

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

CONTENTS

Section 1 General Information about Southern Cross Training...

Business Location and Contact Details	4
Quality Statement	4
Key Contacts	4
Abbreviations	4

Section 2 Before you start with Southern Cross Training...

Key Roles	6
Organisation Chart	7
Legislation	8
Student Selection and Access and Equity	9
Equal Opportunity	9
Discrimination	10
Sexual Harassment	10
Student Rights and Responsibilities	11
Courses on Offer	12
Students with Special Needs	13
Welfare and Guidance	14
Fees and Fees Refund	14
Recognition of Prior Learning	15
Enrolment Procedures	15
Language, Literacy and Numeracy	15

Section 3: Now that you are here ...

On Starting	18
Competency Based training	18
Attendance	18
Flexible learning strategies and assessment procedures	18
Assessment	19
Student Progress	20
Assessors	21
Forms of Evidence	21
Appealing against an assessment	23
Complaints	23

Section 4. Here today, gone tomorrow ...

Graduation	24
Reissuing qualifications	24
Feedback/Evaluation	25

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

Acknowledgement declaration

26

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

QUALITY STATEMENT

When you study with Southern Cross Training you can be confident that what you learn and how you learn it measure up to rigorous national standards and meet all legislative requirements.

As a Registered Training Organisation (RTO), Southern Cross Training can deliver nationally recognised training qualifications and accredited courses supported by a quality assured curriculum. As well as meeting Australian Quality Training Framework (AQTF) standards, all improvement suggestions and complaints are identified and appropriately actioned and recorded according to the requirements of the AQTF standards.

The prime focus of Southern Cross Trainings involvement in the Quality Management System is continuous improvement that improves customer satisfaction with the marketing, recruitment, induction, delivery, assessment, and evaluation and support services of Southern Cross Trainings training courses. The system also aims to reduce costs, and to make it easier to do business.

The feedback that Southern Cross Training receives from you and your fellow students completed program evaluation forms, customer complaints and verbal comments are used to improve either procedures, policies, methods of operation, materials, trainer/assessor performance, facilities or information services.

Abbreviations used in this handbook:

- VRQA — Victorian Registration and Qualifications Authority.
- RPL — Recognition of Prior Learning.
- LLN — Language, Literacy and Numeracy.

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

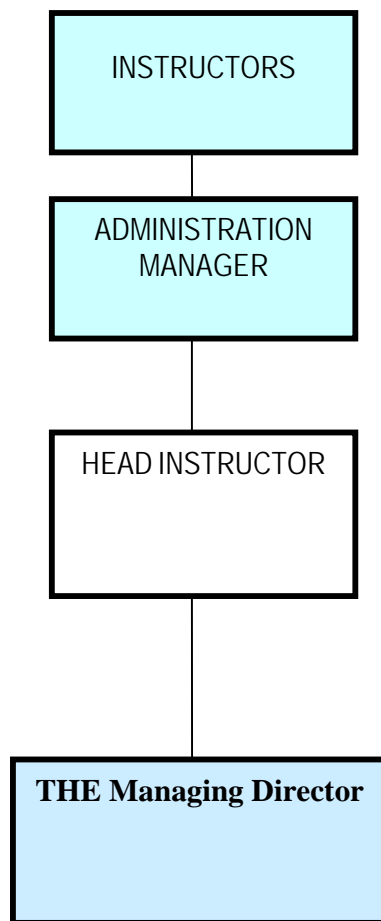
Section 2 Before you start with Southern Cross Training...	Pg No:
Organisation Chart	7
Legislation	8
Student Selection and Access and Equity	9
Equal Opportunity	9
Discrimination	10
Sexual Harassment	10
Student Rights and Responsibilities	11
Courses on Offer	12
Students with Special Needs	13
Welfare and Guidance	14
Fees and Fees Refunds	14
Recognition of Prior Learning	15
Enrolment	15
Language, Literacy and Numeracy	15

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

ORGANISATION CHART



Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

LEGISLATION

Southern Cross Training is subject to a variety of legislation related to training and assessment as well as general business practices. This legislation includes:

- Occupational Health and Safety;

Southern Cross Training takes seriously its responsibility to protect health and promote safety. The organisation requests that participants report anything that they believe to be in breach of this policy.

