



Student Handbook

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Welcome to Skills Training Australia

Skills Training Australia would like to thank you for choosing us as your preferred provider to undertake the course of your choice.

Now that you have made a commitment to achieve your goals, we in turn commit to ensuring you a safe and encouraging environment, providing you quality training and assessment to attain those goals.

Whilst you develop and advance your skills and knowledge base, we are here to support you from the commencement of your course through to completion.

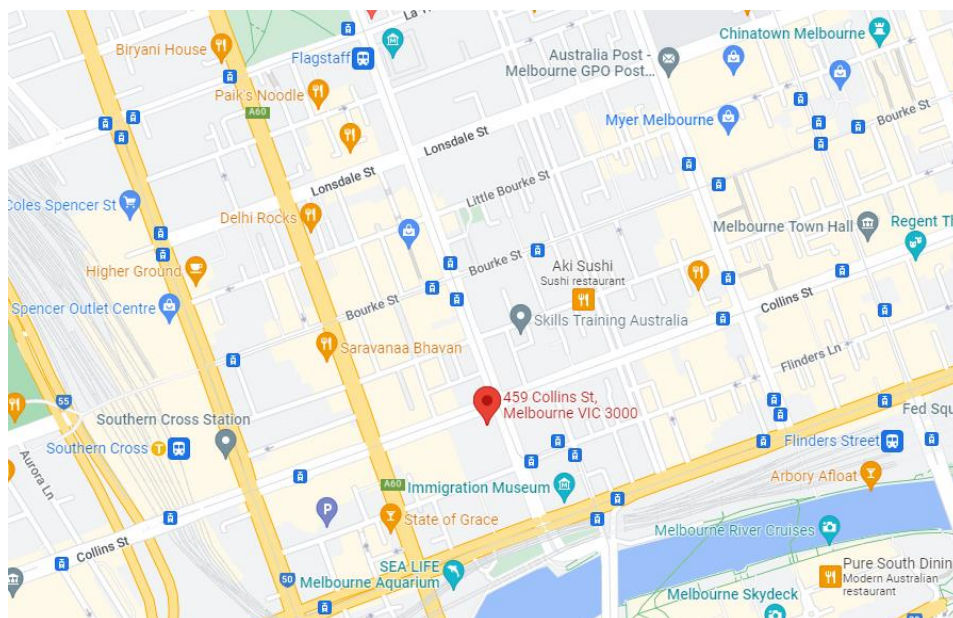
Should you need more help, our training and administrative team will be more than happy to assist.

All the best and good luck with your studies,

The Skills Training Australia Team

<http://skillstraining.edu.au/>

Skills Training Facility



CBD Campus - Melbourne

Level 14 - 15, 459 Little Collins Street

Melbourne VIC 3000

PH: 1300 656 669

Parking: Pay parking located opposite building entrance. City rates apply.

Transport: Southern Cross, Flinders Street and Flagstaff Train Station are approximately 5 – 10-minute walk from the campus

Introduction

Skills Training Australia is a registered training organisation (RTO) delivering nationally recognised qualifications as such we are responsible for the compliance of our training and assessment as directed by the National Vocational Education and Training (VET) Regulator.

Skills Training Australia is committed to ensuring you are equipped with all of the tools and information required to successfully complete your chosen educational pathway. To assist you in your study journey, we have put together the Student Handbook to include all of the information you will need, in one handy place. Additional information is of course still available to you if required and separate parts of this document can be reproduced if needed.

On Induction into your chosen course, your trainer or representative from Skills Training Australia will run through the contents of this booklet and ensure you are fully aware of your rights and responsibilities. The induction will be conducted:

- In class if you are a class-based student
- Remotely – via zoom meeting or class

If at any point you would like further information or clarification, please don't hesitate to contact your trainer in the first instance or one of our helpful student services staff via studentservices@skillstraining.edu.au.

Student Admissions

Application Form

All students wishing to apply for entry into a qualification delivered by Skills Training Australia will be required to complete a Student Application Form. The application will need to be submitted along with **colour certified copies of required documents**. If you hold a current Centrelink concession card or are a registered job seeker, please make sure you also attach copies of these documents for us to accurately assess your application.

Pre-Training Review

A Pre-Training Review is an assessment of an individual's current competencies including **Language, Literacy and Numeracy** skills in order to determine suitability for the chosen qualification. This will govern whether you meet the selection criteria and whether there is a need to provide any additional support whilst undertaking study.

Recognition of Prior Learning (RPL)

RPL is an assessment process that involves the collection of evidence against each unit in a qualification. A RPL assessment can be used to qualify for partial or full recognition in a qualification.

