

STUDENT HANDBOOK

State Institute of Training

RTO 45205

www.sit.vic.edu.au

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WELCOME

Welcome to JMD Business Institute trading as State Institute of Training (SIT).

The purpose of this Handbook is to provide you with all the information that you need to know about studying with State Institute of Training.

Studying Through State Institute of Training

State Institute of Training was established to support the pursuit of quality education. We have a genuine belief that education is the single greatest quality a member of the community can have.

Aligning our capabilities to your learning objectives generates a powerful nexus of ideas and potential solutions that can enhance your career and quality of life, as well as that of the overall community.

Our Obligation as your RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

Our Contact Details

Contact Name: Kesu Basi

Contact Number: 0411025745

Email: info@sit.vic.edu.au

www.sit.vic.edu.au

Level 1, 29 James Street, Pakenham VIC 3810

COURSES

Courses Provided by State Institute of Training

BSB40920 Certificate IV in Project Management Practice

BSB50820 Diploma of Project Management

See our course outline available through our web site or via email for detailed information.

SELECTION AND ENROLMENT

State Institute of Training accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

- To apply to enrol in a course, you must complete an Application for Enrolment Form
- If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline)
- If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.
- Once you have completed your enrolment form and gathered all the necessary evidence (including Pre-enrolment 3rd Party Report), send it to info@sit.vic.edu.au along with non-refundable application fee of \$250.00. You will be contacted within 3 days to let you know the status of your application/ enrolment and to confirm your details.
- As part of the entry requirements you will be required to attend a Pre Training Review interview (face-to-face or phone). You will also be required to participate in a LLN Assessment
- Upon approval of your application/enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

Client needs are established in a number of ways:

- The Enrolment Form also captures relevant information surrounding client needs.
- Pre Training Review and LLN Assessment
- Once verified the course is suitable for the client and if there are any identified support requirements, the RTO will advise the student of the outcome.
- Following which the student agrees to and signs the Enrolment Agreement.
- All participants receive a Confirmation of Enrolment letter and individualised Course Schedule.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI.

CREDITS

- A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.
- State Institute of Training can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.
- There is no charge to apply for Credit.
- To apply, fill in the Credit Application Form and submit it as part of your application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.
- Make sure you attach certified copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.
- In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.
- You will be advised in writing of the outcome of your Credit Application.

RECOGNITION OF PRIOR LEARNING

- Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.
- State Institute of Training has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option.
- You should ideally apply for RPL at the time of enrolment.

- If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.
- A trainer/assessor will be available to assist you throughout this process.
- To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form.
- Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.
- From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.
- Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us. Alternatively - you may wish to insert details here regarding the application fee and any other fees and charges involved in RPL (or not if these vary from course to course).
- For more information about submitting an application for RPL, contact the head office.

COURSE LOCATIONS

All training takes place at Level 1, 29 James Street, Pakenham VIC 3810

Public Transport

You can get to our training centre using public transport. Pakenham Train Station is located a short walk away and there are also bus stops located nearby.

Driving

There is parking availability in car parks in the surrounding streets. These all incur parking fees. It is recommended that when attending classes' students use public transport.

COURSE ORIENTATION

- At the start of your course will be provided with an orientation session. The orientation session will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.
- The orientation will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.
- The orientation also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

- At your orientation you will receive your first set of learning materials so that you can start on your learning journey.
- General housekeeping arrangements are also discussed as stated in the section below.

STUDENT CODE OF CONDUCT

Students have the right to:

- Be provided with the Educational and Support Services as outlined in the Enrolment Agreement.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Receive training, assessment and support services that meet their individual needs.
- Access the support they need to effectively participate in their training program.
- To access all SIT services and facilities related to this course of study during the period of their enrolment.
- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to SIT's Privacy Policy.
- Access the information State Institute of Training holds about them.
- To Complain and Appeal about any behaviour or decisions made by SIT that may affect the educational outcomes they are seeking.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- To obtain a Refund for services in case of Provider Default and as per Refund Policy.
- Provide feedback to State Institute of Training on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Student Obligations

Throughout their training and involvement with State Institute of Training, students are expected to:

- Treat all SIT staff, students and property with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Notify SIT if any of their personal or contact details change.
- Provide relevant and accurate information to State Institute of Training in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.

- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Maintain class attendance and course progress requirements
- Make payments for their training within agreed timeframes, where relevant.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

COURSE EXPECTATIONS AND REQUIREMENTS

- The training and assessment offered by State Institute of Training focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.
- Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance.
- Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

ATTENDANCE REQUIREMENTS

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

ASSESSMENT ARRANGEMENTS

At the beginning of each unit your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement, which includes the criteria that you’ll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

- Assessments should be submitted directly to the trainer/assessor.
- You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.
- Written work will be marked within 15 days of receipt. Your assessor will provide you with written feedback (as required) and confirm the outcome of the final assessment result on the Assessment Outcome Form.

