



**STAY SAFE**  
INDUSTRY // TRAINING

**Student Handbook**  
**2019**

# Contents

<b>General Information</b>	
• Welcome	3
• Enrolment information	4
• Unique Student Identifier	4
• Qualification information and pathways	5
• Access & Equity	5
• Access to student records	5
• Australian consumer mechanism	5
• Client feedback and data collection	5
• Plagiarism	6
• Fee for service course fees and additional course cost information	6
• Partnership arrangements	7
<b>Client services</b>	<b>7</b>
• Language Literacy and Numeracy	7
• RPL	8
• Credit transfer	9
<b>Policies and procedures</b>	<b>10</b>
• Recognition policy	10
• AQF qualifications pathways policy	10
• AQF qualifications register policy	11
• AQF qualifications issuance policy	11-12
• AQF qualifications revoking policy	12
• Assessment policy	13
• Refund policy	14
• Complaints and appeals policy	15-16
• Learner transition policy	16
• Work Health and Safety Act 2011	17
• Privacy Act 1988	17-18
• Discrimination and human rights legislation	18
• Course fees and additional course costs	19-20



## Welcome

Staysafe Industry Training Pty Ltd (SIT) is an Australian Skills Quality Authority Registered Training Organisation (RTO) established to provide the Civil and Construction industries quality training and assessment services.

Our team of dedicated, qualified, industry trainers and assessors will provide you with their expertise to ensure you obtain the learning outcomes and recognition of your industry skills and knowledge relevant to your job role.

This handbook provides insight into our organisation's policies and procedures and indicates our training and assessment services along with other vital information to assist you in making an informed decision prior to enrolment. You are always welcome to ask the administration team for further information at [contact@sitedu.com.au](mailto:contact@sitedu.com.au)

I would personally like to welcome you as a learning member to our organisation.

**Louise Vause**  
**Chief Executive Officer**  
**Staysafe Industry Training Pty Ltd**

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## Enrolment Information

## Change of student contact details

A student enrolled with SIT is to advise the RTO when there is a change of:

- Address
- Mobile
- Home phone
- Work phone
- Email address

Your current contact details are required so that your:

- Details are accurate when reporting enrolment and completion information to AVETMISS, ASQA and any other reporting requirements as determined by the National Skills Standards Council (NSSC) and its successors or the Standing Council on Tertiary Education Skills & Employment (SCOTESE)
- Statement of Attainment
- Qualification testamur
- Record of results

Are sent to the correct address. If there are any problems in not receiving your certificate/s. Please do not hesitate to contact administration should this occur. When the unique student ID number is implemented you will be able to access your results from the national database.

## How to enroll into a qualification

Get in contact with SIT on [contact@sitedu.com.au](mailto:contact@sitedu.com.au) or download and complete the fillable PDF online enrolment form for your chosen course or call 1300 748 338 to request information on a qualification or short course you are interested in enrolling into including RPL. Also, the Staysafe website has information on qualifications, course and additional course fees, learner rights, refunds, complaints and appeals processes to assist you in making an informed decision.

Once you have determined which qualification or short course you would like to enroll into, you'll be required to complete a skills assessment. The assessment is to determine your skills, knowledge and workplace experience prior to enrolment.

## Unique Student Identifier

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- will give you access to your training records and transcripts (available in 2016)
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

If you are a New Zealand citizen you cannot apply for a USI while overseas. You will require a USI if you undertake a VET course in Australia, and you will be able to apply for a USI once you have entered Australia on your NZ passport.

However, if you are an Australian expat or resident and have an Australian ID, you need a USI even if you do the VET course while outside Australia.

## The RTO meets the requirements of the Student Identifier scheme, including:

- verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose
- ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the *Student Identifiers Act 2014*
- ensuring that where an exemption described in Clause 3.6 (b) applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar, and
- ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

# Qualifications information including pathways into and between qualifications

These qualifications are on the RTO's scope of registration. You can view our registered details at Training.gov.au and enter provider number 40963 in the organisation tab to bring up our details.

Qualification code	Entry Requirements	Qualification pathways
<b>CPC30211 Certificate III in Carpentry</b>	Nil	CPC32011 Certificate III in Carpentry and Joinery, CPC31912 Certificate III in Joinery, CPC40110 Certificate IV in Building and Construction (Building), CPC40308 Certificate IV in Building and Construction (Estimating), CPC40508 Certificate IV in Building and Construction (Site management).
<b>CPC30313 Certificate III in Concreting</b>	Nil	CPC31515 Certificate III in Formwork/Falsework
<b>CPC31211 Certificate III in Wall and Ceiling Lining</b>	Nil	CPC31311 Certificate III in Wall and Floor Tiling
<b>CPC10111 Certificate I in Construction</b>	Nil	CPC20211, CPC30211, CPC31011, CPC31912, CPC30313, CPC31311
<b>CPC40110 Certificate IV in Building and Construction (Building)</b>	Nil	Licensing/regulatory information; Check with relevant state and territory licensing and regulatory authorities. State and territory jurisdictions may have different regulatory requirements.  This qualification is suitable for an Australian Apprenticeship pathway.  CPC50210 Diploma of Building and Construction (Building), CPC50308 Diploma of Building and Construction (Building), CPC60212 Advanced Diploma of Building and Construction (management) – <b>NOTE:</b> These qualifications are not on the RTO's scope.