RPL must be offered and completed prior to the commencement of the structured training. The relevant Program Manager can make a time to discuss your application in more detail.

If you would like more information regarding RPL, please contact us or refer to the Skills Training Australia website.

Credit Transfer (CT)

CT is where you may be granted acknowledgement on the basis of prior studies gained through other RTOs or education providers such as TAFE.

For example, you may have completed the same unit of competency at another institution undertaking another course; this will be recognised if the unit is the same both in terms of title and unit code number. In the event that a course title and/or code are not an exact match, a mapping process will be conducted to identify whether the unit requirements have been met. This also includes units/qualifications held from previous training packages.

Where CT is being applied you must provide the unit, subject or competency information in the statement format and the original documents including the qualification certificate or statement of attainment and related academic transcript.

Applications for CT should be made prior to course commencement. Application is made to the Program Manager who is responsible for the unit.

The granting of credit transfer may shorten the course duration and/or course cost; you will be advised of this upon finalisation of the credit transfer process.

Course Information

Skills Training Australia deliver courses within the Health and Aged Care industries to students studying at our campus. Each course delivered is nationally recognised and supported by industry through an in-depth consultative process.

Course Packaging

The course you select to study has been packaged to meet the rules and requirements of the registering bodies, and will ensure the qualification you gain meets industry standards, and provides you with the best opportunities in the future.

Unit of Competency

The course you are studying is broken up into smaller components called Units of Competency. Each course and Unit of Competency is identified by a code – these codes identify them as being nationally recognised. Each course has a set minimum number of units to be completed for a certificate to be issued.

Resources

Skills Training Australia provides a suite of resources to support your study. The resources selected are up to date and reflect industry requirements. These include simulation laboratory, student learning management system (LMS) Canvas and a range of books and e-learning materials.

Student Information

Unique Student Identifier

It is an Australian Government requirement that all students must have a Unique Student Identifier (USI) allocated to them when studying nationally recognised training in Australia.

The USI will allow the student to access their enrolment and achievement records from a single online source, providing easy, reliable lifelong online access to training history records. For further information please contact Skills Training Australia.

Student Code of Conduct

Everyone has the right to study in an environment free from discrimination, harassment and be treated in a fair and considerate manner whilst studying with Skills Training Australia.

Regardless of a student's cultural background, gender, sexuality, disability or age, all students should expect to be treated fairly and equally.

For further information, please refer to [Code of Conduct policy](#).

Child Safety

All students under eighteen (18) years of age who are studying at Skills Training Australia have a right to feel and be safe. Skills Training Australia wants children to be safe, happy and empowered; Skills Training Australia supports and respect all children and is committed to the safety, participation and empowerment of all children.

Skills Training Australia has zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures. We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.

Our designated child safety officer (Leeanne Mond Imond@skillstraining.edu.au) provides a single contact for children, parents and personnel to seek advice and support regarding the safety and wellbeing of children.

Timetables/Scheduling

You will be provided with a schedule for training and assessment once your student application is processed. Any changes to course dates and/or times will be advised in advance. In the event a class is cancelled, you will be notified of any re-scheduling arrangements.

In an event outside of STA's control e.g. statewide lockdown and restriction on people movement, STA reserves the right to change the mode of delivery from face-to-face to online learning or hybrid classes.

Student Attendance

It is expected that all students attending class-based courses attend as per their schedule of training. Some courses have a requirement of 80% attendance in order to achieve competence (Nursing).

In the event you are unable to attend a scheduled class it is your responsibility to contact Skills Training Australia at your earliest convenience. A make-up class will not be offered, however you should be encouraged to ask a fellow class member to take notes and/or provide handouts. If this is not possible your Trainer/Assessor will hold any materials over for you until the next session, unless other arrangements are made.

Classroom Behaviour

To ensure all students receive equal opportunities and gain maximum benefits from their time with Skills Training Australia, rules apply regarding classroom behaviour. Any person displaying

dysfunctional or disruptive behaviour may be asked to leave a particular session or course. Dysfunctional behaviour may include continuous interruptions to class, smoking in non-smoking areas, being disrespectful to fellow class members, harassment by use of offensive language, sexual harassment, bullying, acting in an unsafe manner placing themselves or others at risk, refusing to participate when required in group activities, continued absence at required times.

Any student asked to leave a session or course has the right to appeal through our appeals process.

Mobile phone usage is not permitted during class.

Social Media

Students may use social media in their learning consequent upon Skills Training Australia's encouragement of the use of new technology in innovative ways to enhance learning and engagement. Any such use must also comply with Social Media policy.