- Anti-Discrimination, Human Rights and Equal Opportunity and Disability Discrimination;

Southern Cross Training is opposed to any form of discrimination. Every effort is made to ensure that diversity is valued and respected in our services by helping to prevent and eliminate discrimination on the basis of race, colour, sex, sexual preference, age, physical or intellectual disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin.

Southern Cross Training is committed to providing a training environment free of harassment and upholding of State and Federal laws pertaining to harassment. As in any area of human interaction, the boundaries of what constitutes harassment may vary from person to person. In addition one individual may have different boundaries for different relationships. It is expected that employees and students of Southern Cross Training will recognise and respect the boundaries set by others.

- Privacy Act 1988 (Commonwealth); and

Southern Cross Training keeps your information private and only collects information that relates to your training success.

You may access the personal file held by Southern Cross Training on your training progress. You may also request that updates be made to information that that you feel is incorrect or out of date.

Southern Cross Training is subject to audit by Government Officials and access to your training file may be given to government officers from such agencies as OTTE for the purposes of these audits.

Your training file cannot be accessed by a third party unless you give written permission that identifies those sections of the file to be made available.

Southern Cross Training takes all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure including restricted access to electronic files, secure storage of paper files and secure backup of data.

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

- Child Protection.

Southern Cross Training complies with the requirements of Child Protection Legislation which means that convicted sex offenders are prohibited from working with children and young people under 18 years of age. Before our staff members start work Southern Cross Training checks their background to make sure they are not a "prohibited" person.

If you have a question about any of this legislation just ask, because it may impact on your training.

STUDENT SELECTION AND ACCESS AND EQUITY

At Southern Cross Training 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 training programs, irrespective of cultural background.

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

Southern Cross Training undertakes to eliminate organisational practices that may contribute to the disadvantages suffered by specific groups in employment, education and training.

We do this by:

- Promoting access to employment and training for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race.
- Ensuring training services are delivered in a non-discriminatory, open and respectful manner.
- Training staff members so they are appropriately skilled in access and equity issues.
- Providing reasonable access to you of all levels.
- Conducting student selection for training opportunities in a manner that includes and reflects the diverse student population.
- Actively encouraging the participation of students from traditionally disadvantaged groups and specifically offering assistance to those most disadvantaged.
- Providing culturally inclusive language, literacy and numeracy advice and assistance that help you in meeting personal training goals.

In the first instance, each of our staff members has responsibility for access and equity issues for all clients.

Southern Cross Training's Access and Equity Officer is the CEO so if you are experiencing any harassment or discrimination refer the matter to him in writing.

Southern Cross Training provides equal opportunity in employment and education.

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

EQUAL OPPORTUNITY

A fair go is your right. The Equal Opportunity legislation and Federal Anti-discrimination laws designed to protect this right.

It is against the law for someone to treat you unfairly (discriminate) or harass (hassle or pick on) you because of your actual or assumed:

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

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.

DISCRIMINATION

Discrimination is unfair treatment based on a personal characteristic protected by the law. It can be direct or indirect.

- Direct discrimination is when treating a person differently is unfair.

Direct discrimination is when a person treats someone less favourably than someone else, because the first person has a personal characteristic protected by the law (e.g. race, gender etc). Even if the behaviour is unintentional, or the person responsible doesn't believe the treatment is less favourable, it is still discrimination.

- Indirect discrimination, when treating everybody the same, is unfair.

In some cases, treating everybody the same way will be unfair. This is known as indirect discrimination. Under the law it means setting a requirement which:

- Someone with a particular personal characteristic protected by law cannot meet;
- A higher proportion of people without that characteristic or with different characteristics can satisfy; and
- The requirement is not reasonable in all the relevant circumstances.

SEXUAL HARASSMENT

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.

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

Sexual harassment can include:

- (a) Asking for sex
- (b) Unwelcome comments about a person's sex life or physical appearance
- (c) Suggestive behaviour such as leering and ogling
- (d) Unnecessary physical contact such as brushing up against a person
- (e) Sexually offensive comments, anecdotes or jokes
- (f) Displaying sexually offensive visuals (such as photos, pin ups or calendars) reading matter or objects.
- (g) Sexual propositions or continued requests for dates
- (h) Physical contact such as touching or fondling
- (i) Indecent assault or rape (also serious crime)

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.