## Students completing the requirements of the above nationally recognised qualifications will receive:

- A Qualification testamur and Record of Results e.g. CPC30211 Certificate III in Carpentry or
- A Statement of Attainment indicating units of competency achieved towards a qualification

## Access and equity

SIT supports vocational educational and training opportunities which is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, LLN, unemployment, imprisonment or remote location might otherwise present a barrier to access, participate and the achieve VET qualifications. Access and equity principles do not mean that an RTO has to accept anyone as a client. However, the focus is to support students to achieve learning outcomes by providing quality training and assessment services.

## Access to Student records

Students have access to their personal and VET Students records by sending a written request to administration. Options for retrieval are: email or paper based. If the request cannot be actioned immediately, allow 3 working days for your records to be organised for your retrieval.

## Australian Consumer mechanism

SIT will ensure that all information in relation to training and assessment services offered is concise and accurate and not misleading at the time of publication. Consumers have rights under the Australian Consumer Law (ACL) 2011 to receive the services that have been offered in the agreement/enrolment form and within a reasonable timeframe as indicated.

## Client feedback and data collection

Students whether fee for service or publically funded through the Department of Education, Training and Employment Queensland will be required to complete the 'Student Engagement' survey, also employers will be required to complete the 'Employer Satisfaction Survey' in addition to our own survey midway and on completion of training. Surveys will be distributed and collected by administration or the trainer and assessor. The responses to questions in the 'Student Engagement Survey' and 'Employer Satisfaction Survey' are reported back to the Australian Skills Quality Authority annually in accordance with the Data Provisions Requirements 2012. Comments made by Students and employers in relation to training and assessment services that the RTO offer will be analysed to assist the organisation in its continuous improvement activities. Actions required to improve its processes and services will be implemented by the RTO and the results recorded in the continuous improvement register. The RTO may inform the Student or employer of its continuous improvement results carried out to strategies, training and assessment materials, methods of delivery, context of assessment, physical and human resourcing, and the management of its operations.

## Plagiarism

SIT will not tolerate deliberate attempts at plagiarism. It is regarded as a serious act of academic misconduct.

Plagiarism is defined as:

- Word for word copying of sentences or whole paragraphs from one or more sources or presenting of substantial extracts

from books, articles, and other published material without clearly indicating their origin.

- Submitting another student's work in whole or in part as your own work.
- Submitting work that has been written by someone else on your behalf.

**Fee for service course fees and additional course cost information** 

Students will receive an invoice at enrolment of all course fees including any additional costs. A payment plan attached to the invoice will detail terms and due dates if not specified otherwise in this handbook. Fees due at enrolment will not exceed \$1000.00 for long or short courses. However, course fees for short courses of 1-5 days that are under \$1000.00 are to be paid prior to commencement of training. In addition, the SRTTO may require further payment of additional fees in advance from the student but only where the total amount attributable to tuition or other services yet to be delivered does not exceed \$1500 at any given time.





## Client Services

### **Partnership or third party arrangements**

Staysafe Industry Training does not have any third party arrangements with other Registered Training Organisations or other businesses.

### **Changes to course fees & additional costs**

Changes made to course fees and additional costs to training will not be passed onto existing employers, Students who have commenced training or those who have just enrolled under the old fee structures. However it will affect those who intend to enrol. Any changes to course fees including additional costs will be amended on our website, course brochures and student handbook. New enrolments will have the latest fees information.

### **Changes made to course timetables, staff, and delivery sequence**

SIT reserves the right to make changes where necessary to timetables, delivery sequence, training hours and other details beyond our control that may affect study schedules. Students will be advised of any proposed changes as soon as practicable through written notification.

### **Educational Support services**

There may be services which you require such as RPL, CT, one on one mentoring, reasonable adjustment of assessment, customization and contextualization of the qualification, or another services not specified. These services are identified in pre-enrolment information under the program you wish to enroll into or in the enrolment form. You will need to check the appropriate box in the enrolment form to indicate the type of education support service you require. Students are free to contact the course administrator at any time during the program via call, email or text.

### **Language, literacy and numeracy**

SIT have developed a language, literacy and numeracy test which may be given at enrolment to clients where appropriate.

## Reasonable adjustment

SIT will ensure reasonable adjustment in assessment is allowable within the packaging rules of the training package. For example, adjusting assessment tasks and the gathering of evidence to demonstrate a standard of performance, modifying or providing equipment to accommodate the Student. Recruitment and selection processes used are to ensure the suitability of the training to the needs of the Student.

## Contextualisation

Contextualisation of a unit of competency may occur in relation to the needs of the student or workplace. There are specific rules on how behavior8ion88ion of a unit of competency can occur. For example, performance criteria will not be altered or added to which would change the learning outcome of the unit. A range statement or evidence guide may provide additional information such as equipment as long as it does not diminish the competency's breadth or reduce its portability, or limit its use.

## Customisation

Customisation refers to the tailoring of an accredited course or AQF qualification to meet the specific needs of clients. You can behavior8 an accredited course or AQF qualification by adding or substituting units of competency that aligns with the qualification packaging rules or accredited course rules.

## Pre-enrolment

There is an online skills assessment located on the Staysafe Industry Training website for the various courses offered.

## Enrolment

There is an online enrolment form which is to be completed prior to commencement of a course or qualification. A paper based enrolment is also used when enrolling persons on a worksite, depending on internet connectivity.