When using social media in the context of education training, and when making identifiable personal use of social media students must:

- ensure that the use, including content published, complies with all relevant rules of Skills Training Australia;
- when making a statement on a matter of public interest, expressly state that the views expressed are those of the student and not those of Skills Training Australia (unless they are officially authorised by Skills Training Australia);
- be respectful and courteous in communications;
- adhere to the Terms of Use of the relevant social media provider; and
- comply with the law, including laws about copyright, privacy, defamation, contempt of court, discrimination and harassment.

For further information please refer to the *Social Media Policy* on the website.

Assessment and Study Requirements

We understand there may be a number of students who have been out of the study environment for a number of years. Skills Training Australia is here to assist you in order to ensure your time with us is as informative and enjoyable as possible.

Should you require assistance on how to submit assessments, please do not hesitate to contact us. The following information may also be of benefit to you:

Course Progression and Attendance

Skills Training Australia monitors course progression as well as attendance to ensure students remain engaged with their studies and in line with their training schedule. Support strategies will be provided for students identified as being at risk of not meeting, or if they have not met these requirements.

Submission of Assessments

Assessments must be submitted with the required paperwork attached, your name clearly marked, and copies taken prior to submission for your records.

When quoting from a text, ensure you place the referenced passage in open and closed quotation marks (eg. "Skills Training Australia") and reference the passage by recording the details of the book and its writer, eg:

Martin, J. (1991). *Rapid application development*. Englewood Cliffs, NJ: Prentice-Hall.

Should you submit an assessment using a word processor, please ensure the font you select is clear and large enough for your trainer/assessor to read. Clear and legible fonts can include:

Times New Roman – Point Size 12 Point Size 11 Point Size 10

Calibri – Point Size 12 Point Size 11 Point Size 10

Arial – Point Size 12 Point Size 11 Point Size 10

It is the responsibility of the student to ensure documents are referenced correctly. There is a selection of styles available and students should seek further advice from their Trainer/Assessor as to the style required for their selected studies.

Assessment Due Dates

Due dates for assessments are included on your schedule of training. It is expected that your assessment will be submitted via CANVAS by the due date. Should you have a valid reason for not submitting your assessment by the due date an Assessment Extension Request form must be completed and submitted to the Trainer for approval. Extensions are only approved for **one** week and students are only allowed **one** extension per assessment.

If no valid reasons exist and assessments are repeatedly handed in passed the due date, or cease to be handed in, penalties will apply.

Penalties can be but not limited to:

- Automatic withdrawal from the Skills First Program (VIC) funded place for the unit/s in question
 - This will necessitate the student to re-enrol into the unit/s paying the full fee for service per nominal hour amount as per the course fees should he/she wish to continue
- Suspension of training
 - Student's progression will be suspended until all outstanding unit/s have been received
- Cancellation of training
 - Student may be withdrawn from full qualification

Management will determine and provide the authority of the appropriate action on a case by case basis.

Academic Integrity

Academic misconducts include but are not restricted to: cheating, contract cheating (ghost writing or academic work outsourcing), plagiarism, collusion and other forms of improper collaboration during the preparation of any prescribed assessment tasks.

Plagiarism is submitting or presenting the thoughts, writings or other work of someone else as though it is your own. It includes any of the following without acknowledgement of the original source/s; it also includes the preparation or production and submission or presentation of assignments or other work in conjunction with another person when that work should be your own independent work. Plagiarism is also considered breach of copyright laws.

Cheating is obtaining or attempting to obtain, any improvement in evaluation of performance by any dishonest or deceptive means. Cheating includes but is not limited to copying from another's test or examination using or displaying notes, "cheat sheets", or other information devices inappropriate to the prescribed test conditions.

Contract cheating is when students employ or use a third party to undertake their assessed work for them, and these third parties include but are not limited to: essay writing services, friends, family or other students, private tutors, copyediting services, and agency websites.

Academic misconduct, plagiarism and cheating of any kind will not be tolerated and such action constitutes academic dishonesty. Students submitting work where plagiarism and cheating is identified will be investigated and may instigate disciplinary procedures. Refer to Academic Integrity policy and procedure.

Assessment Marking

All assessments are marked using the competency-based assessment system. Once your assessment is submitted and marked by your Trainer/Assessor, you will be given a mark of either C – Competent or NYC – Not Yet Competent. If you are marked as NYC, you can discuss re-assessment with your trainer. Once you have been provided a grade that will be the grade for the assessment.

No student will be allowed to attend practical placement until relevant assessments have been deemed Competent.

Decision Making Rules

Every task must be completed satisfactorily for competence to be achieved. For graded units, competence must be demonstrated before a mark will be given.

