



**A Registered Training Organisation**

# Student Handbook

## Vocational Education and Training

SGSCC is committed to the provision of quality, vocational, accredited, cultural and leisure courses and programs. We are dedicated to responding to the life-long learning & development needs of our community and beyond.

SGSCC is committed to excellence and consistent standards of service. We embrace Quality Assurance and support the process of continuous improvement.



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# Background Information

## Adult & Community Education

Adult and Community Education (ACE) is a sector of the NSW post-secondary education system, along with TAFE and universities. It provides short, accredited and non-accredited courses in non-threatening and community based venues to enable people to acquire learning and skills throughout their lives. ACE is different because it is truly a community based education, owned and run by the local community. ACE is therefore able to respond quickly and flexibly to the needs of the community. ACE centres, like St George & Sutherland Community College, can teach almost anything from vocational to literacy to workplace training to hobby and leisure classes.

## St George & Sutherland Community College

The St George & Sutherland Community College (SGSCC) operates as an independent incorporated not for profit organization which is also a Deductible Gift Recipient (DGR). It is now one of the largest Community Colleges in NSW.

SGSCC has six departments including Workskills, International, disAbility, Lesiure, English, School Age.

The provision of adult and community education in the St George and Sutherland area goes back to the 1930's when a centre was operating in Hurstville. The Port Hacking Centre began operations in the Sutherland Shire in 1958 with amalgamation of the two regions occurring in 1988.

The College enrolls upwards of 11,000 students each year in over 400 classes offered each term, in varied leisure, vocational and educational classes offered during the day and evening in more than 20 venues. The College's specialised staff is also involved in the design and delivery of programs for people with disabilities, youth, seniors, people from non- English speaking backgrounds, long- term unemployed, educationally disadvantaged and specific workplace training.

The College may receive funding from the NSW Government through the NSW Department of Education, NSW Department of Industry, NSW Department of Family and Community Services through Ageing, Disability & Home Care (ADHC).

SGSCC is managed by our Principal / CEO and the College is governed by a College Board.

## College Membership and College Board

Membership of the College is open to all students with the payment of a fee of \$10 per annum. This entitles a student to a vote at Annual General Meetings and to be nominated as one of the five elected members on our College Board. It also ensures that you have a mailed copy of our brochure each term for twelve months.



## **Our Vision**

Our vision is enriching lives.

## **Our Mission**

At SGSCC our mission is to enable lifelong learning and growth by providing a range of quality, vocational, cultural, leisure, English, disability and related services.

## **Our Values**

- Lifelong learning
- Continuous improvement
- Learner-focused delivery
- Community Responsiveness
- Quality of service
- Entrepreneurialism, Initiative & innovation
- Ethical behavior
- Equity & diversity
- Accountability
- Family friendly workplace
- Team-work
- Co-operation with other organisations
- Receptive to change
- Rise to challenge

# SGSCC – A Registered Training Organisation

SGSCC is a Registered Training Organisation (RTO) No 7091, registered in NSW by the Australian Skills Quality Authority (ASQA). ASQA is the national regulator for Australia's vocational education and training (VET) sector and regulates course and training providers to ensure nationally approved quality standards are met. SGSCC is accredited to provide training and recognition services according to its Scope of Registration within the *Standards for Registered Training Organisations (RTOs) 2015*.

SGSCC is an approved Delegate of the Australian Skills Quality Authority.

SGSCC is registered to:

- Deliver training and conduct assessments
- Issue nationally recognised qualifications in accordance with the *Standards for Registered Training Organisations (RTOs) 2015*.

Workskills is the brand name for SGSCC RTO.

## What is the Standards for Registered Training Organisations (RTOs) 2015?

The *Standards for Registered Training Organisations (RTOs) 2015* is a set of nationally agreed standards that:

- Ensures the quality of vocational education and training and training services throughout Australia
- Ensures all Registered Training Organisations and the qualifications they issue are recognised nationally.

## Committed to Quality

The College is committed to excellence and consistent standards of service. SGSCC embraces Quality Assurance and supports the process of continuous improvement. This commitment has been recognized with our registration as a Registered Training Organisation with Australian Skills Quality Authority (ASQA). The college systematically reviews its policies and procedures, products and services to generate better outcomes for clients and to meet changing needs. Continuous improvement involves collecting, analyzing and acting on relevant information from clients and other interested parties.

Students are invited to view many of the College's policies and procedures located at <http://workskills.sgsc.edu.au/study-us/accredited-course-information>

## Qualifications

St George and Sutherland Community College is registered to deliver training, assess competency and issue Australian Qualifications Framework (AQF) qualifications. (See *Appendix A for an overview of the AQF*)

All training programs delivered and all qualifications issued by SGSCC are in respect of meeting the requirements of training packages or nationally accredited courses.