## RPL application

This includes the student name, employment history form and unit checklist, a selection of core and elective units for RPL nomination.

## Types of evidence to collect

There is an evidence checklist which is used by the student to guide them in the types of evidence to collect towards their RPL

## Feedback on progress

The trainer and assessor will give the student verbal or written feedback as to the progress being made in their RPL.

## Assessment/reassessment declaration

This form is completed prior to assessment. It indicates that you are ready to take the assessment, demonstrates authenticity in this is your own work including any evidence you may provide. In the context of classed based learning and RPL, only one declaration is required. The student has two opportunities for re-assessment per unit of competency at no charge should a not yet satisfactory or not yet competent result be determined by the trainer and assessor. Where the student requires to be assessed a third time. The student will pay the per unit charge as indicated in the course fees schedule.

## Employment history form

The employment history form is used to gather information about your industry, further training and employment history including your employer, period of employment, position held and a description of your duties and referees for third party verification.

## Recording evidence

The student along with the trainer will record the types of evidence collected

## Reference evidence

The trainer and assessor will reference the evidence against the requirements of the unit of competency

## Review evidence

The trainer and assessor will review all of the evidence, results of competency conversation and third party verification to determine gaps in knowledge and skills and to make a decision of competency.

## Competency conversation

This conversation is between the student and the trainer and assessor. Questions are asked relating to their knowledge and skills, techniques, process used for example, tools and equipment. Questions are used to illicit further information in relation to their unique work experiences.

## Third party verification

Referees indicated in the employment history form are contacted to see if they will participate in gathering evidence for RPL. A series of questions are asked in relation to the students ability to perform worktasks to industry standards.

## How long will it take for RPL

RPL may take up to 90 days depending on the evidence to be gathered.

## After the RPL process

RPL assessment is often just as important for providing candidates with an indication of where the gaps in their skills are, as for gaining units of competence towards a qualification. Identified gaps form the basis for a training pathway that will result in the achievement of the whole qualification. The RTO is obliged to help the candidate with this pathway by providing self-study materials or information on gap training possibilities.

Where knowledge gaps are considerable, it may be more effective for the candidate to enrol in structured training. Candidates in trade qualifications with insufficient experience or skills gaps across multiple competencies might be better advised to seek an apprenticeship pathway.

### **Gaps in training**

Should gaps be identified during the RPL process, your trainer and assessor will provide you with challenge tests to close any gaps in knowledge and evidence.

### **Assessment decision**

the last stage in the process is for the assessor to make a judgement of the evidence collected in the previous stages

- the assessor should decide which units the candidate should be awarded and if necessary provide feedback and advice to the candidate regarding units where they did not meet the competency requirements
- often this can be the most important part of the whole process as the candidate will then have a clear understanding of the skill/knowledge gaps that they need to cover
- the assessor should provide advice on possibilities for gap training for the outstanding units or other pathways through which the candidate can obtain the complete qualification
- when providing feedback to the candidate it is important to convey that assessment identifying training gaps is just as valuable as assessment that identifies skills as it is this information that helps to target training to exactly where skills and knowledge are required.

### **Confidentiality issues**

It is important that sensitive information is not included as part of your Supporting Documentation. You may need permission from your supervisor to use some of your evidence, so it is always best to check the privacy and confidentiality policies of the organisation. Client names should be deleted and financial figures or other personal details should be blacked out and made unidentifiable.

### **Stage 1 of the RPL process**

#### **Pre-enrolment**

1. Eligibility and suitability
2. Employer information
3. Skills assessment

#### **Enrolment**

4. Enrolment form
5. RPL application
6. Employer history form
7. Evidence collected
8. Feedback on progress

### **Stage 2 of the RPL process**

9. Record evidence
10. Reference evidence
11. Review evidence
12. Challenge tests
13. Competency conversation
14. Feedback on progress
15. Third party verification
16. After the RPL process
17. Assessment decision
18. Issuance of a qualification testamur and record of results or statement of attainment

## **Credit Transfer**

Any Student who has undergone training at another registered training Provider is entitled to credit transfer.

For Queensland students, SIT will look up your details on DETCONNECT to see if you have attained any qualifications in the past. If you started a qualification which you have enrolled into and did not complete, any units which you may have attained whether from an older qualification can be researched to see if it is equivalent or not equivalent. If equivalent, credit transfer is approved, if not equivalent, credit transfer is not approved. If an applicant wishes to apply for credit transfer for the qualification that they have received from another RTO, they must present the original for sighting or provide a certified copy of the certificate with their enrolment. SIT will then verify the certificate/statement to ensure its authenticity.

In some cases where the last letter of the unit code has changed from 'A', 'B' or 'B' to 'C' though the title of the unit has not altered, this indicates the unit has been modified somewhere to provide clearer meaning for the reader, or employability skills have been incorporated into the unit without altering the intent or learning outcome of the unit. However, SIT will refer to the mapping table in the training package to ensure equivalency or non equivalency. For credit transfer purposes, units reflecting changes in unit code suffix as described above may generally be regarded as equivalent. This will be limited to direct credit transfers.

Where units of competency for credit transfer have not been identified as equivalent, there will be some gap training required before

Page 9 of 20

we are able to give recognition for the unit of competency.

### **How to apply**

You can apply for credit transfer by ticking the box in the enrolment application and provide certified copies or originals of your Qualification including a record of results or a Statement of Attainment so we can map the unit/superseded unit to the qualification you are undertaking.

