then that student will incur a \$100 per day fee, subject to space available in the alternate dates. Lack of attendance to more than 2 days in a week will require a full transfer, as per the above conditions of transfer. We also consider punctuality with attendance.
- 8) Requests for extension past the set completion date must be received in writing, accompanied by a doctor's certificate. Without a valid doctors certificate, students will incur a \$150 per month after the original due date. Whilst we are compassionate to student's personal circumstance, it cannot be accepted as a reason for extension past the completion date.
- 9) This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- 10) The refund policy is subject to review from time to time.

TERMS AND CONDITIONS CHANGES

As a learner with Southern Cross Training you will be provided with current and accurate information on agreed services, relevant fees, payment and refund terms and conditions, course times or course commencement dates. This also applies to any existing or new third party agreements or a change in ownership. You will be advised of any changes in any of these Terms and Conditions as soon as practicable

NATIONAL RECOGNITION

Southern Cross Training recognises the qualifications that are presented by any student, provided that they are original (or verified) copies from any Australian Registered Training Organisation. Students must map those qualifications to the course currently being undertaken.

To apply for National recognition, simply bring in your original qualifications or statement of attainment and complete the application for RPL through the Chief Executive Officer.

COURSE CREDIT

All students are offered the opportunity to apply for course credit include recognition of prior learning and credit transfer on an individual basis prior to the course commencement. To do this, applicants should get an RPL Kit relevant to the course in which they are enrolling. RPL kits are available from our office or downloaded from the website. The costs associated with Recognition of prior learning are summarised on the Fee Schedule which may be downloaded from the website.

The RPL process allows students to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific modules within their course.

All RPL applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include; documentation such as certificates issued by other training organisations, support letters from employers, course outlines of previously studied courses. We also recognise the credentials issued by other registered training organisations operating under the Australian Quality Training Framework.

All assessments of RPL applications are reviewed by the Chief Executive Officer or a delegate who is qualified to conduct the assessment. From time to time, or when deemed necessary, we will have an additional person or subject expert be part of the assessment process. The assessment of RPL by the Chief Executive Officer is based upon their assessment of your ability to competently continue the development within the course. We have your interests at heart: we will allow credit in an existing course provided it does not adversely affect your ability to complete the course satisfactorily

Participants may request a review of the RPL decision through our appeals procedure (available from the website).

USE OF YOUR PERSONAL INFORMATION

Your personal details and student records may be made available to:

- Any Commonwealth Government agency and/ or
- Any State Government agencies.

WELFARE & GUIDANCE SERVICES

We endeavour to provide welfare and guidance to all students/clients. In the first instance, you should speak with the Chief Executive Officer who may put you in contact with another organisation such as the local Department of Community Services to resolve any matter that you may be worried about. This includes:

- Learning pathways and possible RPL opportunities;
- Provision for special learning needs;
- Provision for special cultural and religious needs;
- Provision for special dietary needs; and
- Any other issue.

SECTION TWO — NOW THAT YOU ARE HERE

INDUCTION ON ARRIVAL

Orientation is conducted on the first day of course commencement. Its purpose is to fully inform new students of most aspects of life at the College and provide an introduction to studying. In addition our staff will be introduced, a tour of the premises will take place and an opportunity to ask questions will be given.

Your site induction will include the following subjects with a record for you personal file:

- Site Safety induction
- Site security briefing
- Orientation to the area
- Academic progress
- Further study options that are available during and after the course of study

Identify the important members of staff because you may need to talk with them later. Introduce yourself to the Chief Executive Officer or Administration Manager - you may need them in a hurry!

WHAT YOU CAN AND CANNOT DO

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course. Basically, you must be of good behaviour and recognise the rights of others.

Working with others within the College is not a function of the Law but rather as existing in a free and amiable study environment. This requires maturity and at times, understanding. If you have any concerns about how you should act, speak with the Chief Executive Officer.