Assessment outcomes

- Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS).
- You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit.
- If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC).
- You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.
- If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

- State Institute of Training has a no tolerance policy for plagiarism, cheating and collusion.
- Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.
- When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.
- If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

SUPPORT SERVICES

- We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.
- The enrolment forms you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.
- Your support needs can also be discussed during the Orientation to your course.
- Services that we can offer to you include:
 - One to one support from our trainers/assessors including providing you with their phone and email contact details
 - Classes to assist with study skills.
 - Study groups where you can work with your fellow students.
 - Referral to relevant external services.
 - Specialist support services for students with a disability.
 - Referral to Personal counselling

Contact us to discuss your support needs.

External Support Services

For students requiring additional support with their studies, work or life, State Institute of Training provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

Telephone: 131021

Website: www.centrelink.gov.au

Victorian Equal Opportunity and Human Rights Commission

Telephone: 1300 289 621

Website: <https://www.humanrightscommission.vic.gov.au/home/about-us/contact-us>

Legal Aid Victoria

Telephone: 1300 792 387

Website: <https://www.legalaid.vic.gov.au/>

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Fair Work Australia

Telephone: 1300 799 675

Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

YOUR FEEDBACK

- Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.
- All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.
- We also welcome feedback from you at any time by email and phone. Describe any other ways students can submit feedback.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that State Institute of Training holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- providing access to the online portal where some records about the course can be viewed.

Amendment to records

If a student considers the information that State Institute of Training holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

NOTIFYING YOU IF THINGS CHANGE

- As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.
- This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.
- If this occurs, State Institute of Training will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

- Depending on the type of change, we may send a letter to your home address, send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.
- You can let us know of any changes to your details by using the Change of Details Form.

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, State Institute of Training must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. State Institute of Training has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with State Institute of Training emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

- State Institute of Training is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. State Institute of Training will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.
- Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.
- Victimisation is where a person is treated unfairly because they have made a discrimination complaint.
- Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.
- If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

- If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per State Institute of Training Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

- The principles and practices adopted by State Institute of Training aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with State Institute of Training.
- All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.
- State Institute of Training provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

- As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.
- As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

PRIVACY POLICY

In collecting your personal information State Institute of Training will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;

- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
- The disclosure is required or authorised by or under law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

For a full copy of the Policy, contact us at the contact details shown at the front of the Handbook.

In addition, Under the Data Provision Requirements 2012, SIT is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by [insert RTO name] for statistical, regulatory and research purposes. SIT may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

FEES, CHARGES AND REFUNDS

Information about fees and charges

State Institute of Training protects the fees that are paid in advance by students.

- State Institute of Training does not require an individual student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.
- Fee information relevant to a course is outlined in detail on the Enrolment Agreement and summarised on the Course Outline as well as State Institute of Training website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
 - All costs for the course including any materials fees or levies
 - Payment terms
- The Enrolment Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are asked to sign the Enrolment Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- Students have the right to a 'cooling off period' if they signed up to a course as a result of tele-marketing or door-to-door sales. The cooling off period is 10 days from the date they signed their Agreement. To exercise this right, the student must notify our office in writing within 10 days of enrolment.

Course fee inclusions

- Course and tuition fees include:
 - All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This fee is outlined on the Student and Employer Agreement.
 - One copy of the required Learner Guide for each student unless otherwise stated on the Course Outline.
 - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee of \$50 per document.
- Course and tuition fees do not include:
 - Any optional textbooks and materials that may be recommended but not required to complete a course.
 - Replacement Learner Guides if original copies are lost or misplaced. Costs for replacements are outlined on the Student and Employer Agreement.
 - Stationery such as paper and pens.

- Re-assessment if required, as outlined above.
- Re-issuance of AQF certification documents – a cost of \$50 per document applies.
- Direct debit setup, transaction and dishonour fees (where applicable).
- Credit card payment surcharges.
- State Institute of Training cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

Payments

- Payments can be accepted by EFTPOS, electronic transfer, credit card, money order or direct debit.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- State Institute of Training reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Refunds

Refunds applications after course commencement is only in relation to Tuition Fees, Enrolment Fee and Material Fee are non-refundable.

Students can not apply for a refund where they have defaulted on payment instalment of Tuition and material fees as per the payment plan.

How to apply

- Refund of the fees will only be granted in accordance with the Refund Policy.
- Student must submit the Refund Request in writing to Student Administration using the Refund Application Form. The Refund application form is available at SIT Reception desk and on our website
- The student will need to supply in writing, the nominated method of reimbursement
- It is student's responsibility to provide correct account details. SIT will not authorise the transfer of fees to any other student's account.
- All refund applications will be processed by SIT within 20 working days of the application and evidence of documentation received.
- SIT will provide the student with a statement detailing the calculation of the refund.
- Payment of a refund application automatically cancels a student's enrolment

Refund Approvals

All refunds must be approved by the CEO.

Full Refund Conditions

SIT will make a full refund of course fees paid in the following circumstances:

Provider Default - SIT does not commence or ceases delivery of a course

Provider default is under the following circumstances:

- The course does not begin on the agreed commencement date; or,

- The course ceases to be provided at any time after it commences but before it is completed; or,
- The course is not provided in full to the student because a sanction has been imposed on SIT or any other reason.