## **Policies and Procedures**

### **Recognition policy**

SIT recognizes all AQF qualifications and Statements of Attainment issued by other RTO's Australia wide.

### **AQF Qualification Pathways Policy**

The purpose of this policy is to ensure that student's can facilitate entry as well as credit towards an AQF qualification where barriers for entry into learning may be perceived. It is also, about creating accessible learning pathways to a diverse group of people who may otherwise be disadvantaged. SIT will comply with the Australian Qualifications Framework (AQF) Pathways policy which includes: SIT maintains a public register of credit transfer agreements with other organisations linked to the AQF.

- No agreements for credit transfer exist between SIT and another registered organization
- Ensure pathways into and between qualifications are available to student's for all relevant qualifications that meet the qualification and training package rules. However, RPL and credit transfer could be used to determine entry requirements
- Promotion of alternative pathways between qualifications so that student's will be able to make informed decisions for qualifications and units of competency on the 10behavior10ion's scope of registration
- Will recognize learning regardless of how, when and where it was conducted provided learning is relevant and current and has a relationship to the learning outcomes of the qualification.
- Pathways into and between qualifications are monitored and reviewed regularly to ensure the most current version of the unit of competency and qualification code, title, version of training package, equivalency from superseded units of competency and qualifications are promoted on our website and student handbook aligns with information on Training.gov.au
- Will take into account the student's ability to meet the learning outcomes of the qualification successfully
- Allow credit outcomes to be used to meet pre-requisites or other specified requirements for entry into a full qualification or partial completion of a qualification
- Students will need to make an application for credit into or towards an AQF qualification. This will be the formal agreement between the student and the RTO. The application form would formally record the units of competency the student is seeking credit including any feedback or comments on the success of gaining or not gaining credit
- Credit may be given to student's singly or in blocks of specified and unspecified credit



### **AQF Qualifications Register Policy**

SIT will keep a register of Qualification testamurs and Statements of Attainment that it has issued using TRUSSRTO. The database will hold information on each student including a full or partial qualification including the issuance of a Qualification testamur or Statement of Attainment. Details held on record includes:

- the name of the holder of the Qualification/Statement of Attainment
- AQF qualification by its full title and
- Date of issue/award/conferral <sup>11</sup>SEP

### **AQF Issuance Policy**

Staysafe Industry Training will comply with the Australian Qualifications Framework (AQF) Issuance policy to reduce the fraudulent activity of the reproduction and use of the AQF Qualification and/or Statement of Attainment which has been issued by another RTO or issued by SIT and includes:

- When enrolling a student and viewing issued Qualification testamurs, Record of Results or Statements of Attainment. Staysafe Industry Training will seek verification of the certification from the relevant RTO where there is some ambiguity. The Student is to bring with them the original Qualification testamur, Record of Results or Statement of Attainment for sighting or provide a certified copy of the record with their enrolment. Staysafe Industry Training will then certify the certificate/statement, transcript to ensure its validity. SIT will write on the copy of the certificate the date and person they spoke to when verifying the authenticity of the Qualification testamur, Record of Results or Statement of Attainment
- Qualification testamurs and Statements of Attainment will only be issued to students for qualifications and units of competency registered on the RTO's scope which aligns with information held on Training.gov.au website
- Qualification testamurs and a record of results will be issued to a student who have completed all of the requirements of the qualification within 30 days of the learner being assessed as meeting the requirements of the training package and qualification packaging rules and all student fees have been paid
- The RTO will ensure that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the *Student Identifiers Act 2014*. (No exemption applies to the RTO)
- Qualification testamurs issued by SIT will have the required wording as indicated in the National Skills Standards Council policy and the AQF second edition January 2013 handbook, including, correct identity of the entitled person, the correct code and title of the qualification, occupation stream and industry descriptor if applicable, the correct use
- of the NRT logo and RTO name, logo and code, date issued and a signature authorized by the RTO
- Statements of Attainment will be issued to students who have completed unit/s in partial completion of an AQF

qualification

- Statements of Attainment will follow the suggested forms indicated by the National Skills Standards Council which includes: required wording as indicated in the National Skills Standards Council policy and the AQF second edition January 2013 handbook, correct identity of the person entitled to receive a Statement of Attainment, the accredited units by the correct code and title, date issued and a signature authorized by the RTO
- The Statement of Attainment will be in a form that cannot be mistaken for a Qualification testamur and will include the required wording “ A statement of attainment is issued when an individual has completed one or more accredited units’
- Staysafe Industry Training will use its company logo, and authorizing signature on paper or card to reduce fraudulent reproduction of a Qualification testamur and Statements of Attainment

Replacement of a Qualification testmur or Statements of Attainment is to be printed onto the same paper as the original along with the RTO’s logo and authorizing signature.

### **Revoking a Qualification Testamur and Statement of Attainment** <sup>[1]</sup><sub>[SEP]</sub>

SIT will only revoke an issued Qualification testamur or Statement of Attainment:

- if the AQF qualification builds on a lower level qualification in the same discipline issued by our organisation
- where a qualification or units of competency have been superseded by a current qualification and units of competency and the mapping of the units to the qualification indicates that the units are equivalent. A new Qualification testamur, record of results and/or a Statement of Attainment will be issued with the current codes and titles.