Reasonable Adjustment

Reasonable adjustment for assessment tasks for a unit may be requested by the student for consideration by the Trainer/Assessor and Program Manager for the methods by which evidence is collected. However, the evidence criteria for making competent/not yet competent decisions must be the same irrespective of the group and/or individual being assessed.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time, varying the venue)
- the evidence gathering techniques (e.g. use of a scribe, modifications to equipment).

Special Consideration

- Students can apply for special consideration if personal circumstances or illness have adversely affected their result in an assessment, or their ability to undertake an assessment. If they wish to seek special consideration, a special consideration form must be completed no later than 3 days after the due date of the assessment and submitted to the relevant Trainer/Assessor

Access to Academic Records

Current students may access current and accurate records of their participation and progress; these records are available upon request to their respective Trainer/Assessor or a Skills Training Australia representative who will arrange a time and date for access. Should a student request access to view his/her file, the student must provide the request in writing including if he/she requires a copy of any content.

*Note: Students should ensure that a copy of their work is taken prior to submission.

If a student has indicated that there has been a change of personal details eg name, address change etc., the individual must put this in writing providing suitable evidence of the change. The request may be provided using FM120 Student Details Check or a signed letter of authority.

All students have continuous access to their records in the student online portal for the duration of the course.

Students also have access to their progress through feedback provided by their Trainer/Assessors. Students also receive progress updates via phone/text/email contact from Skills Training Australia representatives.

If requested by the employer, Skills Training Australia also provides monthly progress reports to employers for those students accessing employer-based training.

Student Feedback Surveys

Skills Training Australia values the experiences of its students and collects feedback at various stages of the course. This feedback assists us to improve upon the services we provide and may come via a phone call, email/Survey Monkey/google form or survey tick sheet. Your participation in this process is highly valuable and we look forward to receiving your responses.

Disclosure (Sharing)

Information collected or held by Skills Training Australia will only be disclosed to third parties after written consent has been obtained by the individual or where required by law. This may include:

- The individual's authorised representative or legal advisors;
- Government and Statutory Authorities where required by law;
- National VET Regulator auditing purposes.

Skills Training Australia will make all reasonable effort to secure and protect confidential information from unlawful disclosure. No personally identifiable information will be disclosed by Skills Training Australia without the consent of the individual(s) concerned.

Skills Training Australia is 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 VET Data Collection kept by 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 student's 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 the student's personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. The student's personal

information may be used and disclosed by NCVET 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 NCVET 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 NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf.

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

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

If you would like to seek access to or correct your information, in the first instance, you must contact Skills Training Australia.

DESE is authorised by law, including the Privacy Act and the NVET 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

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

Contact Information

At any time, student may contact the College by sending an email via info@skillstraining.vic.edu.au 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 policy and procedure.

Department of Education Contact

Students may also receive an invitation to participate in a Department endorsed project and/or being contacted by the Department (or persons authorised by the Department) for audit, review or investigation purposes.

Smoking

Smoking is not permitted on the premises of Skills Training Australia, including the public toilet facilities. Designated smoking areas are provided externally to all training facilities for use by students.

Focus on Student Needs

Facilities - Student Lounge

A student lounge is located on level 15 and available for all students of Skills Training Australia. Facilities include: fridge, microwave, dishwasher, tables and chairs.

It is an expectation that all students are responsible for cleaning up after themselves and have the consideration for others using the facility.

Faith Practice and Prayer Room

Skills Training Australia enrolls and employs many students and staff from around the globe, which require special needs in order to carry out their daily living needs. At each campus Skills Training Australia has provided a private room on campus for faith practice and prayer during opening hours. The Prayer Room is located on level 14.

Student Computers

A computer area is provided for students for study and homework purposes. Students are encouraged to bring own Laptop and use WIFI on campus. I-Pads are available to borrow from reception but have to be returned during the same day.

Library and Resource Centre

Resources are provided for students including a library. A two-week period is granted for any borrowed resource with an extension granted providing the request is made prior to the due date and the resource has not been requested by another person. Should the borrowed resource be more than one month overdue, the student will be required to pay the current purchase price. STA encourages all students to join City and/or State library for access to a wealth of books and academic journals. It is free!

Student Support Services

STA provides an enriching and supportive environment. Our Student Support Services will help you adjust to study life and provide you with the continuing support to enhance your learning experience. Our Reception on level 14 is your first point of contact for advice regarding courses, accommodation, employment assistance, non-academic matters or welfare support. Trainer/Assessors will act as mentors for study management and goal setting activities.

For academic counselling including meeting course requirements, course progress, attendance issues please make an appointment to talk with the Course Coordinator.

Skills Training Australia can provide assistance with provision of information regarding external counselling services to deal with personal issues. If you require any further information or assistance in this area, please contact us.

General academic and language support can be booked by contacting study@skillstraining.edu.au.