## Training Packages and Accredited Courses

Training Packages contain qualifications, units of competency (standards), assessment requirements and credit arrangements that have been developed by industry that SGSCC must follow. Nationally endorsed standards (within these training packages) describe the skills and knowledge students need to be able to perform effectively in the workplace.

Accredited courses are structured and sequenced vocational education and training courses that are not included in a Training Package (for example General Education for Adults).

## Nationally Recognised Training

An AQF Certificate or Statement of Attainment issued by a Registered Training Organisation assures that students are competent in the standards set by industry. A nationally recognised VET qualification (indicated by the Nationally Recognised Training [NRT] logo) means that students have portable skills and qualifications that will be valued around Australia.

Nationally Recognised and Accredited courses are identified in the College brochure and website by the Nationally Recognised Training Logo. Being nationally recognised ensures a high quality of course delivery along with portability of qualifications that are recognised by employers and Registered Training Organisations throughout Australia.



## Competence and Competency Standards

A qualification contains units of competence from your industry Training Package. Within each unit of competency there is a series of learning outcomes that reflects the skills and knowledge demanded by industry that you need to be assessed against to be able to demonstrate competence. You are required to successfully complete all units of competency or modules to receive your certificate.

Competence means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

## Qualification levels

The assessment requirements of a qualification and what graduates achieve is based on the qualification level as identified in the Australian Qualification Framework. In summary these include:

### Certificate II

The purpose of the Certificate II qualification type is to qualify individuals to undertake mainly routine work and as a pathway to further learning.

### Certificate III

Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning. The purpose of the Certificate III qualification type is to qualify individuals who apply a broad range of knowledge and skills in varied contexts to undertake skilled work for example Community Support Workers.

### Certificate IV

Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning. The purpose of the Certificate IV qualification type is

to qualify individuals who apply a broad range of specialised knowledge and skills in varied contexts such as Team Leaders.

### **Diploma**

Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning. The purpose of the Diploma qualification type is to qualify individuals who apply integrated technical and theoretical concepts in a broad range of contexts such as Department Managers.

### **Advanced Diploma**

Graduates at this level will have broad knowledge and skills for paraprofessional/highly skilled work and/or further learning. The purpose of the Advanced Diploma qualification type is to qualify individuals who apply specialised knowledge in a range of contexts such as Middle Managers.

### **Assessment**

Assessment will be conducted in accordance with the assessment guidelines and competency standards of the appropriately endorsed training package or accredited course. Assessment is evidence based meeting the requirements of the training package or accredited course.

Students will be provided with assessment tasks for each unit of competency that gives specific instructions as to what and how assessment is to be conducted. These instructions and requirements will be discussed by the trainer with the students including when the assessments are due and the expectations in how these are to be presented and completed.

Assessment tasks are conducted using various methods including the completion of assignments and practical exercises. Depending on the qualification there may be specific assessment requirements, for example work placement. This information is contained in the individual course information on the SGSCC website or course catalogue and discussed further at course orientation and later by the trainer.

Assessment will be valid, reliable, flexible and fair and the evidence gathered is to be valid, sufficient, current and authentic for an assessment judgement to be made.

For specific information about assessment, students are to refer to Student Vocational Assessment Guide (provided separately).

### **Recognition of Prior Learning (RPL)**

St George and Sutherland Community College recognises that you may be able to demonstrate a particular competency on the basis of prior learning, skills gained in the workforce, or skills otherwise gained.

Recognition of Prior Learning (RPL) can be granted if you can demonstrate competency in all the performance criteria in the elements of a particular unit of competency (from a training package) or all of the learning outcomes in a particular module (from an accredited course).

Students must apply for RPL no less than two (2) weeks prior to the commencement of the course. (*See Appendix D for further detail*).

If you think you may be eligible for RPL in a prospective course you can request for a Recognition of Prior Learning Kit after discussing your suitability with the Training Co-ordinator

on (02) 9528 3344. Supporting and current evidence must be submitted as part of the application.

## **Credit Transfer**

St George and Sutherland Community College recognises Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO) where the Training Package guidelines allow it.

If you have a current qualification from a Registered Training Organisation (RTO) and the SGSCC qualification you wish to enrol in contains units of competence that you have previously been deemed Competent you may apply for Credit Transfer without having to be re-assessed. You can apply to the College for recognition of this achievement (*See Appendix E*)

You must advise the Training Coordinator at Orientation that you wish to apply for Credit Transfer. Supporting evidence must be submitted with your application. Original documentation must also be sighted and verified by the College. You will be required to give your permission for SGSCC to contact the issuing Registered Training Organisation to verify your qualification.