### Assessment policy

SIT assessment procedures including RPL meets the requirements of the endorsed Training Package assessment requirements within the SIT Scope of Registration.

The Assessment policy is designed to ensure SIT assessment practices are consistent with the Standards for NVR Registered Training Organisations 2015, Australian Qualifications Framework, training package and qualification packaging rules, unit of competency elements and performance criteria, implementation guides, range of conditions and assessment requirements.

This policy aims to ensure all staff and clients, have the opportunity to have their competencies assessed in a non-threatening and accessible environment. Assessment will occur. For example, face to face and onsite at the employee's workplace. Assessment will include, assessment activities, theory and practical demonstration.

Students are to submit all completed assessment items so that the trainer and assessor can make a valid judgement of competency. Each assessment item submitted for marking will be given a satisfactory/not yet satisfactory result. Competent and not yet competent is reserved as a final result.

### The student will:

- indicate to the trainer and assessor when they are ready to be assessed
- a suitable date to be arranged with the trainer and assessor where required
- complete the assessment/reassessment form prior to each assessment
- sign and date the form as evidence that the student is ready to take the assessment on the agreed date
- If the student achieves a not yet satisfactory result after the assessment has been marked, the student is entitled to be reassessed on two separate occasions per unit of competency

### Reassessment:

- indicate to the trainer and assessor when you are ready to be reassessed
- a suitable date to be arranged with the trainer and assessor for reassessment where required
- complete the assessment/reassessment form prior to assessment
- sign and date the form as evidence that the student is ready to take the assessment on the agreed date

The student has two opportunities for re-assessment per unit of competency at no charge should a not yet satisfactory or not yet competent result be determined by the trainer and assessor. Where the student requires to be assessed a third time. The student will pay the per unit charge as indicated in the course fees schedule.

### The trainer will:

- arrange with the student a suitable date for reassessment
- the trainer has been advised by the student for re-assessment and the form has been completed by both the student and trainer and assessor
- ensure the agreed date of assessment has been entered onto the assessment/reassessment form

## Refund policy

### Fee for service

SIT will not accept payment from each individual student of no more than \$1000 prior to the commencement of the course. Following course commencement there may be additional fees as indicated in the enrolment form, on our website, the student handbook and the course fees, additional costs and payment terms policy and procedure but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1500. This refund policy applies to all course fees paid to SIT.

### Longer courses (fee paying)

All notifications of withdrawal from a qualification, or applications for refunds, must be made in writing and submitted to Administration as per the timeframes indicated below.

No refund of course fees will be made where a student's enrolment is cancelled for any of the following reasons;

- Failure to pay course fees
- Where a student has advised the RTO within 10 business days to withdraw from training prior to the commencement date. A refund will be made of all course fees paid in advance less a non-refundable \$100 administration fee. Written notice such as email or text will be sufficient
- Where written notice of withdrawal has been made to the RTO 10 days after commencement of training. A student will receive a refund of the unused portion of fees paid where training was not received. There is a non-refundable \$50 administration fee on application of withdrawal and refund
- In an event that training is cancelled by the RTO prior to its start date. Student's will receive a full refund of any fees paid in advance of up to \$1000. An administration fee will not be charged.
- Refunds to student's can take up to 3 days to process. Refunds will be made to the student's nominated bank account or credit/debit card used to pay
- The enrolment agreement/contract, and the availability of the complaints and appeals processes, does not remove the right of the student to take action under the Australia's consumer protection laws.

### Short courses (fee paying and subsidised)

The student may elect a day and date to attend a face to face training course. The administrator sends out an email or a meeting request or text to confirm the booking. A student is to notify the RTO if they are want to change the date, or cancel by giving 24 hours notice prior to the booking date. Notice can be sent via email or text. A call to cancel will not be acceptable. An enrolment fee of \$100 is required at the time of booking, this will be refunded if you cancel your booking within the 24 hour notice period, if cancellation is outside of the 24 hour booking, the enrolment fee is non-refundable. Where Staysafe Industry Training cancels a short course, a full refund will be made.

### Refund of unused course fees for longer courses (fee paying)

A pro rata refund will be calculated based on the training paid for and not received. This will be calculated based on information recorded on your file of units of competency completed or partially completed. However, where training has been provided and payment not received. The student will be required to pay for the portion of training delivered at the time of application for withdrawal.

- The unused portion of the course fees will be refunded
- Allow up to 3 days to process
- Nominate the bank account you would like your refund paid into. If paid by credit or debit card a refund to the cardholder can be made.

### Refund of unused course fees for qualifications

A pro rata refund will be calculated based on the training paid for and not received. This will be calculated based on information recorded on your file of units of competency completed or partially completed. However, where training has been provided and payment not received. The student will be required to pay for the portion of training delivered at the time of application for withdrawal.

- The unused portion of the course fees will be refunded
- Allow up to 3 days to process
- Nominate the bank account you would like your refund paid into. If paid by credit or debit card a refund to the cardholder can be made.

### Cooling off period

Contracts which have been initiated by a service provider over the phone such as a telemarketing call or at a location other than the provider's place of business (for example, a door-to-door sale or being approached in a public place such as a shopping centre) are generally subject to a cooling-off period. Cooling-off periods do not apply where a consumer visits a provider's store, calls to request a service or orders a service online. The purpose of a cooling-off period is to protect a consumer from being bound by an unsolicited contract that does not fit their needs, by giving them time to reassess and cancel the contract if necessary

The cooling-off period for individuals is 10 business days. This period starts:

- for sales made over the phone: the day after a consumer receives a written copy of the contract.
- for sales made in person: the day after the agreement is made
- Where a consumer calls the provider to request a service, no cooling period applies.