STUDENT RIGHTS AND RESPONSIBILITIES

You have the right to:

- be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- be free from all forms of intimidation;
- work in a safe, clean, orderly and cooperative environment;
- have personal property (including computer files and your work) and the Registered Training Organisation property protected from damage or other misuse;
- have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure);
- learn in an environment that is conducive to success;
- work and learn in a supportive environment without interference from others;
- apply to have existing skills and knowledge recognised;
- privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- appeal within fourteen days of receiving notification of any decision made about late or missed assessment;
- lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- express and share ideas and to ask questions

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

You have the responsibility to:

- Treat staff and fellow students with respect and fairness. This includes but is not limited to:
 - following reasonable directions from a member of staff;
 - not behaving in any way that may offend, embarrass or threaten others;
 - not harassing fellow students or staff by for example using offensive language or making unwanted sexual advances;
 - taking care of facilities by not damaging, stealing, modifying or misusing property; and
 - acting in a safe manner that does not place you or others at risk.
- ensure personal details are current and correct;
- participate in all assessment tasks as scheduled, honestly and to the best of your ability;
- not smoke in non-smoking areas
- not be under the influence of alcohol or illegal drugs; and
- follow normal safety practices.

If you can not work within the above guidelines then:

1. Step 1: The Administration Manager will start by contacting you to discuss the issue or behaviour and to determine how things might be fixed. This meeting and its outcomes will be documented, signed by all parties and included in your personal file.
2. Step 2: Should the issue or behaviour continue, you will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be in your personal file.
3. Step 3: Should the issue or behaviour still continue, you will not be permitted to continue training with Southern Cross Training.

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

COURSES ON OFFER

Compliance Innovation Group Australasia P/L T/as Southern Cross Training is registered by the Victorian Government Office of Training and Tertiary Education to deliver the following course:

CODE	TITLE
TAA40104	Certificate IV in Training and Assessment
BSB41004	Certificate IV in Business (Frontline Management)
BSB51004	Diploma of Business (Frontline Management)

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

STUDENTS WITH SPECIAL NEEDS

In line with our Access and Equity practices, students with special needs are offered the same opportunities as any other candidate. Our training and assessment programs will take special needs into consideration from the planning stage onwards and adopt particular flexible learning and assessment methods as appropriate.

As special needs extend to more than identified physical or learning difficulties, Trainers and Assessors will need to consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or a non English speaking background.

This is especially so in relation to assessment because one fundamental principle of an assessment system is that each candidate must have access to fair and open assessment. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a candidate with special needs.

If there is uncertainty, the assessor will call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the candidate at all stages.

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

WELFARE & GUIDANCE SERVICES

Southern Cross Training will make every effort to provide as much support as possible within its policies and resources for clients to achieve the required level of competency in all accredited courses.

Students may make an appointment at any time to see the Head Instructor for free advice relating to study on:

- managing your time
- setting and achieving your goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

Our staff will assist you in how to seek help with local welfare and guidance services as required.

FEES & FEE REFUND

Fees are levied on all courses offered. Any fees due must be paid by the method stated on the pre-training application form for the relevant requested course.

A minimum deposit of \$100 of the total course fee maybe required to secure your place in your chosen course, which is payable at the time of pre-enrolment. The remainder of the course fees are required to be finalised seven days prior to the commencement of the course.

Students who pay fees for courses will be issued with receipts. The management of Southern Cross Training will be responsible for ensuring that those fees are accounted for within a separate section of the financial control centre and are identified as fees paid in advance. This will further ensure that monies are available should a refund be required based upon the refund conditions set out below.

Southern Cross Training will provide a 100% refund of any money paid prior to the commencement of any course, if a request for refund is received in writing 14 days prior to the course.

This type of refund is voided if the student transfers from the original course or defers the commencement of their course.

Refunds applied for between 13 days and 7 days prior to the course will attract a 75% refund and up to 6 days prior to the course commencement a 50% refund will be paid.