STA also strongly recognises that some groups in society may at times need special assistance. Groups such as those from an Aboriginal and Torres Strait background, older students with limited experience of further education, students with disabilities and students from non-English speaking backgrounds may require specialised assistance to help them complete their studies. STA is able to provide initial assistance and then assist students to access this specialised help as needed. Some of the support

organisations for Aboriginal and Torres Strait Islander students include:

- [Victorian Aboriginal Health Service](#)
- [Aboriginal Family Violence Prevention and Legal Service](#)
- [Victorian Aboriginal Community Controlled Health Organisation Inc.](#)
- [Victorian Aboriginal Community Services Association](#)

External Student Welfare Support Services

Type of Assistance Required	Name of Support Service	Contact
Police, Ambulance, Fire	Emergency Services	000
Alcohol and Drugs	Direct Line - <i>Provides counselling, information and referral service for you or someone you know with a Drug or Alcohol problem.</i>	1800 888 236 https://www.directline.org.au/ https://www.health.vic.gov.au/alcohol-other-drugs
Depression/Suicide	Lifeline - <i>Connects people with care.</i> Beyond Blue - <i>provides nationwide access to information, advice and referrals around depression, anxiety and related conditions.</i>	13 11 14 www.lifeline.org.au 1300 22 46 36 www.beyondblue.org.au
Ethnic /Multicultural Assistance	Ethnic Communities Council of Victoria Migrant Information Centre	9349 4122 www.eccv.org.au 9285 4888 www.miceastmelb.com.au
Financial Matters	Credit Helpline	9602 3800
Legal Assistance	Legal Aid	350 Queen Street, Melbourne (03) 9269 0120 http://www.legalaid.vic.gov.au/
Men's Support	Mensline	1300 78 99 78 www.mensline.org.au
Sexual Assault	Sexual Assault Crisis Line - <i>Crisis counselling service for victim/survivors of both past and recent sexual assault</i>	1800 806 292 www.sacl.com.au
Translating and Interpreting	Translating and Interpreting Service <i>Interpreting service, provided by the Department of Immigration and Citizenship, for people who do not speak English and for the English speakers who need to communicate with them</i>	13 14 50
Medical & Sexual Health Clinic	Medical One QV/Sexual Health Clinic 23 QV Terrace/292 Swanston Street Melbourne Vic 3000	8993 7000

Professional Experience Placement

What is Professional Experience Placement?

Professional Experience Placement (Practical Placement) is structured workplace learning that prepares students for the workforce and enhances their employability skill set. It is a component of many courses, designed to help students better understand what they have learned by putting it into practice in a designated workplace.

For students, practical placement is an opportunity to:

- Learn in a workplace relevant to their qualification
- Practice skills over a period of time in real work situations
- Engage and learn from experienced staff members who will assist students put their theory into practice
- Have access to real technology, equipment, clients and organisational policies and procedures

Professional Experience Placement Requirements

Professional Experience Placement is a mandatory component of all qualifications offered by Skills Training Australia. The amount of placement hours varies depending on the qualification, however if you are working in an industry relevant to your qualification your workplace sign-off can be completed by your employer.

Before sending our students out on Professional Experience Placement we must ensure that you are fully prepared and ready for the work environment. This includes confirming that a student:

- Has a current National Police Check at the beginning of every year
- Has a current Working with Children Card (if applicable)
- Presented evidence of all required immunisations
- Is at a point in the qualification where practical placement can commence (through review of class attendance, current submissions and trainer feedback); and
- Has returned/signed all required placement documentation for the Host Employer
- All assessments have been deemed Competent prior to placement

Can students source their own placement?

We have strong industry relationships with preferred placement providers who are willing to support our students through placement. On commencement of your program we will review our current partners and find a suitable Host based on your field of training however, students may choose to source their own practical placement. (Please note: Diploma of Nursing students are unable to source their own practical placement)

If you have found or been in contact with an organisation that is of interest to you, you must contact Skills Training Australia and provide the contact details for that organisation so we are able to undertake a review and confirm if the organisation is a suitable fit for your qualification.

Note: We cannot guarantee that all student sourced placement can be secured.

National Police Check

Students undertaking practical placement are required to obtain a National Police Check. The cost of the police check is borne by the student however Victoria Police offers a reduced fee for issuing National Police Certificates for student placements. Skills Training Australia will advise the student regarding eligibility requirements.

Where a student has been identified as having a disclosable outcome, it is up to the student to contact the Program Manager should he/she wish to disclose the outcome and discuss. The student is advised to contact the employer prior to placement to arrange an appointment to discuss the matter allowing the host employer to make an informed decision.