The consumer can cancel the contract for any reason during the 10 business days. The consumer needs to take note of how they can cancel the contract, which sometimes involves mailing a written cancellation letter to the provider.

### Cancelling the enrolment/contract

If you do not want to proceed with your enrolment/contract, you must provide written notice within the 10 business days for longer courses or 24 hours notice for short courses, either by email or text. As soon as notification has been received, an invoice/statement will be issued showing the amount of fees paid and the amount of refund.

## **Complaints and appeals policy**

The purpose of SIT (the RTO) complaints and appeals process is to provide a student with the opportunity to access procedures to facilitate the resolution of a dispute, complaint or an appeal including; an assessment decision trainer and assessor, staff, refunds, and other issues as they may arise. The internal complaints and appeals processes are conciliatory and non-legal. In the interests of natural justice and procedural fairness, the RTO will not require the complainant to complete overly complex forms nor require the complainant to provide extensive written information as part of the complaints process. It is the intent of this policy to allow learners to easily engage with the RTO staff and contractors about any concerns they have, and to help prevent minor issues becoming larger.

### **Corrective and preventative action report**

The corrective and preventative action form is to be used by staff and students to record the nature of a complaint or appeal. Actions that are rectified as a result of a complaint or appeal may inform the organisation of any improvements to be made. Results are recorded in the complaints and continuous improvement register.

### **Complaint against another student, the RTO, trainer and assessor or staff member, and third party providing services on the RTO's behalf.**

Complaints brought by a student against another student, the RTO such as an application for financial hardship for payment of the student co-contribution fee has been refused, trainer and assessor, and third party providing services on the RTO's behalf will be dealt with under the RTO's complaints and appeals handling procedure.

### **Informal complaints resolution**

In the first instance, the RTO requests that there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.

Students should contact the trainer and assessor in the first instance to attempt mediation/informal resolution of the complaint. The trainer or assessor who is the subject of the complaint will ensure the decision is made by a person independent of the decision being reviewed (for example, an assessor may receive the complaint from the student but would not consider or decide an appeal against an assessment decision they made).

If the matter cannot be resolved through mediation, the matter will be referred to the CEO where the RTO's internal complaints and appeals handling procedure will be followed.

## **Procedure**

### **Formal complaints handling procedure**

- The process of this complaint procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
- The student must notify the RTO in writing of the nature and details of the complaint or appeal.
- Written complaints and or appeals are to be lodged with the Chief Executive Officer or delegated person/s.
- Internal complaints and appeals processes are available to students at no cost.
- Each person making the complaint has the opportunity to present his/her case to the Chief Executive Officer or delegated person/s.
- Students may be accompanied and assisted by a support person. Meetings will be minuted and each party will be required to sign the minutes at the end of the meeting. A copy of the minutes from the meeting will be kept on the RTO file and a copy on the students file.
- The formal complaint process will begin within 10 working days of the complaint or appeal being lodged with the Chief Executive Officer or delegated person/s.
- Once the Chief Executive Officer or delegated person/s has been able to make a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome and action to be taken. A copy will be kept on the RTO file and a copy will be kept on the student's file.
- Where the complaint procedure is found in favour/not in favour of the student, the RTO will immediately implement the decision and any corrective and preventative action required.
- The RTO undertakes to finalise all complaint procedures within 20 working days, and sooner wherever possible. However, if for any reason a complaint or appeal (including any review process) appears likely to take more than 60 days to finalise, the people involved will be given written explanation for the delay.
- A student must exhaust the RTO's internal complaints and appeals process before lodging a complaint with external bodies.
- As a result of the complaint and/or appeal, the RTO will identify potential causes of complaints and appeals and take appropriate action to eliminate or mitigate the likelihood of reoccurrence.

### **Internal appeals process**

- To review a decision made by the RTO which was not in favour of the student, the student must make their appeal in writing and lodge the appeal with the Chief Executive Officer. An appeal may take up to 20 working days to finalise.
- The complainant will be kept informed during the appeal process.

- A copy of the appeal and written response will be placed on the student file for future reference.

### **External appeals process**

- The student must exhaust the provider's processes and the registered provider must maintain the student's enrolment while the complaints process and appeals is underway.
- If the internal or external complaint handling or appeal process results in a decision that supports the student, the registered provider must immediately implement any decision recorded in the Corrective and Preventative Action Report and advise the student of the outcome.
- If the internal complaints procedure has been exhausted and does not find in favour of the student and the student is dissatisfied with the results of the internal complaints procedure, he/she may approach **Mediation Australia, Ann Street, Brisbane, QLD 4000 – 1300267268.**

### **How mediation works**

It is the process where people meet with an independent person (the mediator) to negotiate an agreement to end a dispute. The mediator does not impose any outcome: just assists the process of reaching a resolution.

Mediation does not involve legal procedures or the courts, however, mediation clients share the costs of mediation 50/50. The outcome of mediation is determined by the parties so that the participants remain in control.