If a student withdraws during a course, no refund is available for the current semester.

Should a student nominate to transfer or defer a course, all monies paid become transferable but non-refundable.

The agreement for fees refund does not remove the right of the student or customer to take further action under Australian Consumer laws.

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

RECOGNITION OF PRIOR LEARNING (RPL)

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

RPL applicants will have 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 or course outlines of previously studied courses. We also recognise the credentials issued by other organisations operating under the Australian Quality Training Framework.

To apply for Recognition ask for a Recognition of Prior Learning Kit suited to your situation. Fill it out and return it to the Head Instructor.

All assessments of RPL applications are reviewed by staff members who are 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.

You may request a review of the RPL decision through our Complaint procedure (outlined in detail later in this handbook).

ENROLMENT

If you decide to proceed to enrolment, you are required to complete an enrolment form before the commencement of the course. This form is used to create a student history file. All personal information is strictly confidential.

A \$100 enrolment fee is required at the time of enrolment and this guarantees your place in the course. The enrolment deadline is one (1) week prior to the commencement of most courses.

LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all students. Our enrolment form asks you to provide information regarding Language, Literacy and Numeracy (LLN) requirements or any other special learning needs. In the event of LLN becoming an issue, the Head Instructor will contact the Student to discuss their requirements.

Where language, literacy and numeracy competency is essential for your course, we require students to complete a literacy and numeracy assessment. Students unable to complete the assessment will be referred to an appropriate service. We will make every effort to ensure that you are adequately supported to enable completion of your training. Some examples of the type of support that we can offer include:

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

Literacy

- Providing you only essential writing tasks
- Considering the use of group exercises.
- Providing examples and models of completed tasks.
- Ensuring that documents and forms are written and formatted in plain English.
- Using clear headings, highlighting certain key words or phrases
- Providing explanations of all technical terms used

Language

- Presenting information in small chunks and speaking clearly, concisely and not too quickly. Giving clear instructions in a logical sequence. Giving lots of practical examples
- Encouraging you to ask questions.
- Asking questions to ensure you understand.

Numeracy

- Showing you how to do the calculations through step by step instructions and through examples of completed calculations
- Helping you to work out what maths calculations and measurements are required to complete the task
- Encouraging the use of calculators and demonstrating how to use them.

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

Section 3: Now that you are here ...	Page N°
On Starting	18
Competency Based training	18
Attendance	18
Flexible learning strategies and assessment procedures	18
Assessment	19
Assessors	21
Forms of Evidence	21
Appealing against an assessment	23
Complaints	23

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

ON STARTING

Southern Cross Training will conduct a student induction prior to the commencement of training and assessment for all training programs. This induction process is for all students and will take you through this handbook in detail and discuss safety and emergency response actions. Students will be able to ask questions throughout the induction process.

Confirmation that all the above information was provided and handouts were distributed is required to be acknowledged by you.

At the rear of this student handbook is an acknowledgement form that is to be signed and return. This acknowledgement will then be kept on file within your individual file.

COMPETENCY BASED TRAINING

You are participating in a course of competency-based training. So, what exactly does that mean?

Qualifications are made up of Units of Competency. These tell us the skills and knowledge recognised as necessary to perform effectively in a particular job or role. Each industry area divides these skills and knowledge into related categories that form National Competency Standards for specific industry areas.

The National Competency Standards provide a framework for training and assessment and tell us what skills and knowledge an employee at a particular level within a particular industry should be reasonably expected to achieve.

So a competency is:

... "The ability to perform a job to the required level of performance expected in the workplace."

Our assessments are based on checking if you have the skills, knowledge and attitudes to perform a job.

ATTENDANCE

It is expected that you will attend and participate in all sessions related to your training course. An attendance record will be kept. In the event that you miss a day, you will be required to attend another course on the day the missed material is covered.

FLEXIBLE LEARNING STRATEGIES & ASSESSMENT PROCEDURES

Flexible learning and assessment procedures form part of our learning and assessment strategies and are integral to the concept of competency-based training. We customise our training and 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.