If SIT does not commence a course on the due date, a full refund of tuition fees paid will be made. Fees may be transferred to an alternative enrolment where the student agrees.

If SIT is unable to complete the course due to unforeseen circumstances, any 'unused tuition' fees are to be refunded to the student.

Where there is an instance of provider default in the above circumstances, SIT may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, SIT will not be liable to refund the money owed for the original enrolment.

Partial Refund Conditions:

1. Student withdraws within cooling off period or more than 30 days before course commencement date

If a student withdraws from the course within the cooling off period, all fees paid are refundable, less an Administration fee of \$500.

If written notice of withdrawal is received more than 30 days prior to the initial course commencement, all fees paid are refundable, less an Administration fee of \$500.

2. Student withdraws less than 30 days but more than 15 days before course commencement date

If written notice of withdrawal is received less than 30 days but more than 15 days prior to the initial course commencement, 50% tuition fees is refundable, less an Administration fee of \$500.

3. Unused tuition fee for future courses

In the case where a student cancels their enrolment and requests a refund after the course commencement date, there will only be refund on unused tuition fee for future courses. An Administration fee of \$500 will be charged.

No Fee Refund

1. Student withdraws less 15 days before course commencement date

If written notice of withdrawal is received less than 15 days prior to the initial course commencement, there would be No Refund.

2. RPL Application Fees

SIT will not refund any RPL application fees should the student be deemed as unsuccessful in RPL Application. Note that the student may lodge an appeal on RPL decision at no cost – refer to the Complaints and Appeal policy.

3. Non-tuition-based fees

Non-tuition-based fees such as Enrolment Fees and Material Fees after course commencement will not be refunded under any circumstances.

4. Withdrawal from course

Students who withdraws from their studies after the commencement of their course is required to pay the balance of their tuition fee for the current study period

5. Enrolment Cancellation

Student's enrolment is cancelled because of misconduct of student with Student Code of Conduct Policy or the student breaches SIT Policies and Procedures there is no refund applicable.

6. Student abandons their course

Student abandons their course without formally cancelling their enrolment: there will not be any refund.

Extenuating Circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary.

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case situation.

Additional Fees and Charges (if required)

State Institute of Training has the following of additional charges/ Details are found in the written agreement that you signed at the commencement of your course.

<p>Re-Enrolment in a unit of competency All course fees include up to three (3) attempts at assessment per task. If after the third attempt, additional training and assessment will be required. This will incur the following cost per unit required to be re-enrolled.</p>	<p>\$500 per unit</p>
<p>Re-issuing of testamur and statements of results All course fees include the cost for issuing of one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.</p>	<p>\$50</p>
<p>Recognition of Prior Learning Fees Application Fee – Charge per unit of competency assessed through RPL</p>	<p>\$250 \$200</p>

COMPLAINTS AND APPEALS

Nature of complaints and appeals

- State Institute of Training responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third party providing Services on behalf of State Institute of Training.
 - Any student or client of State Institute of Training.
- Complaints may be made in relation to any of State Institute of Training’s services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by State Institute of Training to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by State Institute of Training

Principles of resolution

- State Institute of Training is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, State Institute of Training ensures that complaints and appeals:
 - Are responded to in a consistent and transparent manner.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- State Institute of Training will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia’s Consumer Protection laws and it does not circumscribe an individual’s rights to pursue other legal remedies.
- Where a student chooses to access this policy and procedure, State Institute of Training will maintain the student’s enrolment while the complaints/appeals handling process is ongoing.

Timeframes for resolution

Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

Records of complaints and appeals

State Institute of Training will maintain a record of all complaints and appeals and their outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

Making a complaint or appeal

- Complaints about a particular incident should be made within ninety (90) calendar days of the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the Complaints and Appeals Form, or other written format and sent to State Institute of Training's head office.
- When making a complaint or appeal, provide as much information as possible to enable State Institute of Training to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing via email or post within 7 days.

Resolution of complaints and appeals

- Some or all members of the management team of State Institute of Training will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering Services on behalf of the RTO is involved, they will be included in the process of resolving the complaint or appeal.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

Independent parties

- State Institute of Training acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to

review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by State Institute of Training.

- State Institute of Training may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.
- State Institute of Training will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

External complaint avenues

Complaints can also be made via the following avenues:

- National Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.

For more information about the National Complaints Hotline, refer to the following webpage:

<https://www.education.gov.au/NTCH>

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to State Institute of Training's RTO's registering body: Australian Skills Quality Authority (ASQA).

However, ASQA will only use the information you provide to inform its regulatory approach and will not contact State Institute of Training on behalf of the complainant or act as their advocate. For more information, refer to the following webpage: <http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

Publication

This policy and procedure will be published in the Student Handbook and on State Institute of Training's website.

ISSUING OF CERTIFICATION DOCUMENTS

- On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.
- Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.
- State Institute of Training reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where State Institute of Training is not permitted to do so by law.
- State Institute of Training must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.