- Apprentices/Trainees/Employers – Should a competency dispute arise, the SRTO must manage the competency dispute using its internal appeals/complaints resolution process. If at the end of the SRTO process, the employer or apprentice/trainee remains dissatisfied, a written complaint may be lodged using The Apprenticeships Info form ATF-012 which must be returned to the Department of Education, Training and Employment district office or phone 1800 210 210 for your nearest office and
- You can make a complaint to the (QLD) Training Ombudsman online, In writing or over the phone. We will listen to your concerns and explain how we can help you and what you need to do.
  - Contact details Training Ombudsman:
  - [www.trainingombudsman.qld.gov.au](http://www.trainingombudsman.qld.gov.au)
  - 1800 773 048
  - [info@trainingombudsman.qld.gov.au](mailto:info@trainingombudsman.qld.gov.au)
  - PO Box 15090, City East QLD 4002
  - If required, the Training Ombudsman can arrange for translation and interpreter services to assist you in submitting your enquiry or complaint.

### **Monitoring and review**

The complaints and appeals policy and procedure will be reviewed regularly. The filename/pathway, review date and version number will be updated to demonstrate that changes have occurred.

### **Learner transition policy**

Staysafe Industry Training will meet the requirement to transition from superseded training package qualifications, units of competency and accredited courses within 12 months of their publication on the National Register to ensure SIT only deliver currently endorsed training products.

SIT will not enroll students into a training product that has been removed or deleted from the National Register.

The date of publication of a new or revised training package component is the most recent 'release date' indicated in the training package's 'release history' on training.gov.au.

The 12 month transition period commences from the earliest date of publication of a new or revised training package component.

SIT will implement the ASQA General Direction: Learner transition where a training product is no longer current, 1 April 2015, in conjunction with the ASQA Fact Sheet; Registering for revised training package components.

SIT receives notifications by Training.gov.au to notify of changes to a training component.

Under the new Standards for Training Packages, any change in a training product code, including any suffix (e.g. A to B) will require the RTO to submit an 'Application to Change Registration' form via ASQAnet

SIT will remove superseded training product components from its scope of registration via ASQAnet once training activity is completed for enrolled students, if this is before the twelve month transition period. However, superseded training components will automatically drop off the SIT scope of registration once the twelve month transition period is completed

Where there is no change to a code, for example through a non-NSSC endorsed ISC upgrade, providers are not required to apply to ASQA for a change to be made to their scope of registration. However, the RTO will ensure that it meets the requirements of the most current version.



## Work Health and Safety Act 2011

### Work Health and Safety Act 2011

The act provides a framework to protect the health, safety and welfare of all workers at work. It also protects the health and safety of all other people who may be affected by work.

Workers protected by the WHS Act include: employees, contractors, subcontractors, outworkers, apprentices and trainees, work experience students, volunteers and employers who perform work. The WHS Act places the primary health and safety duty on a person conducting a business or undertaking (PCBU), who must ensure as is reasonable practicable, the health and safety of workers at the workplace.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

### The WHS Act aims to:

- protect the health and safety of workers and other people by eliminating or reducing workplace risks
- ensure effective representation, consultation and cooperation to address health and safety issues in the workplace
- encourage unions and employers to take a constructive role improving health and safety practices
- promote information, education and training on health and safety
- provide effective compliance and enforcement measures
- deliver continuous improvement and progressively higher standards of health and safety.
- Throughout the WHS Act, the meaning of health includes psychological health as well as physical health.

### Privacy (Privacy Act 1988)

The Privacy Act 1988 (Privacy Act) is an Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information, and access to and correction of that information. The Privacy Act includes:

- 13 Privacy principles which regulate the handling of personal information by Australian government agencies and some private sector organisations.

The APPs cover the collection, use, disclosure and storage of personal information. They allow individuals to access their personal information and have it corrected if it is incorrect. There are also separate APPs that deal with the use and disclosure of personal information for the purpose of direct marketing (APP 7), cross-border disclosure of personal information (APP 8) and the adoption, use and disclosure of government related identifiers (APP 9).

The APPs, which came into force on 12 March 2014, replaced the Information Privacy Principles (IPPs) that previously applied to Australian and Norfolk Island Government agencies and the National Privacy Principles (NPPs) that previously applied to private sector organisations. The IPPs continue to apply to ACT Government agencies.

**The Privacy Act also:**

- regulates the collection, storage, use, disclosure, security and disposal of individuals' tax file numbers
- permits the handling of health information for health and medical research purposes in certain circumstances, where researchers are unable to seek individuals' consent
- allows the Information Commissioner to approve and register enforceable APP codes have been developed by an APP code developer, or developed by the Information Commissioner directly
- permits a small business operator, who would otherwise not be subject to the Australian Privacy Principles (APPs) and any relevant privacy code, to opt-into being covered by the APPs and any relevant APP code
- allows for privacy regulations to be made.