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

ASSESSMENT

Assessment is the means by which we determine whether or not a competency has been achieved. It is the process of collecting evidence and making judgements about the extent to which a person demonstrates the knowledge and skills as set out in the standards or learning outcomes of a unit of competency.

For an effective assessment system in a competency environment, some basic principles must apply.

Underlying principles of assessment:

(a) Validity

The assessments actually assess what they claim to assess and what they have been designed to assess. Validity of assessment is achieved when:

- Assessors are fully aware of what is to be assessed, as indicated by the standards of competence, including clearly defined performance criteria
- Appropriate evidence is collected from activities that can be clearly related to the units of competency.

(b) Authenticity

The evidence collected is authentic that is, actually comes from valid sources and is directly attributable to the skills and knowledge of the individual being assessed.

(c) Reliability

Reliable assessment uses methods and procedures that ensure that the competency standards are interpreted and applied consistently from person to person and from context to context. The following are important to ensure that assessment produces consistent outcomes:

- Clear, unambiguous, well documented assessment procedures and competency standards;
- Clear, consistent and specific assessment criteria;
- Effectively trained, briefed and monitored assessors;
- Adequate assessors across industries and a hierarchy of assessment which ensures a quality outcome; and
- Assessment is carried out within a system flexible enough to cope with multiple and diverse forms of evidence.

(d) Consistency

The assessment system must ensure that evidence collected and provided for judgement is consistent across the range, without undue reliance on any small number of select workplace contexts or projects.

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

(e) Currency

Under an effective system, assessment evaluates whether or not the individual's skills and knowledge are current and can be applied in today's workplace. As a general rule, competencies that have not been demonstrated within the past 3 years are not usually accepted as "current". However, an assessor, under some circumstances may make exceptions to the specified period.

There may be specific situations where skills have not been directly applied for a longer period, but these skills are in fact still current for the individual. In cases such as this, evidence from earlier periods may be admissible, and assessed for currency, within an appropriately flexible assessment system.

(f) Sufficiency

Evidence of competency should be sufficient to cover all the elements, performance criteria and required range of variables in the standards against which assessment is to be carried out.

A tendency of many candidates is to provide more (or less) evidence than is actually required to prove competency against the standards. An effective assessment system ensures that candidates are clearly advised regarding the amount and form of evidence, which is sufficient to prove competency. This should avoid the situation where masses of evidence are provided, requiring assessors to spend more time than necessary per candidate, or too little evidence, making it difficult to judge competence.

(g) Flexibility

Every portfolio or set of candidate evidence is unique. Each candidate will identify and develop his or her own specific set of evidence to prove competency against the standards. This set will be based on the workplace experience of the candidate and will comprise diverse types and forms of relevant and appropriate evidence.

Assessors will take a flexible approach to the assessment of evidence. Clearly, this approach must always take time and cost into account both to ensure the best use of assessor time and the best use of the candidate and his or her employer's time.

An assessment system must evaluate the scope of knowledge and skills covered by the criteria both performance (skill) and underpinning knowledge and understanding.

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

FAIRNESS AND EQUITY

An assessment system and its processes must not disadvantage any person or organisation. All eligible candidates must be guaranteed access to assessment, which does not discriminate on any basis. Assessment guidelines must include an approach for working with candidates who have special needs.

To achieve these principles, the assessment system must exhibit the following characteristics:

- a. The standards, assessment processes and all associated information are straight forward and understandable;
- b. The characteristics of potential candidates are identified, to enable all potential assessment issues to be identified and catered for;
- c. The chosen processes and materials within the system of assessment do not disadvantage candidates;
- d. An appropriate and effective review and dispute resolution mechanism is in place to investigate, examine and redress any issue of unfairness or disadvantage identified, involving access, assessment, certification or any other related issue; and
- e. Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them including reassessment if required.

ASSESSORS

The role of an assessor is to objectively assess and judge a candidate's evidence against a set of standards. In order to do this effectively, an assessor must have a sound knowledge of, and be skilled in, the relevant industry area. In addition, the assessor must have acknowledged competency in assessment itself and hold an appropriate Certificate IV in Assessment and Workplace Training or Certificate IV in Training and Assessment.