Unacceptable behaviour may include:

- Continuous interruptions to the trainer whilst delivering the course content.
- Smoking in non-smoking areas.
- Being disrespectful to other participants.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places you or others at risk.
- Refusing to participate when required in group activities.
- Continued absence at required times.
- Being under the influence of alcohol or illegal drugs.
- Lack of personal hygiene.
- Other objectionable behaviour.

You have the following rights once you have enrolled

- To be treated with respect by others, to be treated fairly and without discrimination.
- To be free from all forms of intimidation.
- To study in a safe, clean, orderly and cooperative environment.
- To have personal property and your property protected from damage or misuse.
- To have any disputes settled in a fair and rational manner.
- To work and learn in a supportive environment without interference.
- To express and share ideas and to ask questions.

For non-compliance with our rules, the following applies:

- The Chief Executive Officer 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 Chief Executive Officer 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 their 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

Southern Cross Training is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provide you organise it with the Chief Executive Officer with 1 -2 days notice.

We have a Privacy Policy 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.

Southern Cross Training will exercise strict control over confidential information. If a third party requires client information we will obtain your prior written consent prior to the release of any information.

On your enrolment 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.

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 (hassle or pick on) because of your actual or assumed:

- | | | |
|-------------------------|--------------------------------|--------------------------------|
| △ Age | △ Lawful sexual activity | △ Pregnancy |
| △ Carer status | △ Marital status | △ Race |
| △ Disability/impairment | △ Physical features | △ Religious belief of activity |
| △ Gender | △ Political belief of 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 hassle or victimise you because you have done so. It is also against the law to authorize 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 says it will be 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 and see the Chief Executive Officer immediately and tell them about it. If you don't want to speak with the Chief Executive Officer, then go and see the Chief Executive Officer to get some assistance.

SAFETY

The Occupational Health and Safety Act is strongly enforced in Victoria. It means that you cannot be placed at risk through anything that you may be asked to do by the College. Your trainers and assessors have been specially trained in the College's safety standards.

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

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

It is the Chief Executive Officer'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 drugs of abuse free centre: arriving intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or otherwise acting dishonestly, then you may 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.

COURSE LEGISLATION

There is no legislation specific to this course.

ATTENDANCE PROCEDURES

You must sign in on the attendance register, carefully noting your time of arrival and later in the day, your time of departure. If you do not sign the attendance record accurately you will be marked as absent.

If you are sick or have a personal problem which cannot immediately be resolved, phone the Office Administrator and let us know.

It is illegal to:

- Sign for another student
- Have another student sign for you
- Sign but not to note the time of attendance
- Sign for only the entry or exit of the class

COMPLAINTS PROCEDURE

Southern Cross Training maintains a supportive and fair environment, which allows training participants to lodge complaints. Complaints are ideally resolved as amicably as possible using this formal appeal process.

We will adhere to the National Complaints Code to respond to complaints and appeals of assessment about vocational education and the organisation itself. This means that our complaints process is:

- well publicised and explained;
- accessible so you can lodge complaints and appeals by phone, electronically or in writing;
- fair and protect your rights;
- free so you can lodge a complaint or appeal without charge;
- handled in a manner that protects your privacy;
- transparent, equitable, objective and unbiased;
- comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc;
- implemented effectively and efficiently to ensure complaints and appeals are resolved within an acceptable timeframe;
- monitored, recorded and reported to the appropriate people; and
- an input or trigger point to our continuous improvement process.

Southern Cross Training will commence the complaints process with 10 working days of a formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

Where verbal complaints regarding vocational education are received, they can be discussed with the trainer and preferably resolved. Complaints about the organisation can be directed to the Chief Executive Officer.

If the complaint is not resolved then the complaint is documented by the complainant onto the Complaints and Appeals Form. Student complaints are submitted to the Administration Officer.