Note: The decision of the suitability of the applicant rests with the host employer where placement is to be undertaken.

The use and retention of the information contained on the National Police Certificate may be subject to State or Commonwealth legislation. The recipient is therefore urged to make own inquiries with respect to any applicable legislative obligations or requirements.

Police check application details and frequently asked questions can be found at the following site: www.police.vic.gov.au

How long does it take for a National Police Check to be processed?

For a National Name Check, please allow a minimum of 10 working days from the date of application. The process may be further delayed if information is required from interstate jurisdictions pertaining to the national name search.

You may contact the Public Enquiry Service on 1300 881 596 to check the status of your application or to make a booking for any services.

To ensure a current Police Check, please obtain a new Police Check every calendar year.

Working with Children Check

For certain qualifications, students undertaking placement may be required to obtain a Working with Children Check. This will be advised at the time of enrolment and the cost borne by the student.

Working with Children Check application details can be found at the following site: www.workingwithchildren.vic.gov.au/

Immunisation

Immunisation is the responsibility of the student. It is recommended that an informed, individual choice is made about this matter. Students should refer to a doctor of their choice for discussion and advice.

Students will come into contact with a large variety of individuals while attending placement. Some of these people may have a communicable disease. Immunisation is one of the most effective public health measures for the control of communicable diseases, protecting both the individual and the community as a whole.

For the protection of students and of potential clients, evidence of immunisation status is required by all placement facilities prior to attendance. This will be in the form of documentation from a doctor or an official digital vaccination certificate.

General Information - Termination

Where a student is deemed 'Not Satisfactory' on placement, a repeat placement will be arranged as soon as practical. The cost for the repeat placement will be determined by Skills Training Australia (if applicable). Termination must be communicated verbally to each party immediately upon its occurrence, followed by notice in writing to each party giving the reasons for the termination.

Where can a student find more about placement?

Students can refer to the practical placement agreement for more information. This includes responsibilities of Skills Training Australia, Host Employer and Students before, during and after placement has been completed or alternatively you can contact Skills Training Australia for more information

Student Administration

Student Files

In accordance with current legislation, record keeping in the form of a student file is a requirement for each enrolled student. Your student file in addition to your enrolment documentation contains:

- all records relating to participation of training
- submitted assessments
- Trainer/Assessor note/s
- any communication between Skills Training Australia/yourself/Trainer/Assessors and any other documents such as assessment extension requests.

These records are required to be retained for a period of 7 years; are made available for audit purposes; and ensure the ability to re-issue Certificates or Statements of Attainment as required.

All student files are confidential with record keeping complying with the Public Records Act (Vic) and all other contractual requirements.

Student Withdrawals

Students wishing to withdraw from their course must notify Skills Training Australia by completing the Withdrawal form and submitting it to Student Services via studentservices@skillstraining.edu.au.

Student Completions

Once students have achieved competency in all units of their course, the completion process will commence. This process ensures all course documentation is received, work placement is completed, Training Plans have been signed and employers have signed off (if applicable).

Student Certificates

Upon successful completion of your course, a Certificate and Transcript will be issued. If you withdraw before completing, a Statement of Attainment will be issued for units you have achieved competency in. Skills Training Australia will issue these in line with the Australian Skills Quality Authority standards and any applicable state contract guidelines provided all requirements are completed, including practical placement, if applicable, and full remittance of any outstanding fees. Student completion documents will be issued within 30 working days after submission of final assessment.

Career Pathways

Upon successful completion of your course, you may wish to develop your skills and knowledge and enrol into a higher level qualification that is relevant to your chosen field of interest.

Skills Training Australia is happy to discuss your options and to assist you to reach your goals and objectives.

Occupational Health and Safety

Skills Training Australia is committed to ensuring the highest level of safety, health and welfare for all students in accordance with the Occupational Health and Safety (OHS) Act.

All students have a responsibility to cooperate and work within OHS guidelines to ensure not only their own safety but the safety of others as well. This includes but not limited to following workplace procedures, reporting immediately any damaged equipment or identified risks, reporting any accidents/incidents/near misses/injuries, using Personal Protective Equipment (PPE) when required, encourage others to follow safe work practices.

For further information, please refer to the *Occupational Health and Safety* policy on the website.

Finance

STA Guarantee

Upon enrolment, Skills Training Australia guarantees that having received a student's fees we are committed to providing quality training and assessment from the commencement through to completion for the chosen qualification or course.

In the unlikely event that Skills Training Australia is unable to meet the above guarantee, we will advise the student providing a commitment to offering an alternative study mode or program that meets similar outcomes.