An assessor must:

- Interpret and understand the criteria;
- Ensure that evidence meets the standards;
- Ensure that evidence is valid, authentic, reliable, consistent, current and sufficient; and
- Use expertise to make fair and objective judgements.

FORMS OF EVIDENCE

In general, basic forms of skills evidence include:

- (a) Direct performance evidence
 - current or from an acceptable past period;
 - extracted examples within the workplace;
 - natural observation in the workplace; and
 - simulations, including competency and skills tests, projects, assignments

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

(b) Supplementary evidence, from:

- oral and written questioning;
- personal reports; and
- Witness testimony.

Appropriate and valid forms of assessment utilised for both skills and knowledge may include:

- (a) Evaluation of direct products of work;
- (b) Natural observation;
- (c) Skill tests, simulations and projects;
- (d) Evaluation of underpinning knowledge and understanding;
- (e) Questioning and discussion; and
- (f) Evidence from prior achievement and activity.

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

STUDENT PROGRESS

If you wish to enquire about your progress through the course please email info@southerncrosstraining.com.au or call 1300 856 057 and our administration staff will be happy to provide this information verbally and/or by email.

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

Appealing an Assessment

In rare instances, it is possible that you may wish to challenge an assessment outcome. If this is the case, then:

- (a) speak with your Trainer/Assessor in the first instance and if unresolved
- (b) present the request in writing to the Head Instructor

You have the right to represent yourself at all forums where the issue is being discussed and you will have the matter heard within 5 working days.

The outcomes and the reasons for it will be given to you in writing.

COMPLAINTS PROCEDURES

Instances could arise where you may wish to resolve a problem with personalities or the way a course has been delivered or to appeal against assessment results. Southern Cross Training must be objective and ensure the validity of the process and learning outcomes.

The steps to achieve a resolution of a complaint are:

Step 1 : Raise the complaint with Administration Manager. Either email in at info@southerncrosstraining.com.au or call us on 1300 856 057

Step 2: If unresolved with lodge a formal complaint which will then go to the CEO for consideration. You can request a formal complaints form by emailing info@southerncrosstraining.com.au

Step 3 : If unresolved, the matter can be referred to an independent mediator.

At each step of the complaints resolution process Southern Cross Training will allow you to make representation either oral or in writing prior to reaching a decision. If you have problems that do not directly concern Southern Cross Training but may affect your ability to achieve competency, we will refer you to appropriate external support groups for assistance.

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

Section 4. Here today, gone tomorrow ...	Page N°
Graduation	24
Reissuing qualifications	24
Feedback/Evaluation	25
Acknowledgement Declaration	26

GRADUATION

Congratulations – you have finished your course!

Your results and course file will be forwarded to the Head Instructor to make sure everything is in order. We will either:

- (a) Send a Certificate or Statement of Attainment; or
- (b) Contact you for further information.

RE-ISSUING QUALIFICATIONS

Southern Cross Training keeps records of your course with us for 30 years. If in the future you need another copy of your certificate then write us a letter. The letter needs to state:

- (a) Your name (if your name has changed please write both your new name and your name at the time of the course);
- (b) Your date of birth;
- (c) Your current address (and your address at the time of the course if you remember it);
- (d) The course you completed (e.g. Certificate IV in Aged Care);
- (e) When that course started and finished; and
- (f) Any other detail you can give to identify yourself.

We will review your request and either:

- (a) Send a new Certificate or Statement of Attainment; or
- (b) Send a letter explaining why we cant re-issue your qualification at this time and what you need to do from here.

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

FEEDBACK/EVALUATION

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

We monitor compliance with AQTF standards and our policies and procedures through the use of evaluations at the completion of courses/traineeships.

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

Thank you for choosing to study with Southern Cross Training. If you would like any further information please do not hesitate to contact us.

Southern Cross Training

Compliance Innovation Group Australasia P/L RTO:21770 T/as Southern Cross Training

STUDENT HANDBOOK

Acknowledgement Declaration

I acknowledge that I have read and fully understood the contents of this Student Handbook, which outlines the conditions and my rights and responsibilities as a student of Southern Cross Training's training program and that I have also received induction into my training program.

.....
Name

.....
Signature

.....
Date