**Staysafe Industry Training privacy statement includes:**

*Information collected as a result of your enrolment will be reported to the Australian Skills Quality Authority (ASQA) yearly under the Data Provision Requirement 2012, AVETMISS reporting and auditing purposes. In addition, you can access your personal and academic records by written request to the administration team on [info@sitedu.com.au](mailto:info@sitedu.com.au)*

*Your personal information, academic records, and attainment results may be disclosed to:*

- The Australian Skills Quality Authority (ASQA)
- Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS)
- National Centre for Vocational Education Research (NCVER) is a not-for-profit company owned by the state, territory and federal ministers responsible for training. NCVER collects, analyses, publishes and disseminates research and statistics on the vocational education and training sector
- Your employer
- Should you transfer to another registered training organization (RTO), you and the other RTO can request your VET student records to be sent to the other RTO, also, ASQA can request your VET student records in accordance with Subdivision C – Section 211, 'Vet Students records' of the National Vocational Education and Training Act 2011.
- The RTO who requests the transfer of VET records must advise, by notice in writing to the National Vet Regulator of the transfer of any VET student records in accordance with the National Vocational Education and Training Act 2011.
- The RTO will utilize the Privacy Act 1998 for the collection, use, disclosure and storage of personal information. Individuals may access their personal information and have it corrected if it is incorrect.

**Discrimination and human rights legislation**

Staysafe Industry training support access and equity (see page 7)

- Disability Discrimination Act 1992 (DDA) – people with disability to access and participate in education and training which is free from discrimination and on the same basis as other students. We will make reasonable adjustments to accommodate a student with a disability, except in instances when this would impose unjustifiable hardship on a person or **behavior.**
- Human Rights Act 2004 – everyone has the right to access further education and vocational and continuing training opportunities
- Age Discrimination Act 2004 – a person is not to discriminate against another person on the grounds of the age of the person in respect of employment, education, access to premises, provision of goods, services and facilities, accommodation and disposal of land
- Racial Discrimination Act 1975 – someone is treated less fairly than someone else in a similar situation because of their race, colour, descent or national or ethnic origin
- Sex Discrimination Act 1984 – prohibits discrimination on the basis of sex, marital status, pregnancy or potential pregnancy in a range of areas of public life. These areas include work, accommodation, education, the provision of goods, facilities and services, the activities of clubs and the administration of Commonwealth laws and programs



## Course fee and additional course costs schedule

CPC40110 Certificate IV in Building and Construction (Building)		
Course/program	# of units	Non funded student fee (\$250 per unit)
Builder-Low Rise (QLD)	16	\$4000

Recognition of prior learning		
Qualification	RPL fees	Duration
<b>CPC31211 Certificate III in Wall and Ceiling Lining</b>	Fees include any gap training which may be required such as challenge tests. The total fees which includes a skills assessment and challenge tests as well as evidence provided towards RPL is \$2800.00, All materials are provided by Staysafe. A deposit of \$500 is required. Balance of fees are to be paid prior to issuance of the qualification.	Upto 3 months
<b>CPC30313 Certificate III in Concreting</b>	Fees include any gap training which may be required such as challenge tests. The total fees which includes a skills assessment and challenge tests as well as evidence provided towards RPL is \$3000.00, All materials are provided by Staysafe. A deposit of \$500 is required. Balance of fees are to be paid prior to issuance of the qualification.	Upto 3 months
<b>CPC30212 Certificate III in Carpentry</b>	Fees include any gap training which may be required such as challenge tests. The total fees which includes a skills assessment and challenge tests as well as evidence provided towards RPL is \$3200.00, All materials are provided by Staysafe. A deposit of \$500 is required. Balance of fees are to be paid prior to issuance of the qualification.	Upto 3 months

Short courses		
Fee for service	Fees	State and Duration
<b>BSBSMB401 Establish legal and risk assessment requirements of a small business</b>	This is a one full day class room based course. All materials are provided which includes a workbook with assessment activities. The cost for this course is \$250.00 in Queensland only. This course is also known as the QBCC managerial course which you will need to complete if you plan on working for yourself as a trade contractor and will be invoicing over \$3000.00 per job.	Sunshine Coast region - 1 day
<b>BSBSMB401 Establish legal and risk assessment requirements of a small business</b>	This is a one full day class room based course. All materials are provided which includes a workbook with assessment activities. The cost for this course is \$300.00 in Queensland only. This course is also known as the QBCC managerial course which you will need to complete if you plan on working for yourself as a trade contractor and will be invoicing over \$3000.00 per job.	Brisbane - 1 day
<b>BSBSMB401 Establish legal and risk assessment requirements of a small business and BSBSMB404 Undertake small business planning</b>	This is a two day course which can be completed over a weekend. These two units meet the CBS requirements as a trade contractor for South Australia. The cost of the two day course is \$600.00 per person. This includes the delivery and assessment of two units of competency to meet the business criteria requirements. All materials to complete the course is provided, there is no online component for this course.	Adelaide – 2 days
<b>Whitecard QLD</b>	This course is to be completed over 4-5 hours and is delivered one on one or in a group, there are no online components for this course. You will be required to bring with you a hardhat, ear protection, eye protection and high viz shirt for the practical component of the course. On successful completion of the course, you will be issued with a whitecard and a statement of attainment will be sent to you in the mail. The cost of this course is \$75.00. I will come to you or you can come to me.	Sunshine Coast and Brisbane – 4-5 hours

Fee for service - Credit transfer	
<b>Credit transfer per unit</b>	A completed Credit Transfer application is required with supporting evidence. For example; Qualification testamur, record of results and or a statement of attainment and mapping information where appropriate
Mapping of a superseded qualification is \$1000.00 Mapping per unit of competency is \$200.00 where it is not equivalent. \$50 per unit where a superseded unit of competency is equivalent.	
Assessment re-assessment. The student has two opportunities for re-assessment per unit of competency at no charge. Where the student requires to be assessed a third time. The student will pay the per unit charge as indicated above.	