The Administration Officer liaises with the Chief Executive Officer who advocates on behalf of the organisation. Regardless of this, any complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

The Administration Officer records the details of a complaint onto an Improvement Request and advises the Chief Executive Officer of the complaint being resolved as appropriate.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

Where the complainant is not satisfied with the outcome, the matter may be referred to an independent mediator such as the local Community Justice Centre for review. The complaint process will be investigated fairly and objectively and detail the investigation in writing for the complainant. The details will state the outcomes and reasons for the decisions made.

The Chief Executive Officer will close out the improvement request when the complaint has been resolved to the satisfaction of both parties.

A copy of the all documentation, in particular the complaint and the outcome, is placed in the student's file, staff file or Continuous Improvement Register as appropriate.

Where the resolution requires a documented change to policies and procedures, the Administration Manager notifies the Chief Executive Officer of the change to ensure that the procedure for document change as listed in Procedure 1.2: "Document Control" is followed with the appropriate records made.

In the event that a complaint is substantiated, Southern Cross Training will take prompt and appropriate action to resolve the circumstances.

Complaints cannot be anonymous because this is considered unfair as ongoing discussion cannot take place to resolve the issue between both parties.

Information submitted to a trainer or any staff member is treated with respect and taken as an opportunity to improve the organisation's practices and Management System. Privacy requirements and student/ individual rights are maintained.

If the student chooses to access our complaints and appeals processes, Southern Cross Training will maintain the student's enrolment while the complaints and appeals process is ongoing.

LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our students. Our enrolment form asks students to provide information regarding their literacy and numeracy requirements or any other special learning needs. In the event of LLN becoming an issue, the Chief Executive Officer will contact you to discuss their requirements. In addition, students may be required to complete a language and literacy assessment prior to course commencement.

The Chief Executive Officer may organise formal testing and possible English remedial courses to improve your English speaking or writing ability at your expenses. Numeracy problems will be accommodated through using other forms of assessment.

Where language, literacy and numeracy competency is essential for course students, we have made every effort to ensure that students are adequately supported to enable them to complete their training.

Where it is considered that more than 60 calendar days are required to process and finalise the complaint or appeal, we will inform the complainant in writing of that expectation, including the reasons, and regularly provide updates on progress of the matter

SUPPORT SERVICES

The teaching and administrative staff of Southern Cross Training are available to provide general advice and assistance with matter such as studying, homework, accommodation, English language problems and counselling. Students requiring special or intensive assistance will be referred to an appropriate external service. Any costs associated with the external service will be at your own expense.

FLEXIBLE LEARNING STRATEGIES & ASSESSMENT PROCEDURES

We customise our training / assessments to meet your specific needs. If you are having difficulty achieving competency in any module please discuss the matter with your assessor/ trainer and where possible alternative learning/assessment strategies will be provided to you. This may, for example, be on-or off-the-job assignments or projects.

COMPETENCY BASED-TRAINING AND ASSESSMENT

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. This is listed in the course brochure and also the assessment details listed on www.training.gov.au training packages.

In competency based training you have to demonstrate the skills that you are learning. These are recorded to provide evidence of your skill should anyone ask in the future. You will be asked to perform within the group and you must be aware that at all times you are learning and being assessed even if it is a group activity.

Get involved, do not hang back and hope you are not noticed.

ASSESSMENT

Assessment is carried out by the comparison of your skills and knowledge, against the requirements of the Standards.

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your Assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.

It is in your long term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way

ASSESSORS

Your assessor is to objectively assess and judge your performance either practically or written against a set of standards. Your Assessor has been selected because he has a sound knowledge of your course and be skilled in its application to the Australian Workplace.

FORMS OF EVIDENCE

In general, basic forms of skills evidence include:

Direct performance evidence - current or from an acceptable past period - from:

- Extracted examples within the workplace;
- Natural observation in the workplace; and
- Simulations, including competency and skills tests, projects, assignments

Supplementary evidence, from:

- Oral and written questioning;
- Personal reports; and
- Witness testimony.