Should Skills Training Australia be unable to offer an alternative program, we will recommend another suitable RTO that delivers these services. In these set of circumstances, the following will be adhered to:

- Skills Training Australia will speak to industry to ascertain alternative RTO/s that can provide the individual with the best training options
- Skills Training Australia will speak to the student regarding the options
- Once a suitable RTO has been chosen, all hard-copy files and system records will be provided to the RTO
- Any fees paid for tuition yet to be delivered will be refunded to the individual

Note: The student is not obligated to accept any alternative offers from Skills Training Australia and may request a refund instead.

Fees and Charges

Government Subsidised Programs

Skills Training Australia's Fees and Charges for training programs are based on the student's circumstances and whether they are eligible to attract a Victorian State Government subsidised training place (Victorian students only).

Skills Training Australia holds a contract with the Victorian State Government to access subsidised training places through the Skills First Program for specific qualifications. A student must meet specific eligibility criteria in order to be eligible for a funded place.

VET Student Loans

Skills Training Australia is also an approved provider for VET Student Loans. VET Student Loans allows eligible students to access a loan to pay part or all tuition fees for *approved* Diploma or Advanced Diploma courses.

Eligible students can either:

- Access the loan to pay all tuition fees (up to the loan cap limit)
- Access the loan to pay part of the tuition fees and pay the remaining balance

The loan is repaid through the Australian tax system. When students reach the minimum income threshold for repayment. There is a loan fee of 20% for full fee-paying students.

Please refer to the course fee schedule and the eligibility criteria, on the Skills Training website. Alternatively, contact the office and speak to one of our staff members.

Fee Payment Options

You can pay tuition fees with cash or electronic funds transfer with payments being made t

Account Name: Skills Training Australia

BSB No:013-525

Acc No: 49633406

NB: Description for payment to be invoice number and student/client name for allocation of payment

For students paying their fees direct, Skills Training Australia will not collect more than \$1500 in advance before the relevant services have been provided.

Students can contact our Finance Department on 1300 656 669 to discuss all account related matters.

Fees for RPL: For all training programs, the RPL fees are on a fee for service basis.

Should Student Fees be Owing

Skills Training Australia will contact the student should an account for tuition fees have an outstanding balance at the prescribed date for payment. Students will be contacted by phone; in writing or if the issue is not resolved escalated to the CEO for resolution.

If payment of tuition fees is not settled in this instance, penalties may apply until such time as all outstanding monies have been repaid.

Penalties can be but are not limited to:

- Suspension of training and/or Placement activities
- Cancellation of training and/or Placement activities
- The student's qualification certificate withheld

Should there be extenuating circumstances as to why a student is unable to pay their fees at the prescribed date, then this must be put in writing for review.

Students have the right to appeal decisions as per the *Academic and Non-Academic Grievance Policy and Procedure*.

Fee Refund Policy

For those students who pay fees upfront:

If you wish to seek a refund from your training program, you have up to 30 days after the commencement of your training to apply.

Once 30 days has elapsed, no refund of fees paid will be reimbursed. Please refer to the Refund Policy on the Skills Training Australia website.

For those students eligible for VET Student Loans:

The student withdrawing from the unit on or before the census day does not have to request a refund; the action of withdrawal is sufficient. 100% of tuition fees that have been paid for that unit will be refunded to the student. The student will not incur a VET Student Loan debt.

No refund of tuition fees is applicable in the event of a student withdrawing from a unit of study after census day for that unit of study. The student will incur a VET Student Loan debt.

Other Fees

Re-issue of a Certificate or Statement of Attainment

Re-issue of a Certificate or Statement of Attainment incurs a \$60.00 fee.

Replacement of Student ID card

For students who misplace their ID cards and require a replacement, the cost is \$15.00.

Re-enrolling into failed unit/s

Skills Training Australia will charge the applicable enrolment fee should a student need to re-enrol into a unit if the student's assessment has been marked as 'not yet competent' after 1 resubmit. The fee will be dependent on the applicable charges for the qualification.

Copies of assessment records for inactive students

Inactive (former) students seeking copies of their assessment records once archived incur the following fees:

- An administrative fee of \$30 to recall the file from archive, scan and email records to the individual
- An administrative fee of \$60 to recall the file from archive, copy and mail records to the individual

Skills Training Australia has the right to ask the former student to verify in writing his/her identity and contact details for correspondence prior to releasing information.

Note: Current student have access to their academic records at no charge however copy charges apply if a student requests a copy of any content.

VET Student Loans

Skills Training Australia is approved to offer VET Student Loans for specific Diploma qualifications. For further information please refer to the website.

Refund of Tuition Fees & Re-crediting a FEE-HELP Balance

For eligible students Skills Training Australia will repay a student entitled to a VET Student Loan any VET tuition fees that he/she may have paid for a VET Unit of study if the student withdraws from that unit on or before the census day.

Students who withdraw from a unit after the published census day, or fail to complete a unit, will not have tuition fees refunded and will incur a VET Student Loan debt for that unit.

Students can however apply to have their FEE-HELP balance re-credited only with respect to the unit if they believe special circumstances apply where:

- these circumstances are beyond their control, and
- these circumstances did not make their full impact on the student until on, or after the census date; and
- these circumstances were such that it was impracticable for the Student to complete the requirements for the Unit.

For further information please refer to the the *VET Student Loans Tuition Protection Arrangement* policy and procedure, the *VET Student Loans – Withdrawal and Deferral policy and procedure* and the *VET Student Loans – Refund*–policy and procedure on the Skills Training Australia website.

General Information

Access and Equity: Fair Treatment and Equal Benefits and Opportunity

Skills Training Australia will provide access to training and assessment opportunities for all prospective students through the provision of a transparent selection process based on equity principles. Access and equity principles include timely and appropriate information, advice and support services to assist prospective students to identify and achieve their desired outcomes.

For further information, please refer to the *Access and Equity, Code of Conduct and Fair Treatment and Equal Benefits and Opportunity* policy on the Skills Training Australia website.

Complaints, Grievances and Appeals

Skills Training Australia provides complaint, grievances and appeals process for all students that is fair, transparent and equitable, whilst seeking to provide satisfactory outcomes for all parties involved.

What is a complaint? Any type of problem, concern or grievance about the learning environment, related activities and functions. They include the conduct of another student, discrimination/harassment or bullying, workplace safety or environmental issues.

What is an academic grievance? A complaint made on the basis of something that an individual feels is unfair relating to student progress, assessment, course content or awards.

What is a non-academic grievance? A complaint made on the basis of something that an individual feels is unfair unrelated to those stated under academic grievance. Non-academic grievances could arise from events that may occur or from decisions made by Skills Training Australia.

What is an appeal? A formal request to a higher authority requesting a change in or confirmation of a decision. It is a process whereby a client (i.e. student), or other interested party may dispute a decision made by Skills Training Australia.

Academic and Non-Academic Grievance

In the first instance, students are advised to talk to staff at Skills Training Australia to resolve any issues of concern either by:

- Visiting the office in person; or
- Contacting the office by phone on 1300 656 669

If a satisfactory outcome cannot be reached, the matter may be put in writing by:

- Completing FM212 Notification of Formal Complaint; or
- Composing a letter with the full details of the grievance; or
- Submitting an email/fax with the full details of the issue

To lodge in person:

- CBD Campus: Level 14, 459 Little Collins Street, Melbourne Vic 3000

To mail details post to:

- CBD Campus: Level 14, 459 Little Collins Street, Melbourne Vic 3000

Appeal Against an Official Decision made by the College

The student may also lodge an appeal against an official decision made by Skills Training Australia by submitting an Appeal Form to Student Services within 20 working days of receiving the notification.

Note: Students with VET Student Loans are provided 28 days to access the appeals process before the cancellation of their enrolment.

Withdrawal of Grievance/Complaint or Appeal

The student may withdraw a grievance/complaint or appeal at any time during the resolution process. The student must make the withdrawal in writing and submit it to the relevant staff member. Alternatively, the student may send an email to the relevant staff member using his/her email address that is registered with the College

For further information, please refer to the *Academic and Non-Academic Grievance* policy and procedure on the Skills Training Australia website.

Privacy and Confidentiality

Skills Training Australia is committed to ensuring compliance with the privacy requirements of all students through the Privacy Act 1988 (Cwth). We will ensure all personal information held remains confidential and protected and only used and/or disclosed in line with our *Privacy and Confidentiality* policy.

For further information please refer to the *Privacy and Confidentiality* policy on the Skills Training Australia website.

Harassment and Discrimination

Skills Training Australia is committed to providing an environment free from discrimination and harassment. All complaints are treated confidentially, seriously and sympathetically. Relevant disciplinary action may be taken against any individual deemed to have breached these rights.

Harassment is an unwanted behaviour that can take many forms and may involve inappropriate actions, behaviour, comments or physical contact that is objectionable or offensive, including sexual harassment.

Discrimination is when a person considers they have been treated unfairly and would refer to one of the following protected attributes:

Age, disability/impairment, industrial activity/inactivity or employment activity, lawful sexual activity, marital status including defacto and same sex partnerships, physical features, political belief or activity, pregnancy, race, religious belief or activity, sex, gender identity, breast feeding, status as a parent or carer and family responsibilities, personal association with someone of the above attributes, irrelevant criminal conviction.