ASSESSMENT APPEALS

Southern Cross Training maintains a supportive and fair environment, which allows training participants to appeal their assessments and recognition decisions. Appeals are ideally resolved as amicably as possible using this formal appeal process.

We will adhere to the National Complaints Code to respond to appeals of assessment about vocational education and the organisation itself. This means that our appeals process is:

- well publicised and explained;
- accessible so you can lodge appeals by phone, electronically or in writing;
- fair and protect your rights;
- free so you can lodge an appeal without charge;
- handled in a manner that protects your privacy;
- transparent, equitable, objective and unbiased;
- comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc;
- implemented effectively and efficiently to ensure complaints and appeals are resolved within an acceptable timeframe;
- monitored, recorded and reported to the appropriate people; and
- an input or trigger point to our continuous improvement process.

Southern Cross Training will commence the appeals process with 10 working days of a formal lodgment of the appeal and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

Discuss the appeal with the Chief Executive Officer. If this does not resolve the matter, or if the Chief Executive Officer is an active respondent to the assessment appeal, then the put the appeal in writing using Complaints and Appeals Form (Form 19) and submit it to the Chief Executive Officer.

The Chief Executive Officer records the Student's dispute on an Improvement Request and in the Register of Continuous Improvement and puts written notification on the student's file.

An appellant may deliver their own version of the assessment appeal to the Chief Executive Officer and request a support person be present.

The Chief Executive Officer will appoint a qualified and independent assessor to review the records of assessment of the student's competence against the training package requirements. Where insufficient records to determine competence are available, the student may provide additional evidence of competence. The independent assessor's determination is final.

If this does not resolve the matter, the student may refer the appeal to an independent mediator. The appellant may deliver their own version of the problem and request a support person be present.

NOTE: The function of an external independent mediator such as the Community Justice Centre is to review the process of appeal resolution. All expenses attached to such appointment will be incurred by the student.

The submission and the final outcome of the assessment appeal is recorded and communicated to all parties in writing. The communication must contain the outcome of the assessment appeal and the reasons for the decisions made. A copy of the communication is placed in the student file.

No further appeal mechanism exists beyond this point in the process.

Please note the following:

- Where the resolution requires a documented change to policies and procedures, such changes will be made in accordance with the procedure for document change including the appropriate records made.

At each step of the assessment appeals process Southern Cross Training will allow students to make representation either orally or in writing prior to reaching a decision. We also allow students to employ an independent person or panel to hear the appeal.

Where it is considered that more than 60 calendar days are required to process and finalise the appeal, we will inform the complainant in writing of that expectation, including the reasons, and regularly provide updates on progress of the matter.

SECTION THREE: GRADUATION — WHAT'S NEXT??

GRADUATION

Once you have successfully completed all of the units of competency required by your course, you will receive your certificate. This will be within 30 calendar days maximum, provided all fees due have been paid

The Certificate lists the qualification gained and all of the individual units that make up the subjects within the course.

This is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person.

INCOMPLETE QUALIFICATIONS

If you leave the course without actually completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been competent in during assessment.

REISSUING QUALIFICATIONS

If you need additional copies of your qualification, then application must be made to the Chief Executive Officer of the College in writing with proof of identity provided.

Ideally you should attend the College to confirm that it is you that is asking for the copy of the qualification and why you need it.

Other people or companies will NOT be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred
- That the necessary fee has been paid.

FEEDBACK

Southern Cross Training actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement.

We monitor compliance with the Standards for Registered Training Organisations (RTOs) 2015 and our policies and procedures through the use of evaluations at the completion of courses.

Any grievances or deficiencies are documented on an Improvement Request to ensure appropriate follow up action is taken.

RECEIPT

I herewith confirm that I have read this Student Handbook and understand the contents. I agree that I will follow the rules and requirements that are listed here and will at all times work to improve the way the College works.

I have been given orientation training talking about the requirements under the National Training Packages and the course requirements including further study options.

Name:

Signature

Induction Date