## **Appealing against an RPL decision**

You may appeal against an RPL decision you consider to be unfair. Please see below "Appealing an assessment decision".

## **Plagiarism and Referencing**

Plagiarism is the act of passing off another person's work as that of your own. Examples include copying the work of another person or summarising the work of another.

Any student found plagiarising work will receive a non-completion result in the unit of competency or module attempted. Any person who knowingly aids another person to commit plagiarism will also receive a non-completion result as if they themselves had committed plagiarism.

If you quote from a text, website etc in your assessment tasks you are required to reference where you sourced that information including author or publisher, date of publishing (year) or viewed on website, name of publication and page number. This is stated immediately after the quotation. For example 'You do not lead by hitting people over the head. That's assault not leadership' (Cole,K, (2013) Management Theory & Practice Edition 5, p. 255).

## **Reasonable Adjustment**

On enrolment students are asked to identify whether they have a disability or a learning need. The Training Coordinator will contact you to discuss what assistance SGSCC may provide and any alternatives to how you may be assessed while having to meet the requirements of the relevant qualification and units of competency.

## **Completion of Assessment Tasks**

Assessments are to be completed according to the Schedule. These are either to be submitted direct to the trainer (preferred) or may be forwarded to (for the attention of the trainer):

St George and Sutherland Community College

Please DO NOT mail to the College physical address.

It is your responsibility to keep a copy of your submitted work in case of any actions beyond the control of the College (eg: lost in the mail). Please note that the College cannot accept e-mail copies of assessment tasks.

Students are also required to sign a declaration on each Assessment Cover Sheet stating that what they have submitted is their own work and not the work of any other student or person.

## Assessment Results

A student is deemed to be competent when all outcomes have successfully been completed within a unit of competency or module.

The stated assessment outcomes in competency based courses are:

Competent	when the student can demonstrate competency in all learning outcomes
Not Yet Competent	when the student has not yet demonstrated competency in all learning outcomes

A student who fails to demonstrate competency in an assessment task can re-attempt that assessment task up to three times without having to re-enrol in the course. Such re-attempt shall be organised with the relevant trainer.

## Appealing an Assessment Decision

If you are dissatisfied with the assessment result received you are entitled to have your assessment task reviewed. Appeals must be made within fourteen days of receipt of your assessment result. The mechanisms of appeal are as follows:

1. You must ask for a review of a marked assessment task by writing to the Manager – Business & Vocational Training seeking a formal review and completing the 'Appeals Against Assessment Result' form (See Appendix B Appeal against Assessment Result) which is available from the VET department.
2. Once an appeal (in writing) has been received, the College will arrange for the assessment task/answer to be reviewed. The Manager – Business & Vocational Training will consider the appeal application in consultation with the VET course trainer and an independent person/panel.
3. You will be advised of the result of the assessment appeal in writing within fourteen days.
4. If, after review, you are still dissatisfied with the assessment task result, you can appeal to the Principal of the College for a further review, by completing and forwarding the "Appeal against Assessment Review" form (See Appendix C Appeal against Assessment Review) for a second appeal. This second appeal must be lodged with the College within fourteen working days of the receiving results of their first review. The Principal will then arrange to review the assessment result (in consultation with another member of staff) and will then advise you of the decision.
5. If you are still not happy with the result you can contact ASQA (visit [www.asqa.gov.au](http://www.asqa.gov.au))

## **Issuance of Certificates and Statements of Attainment**

Upon successful completion of your course you will be issued with your certificate. You will be contacted when your certificate or Statement of Attainment (for partial qualifications) is available for collection from Reception. Your certificate will be available for collection within 21 days of your course completion.

# **General Information**

## **Pre-Enrolment Information**

Course information is available from the SGSCC website or in the catalogue published each term.

The Course Information provides details of possible employment outcomes, the course content including units of competency to be studied, how the course is delivered, any entry requirements, whether work placement is a requirement of the course, Fees and Refund Policy, learner support available, course duration, how assessment may be conducted, Recognition of Prior Learning, pathways having completed the qualification.

## **Enrolment**

Please contact the Vocational Student Advisor either by telephone or by making an appointment. You will complete an Enrolment Form and if applying for Government funding, additional information will be taken, including giving your consent for SGSCC to collect information from you to calculate your fees. The Workskills Office is open to take enrolments from 8.30am to 5.00pm, Monday to Friday.

## **Orientation**

Students are required to attend a course orientation prior to commencing their course when you will be provided with additional information about the College, its facilities, your course, trainer and your schedule. Courses commence each month.

## **Student Requirements**

To enroll in a course there are general student requirements. These include for you to undertake an English Language, Literacy and Numeracy assessment task to determine your eligibility to enroll in the course, to join your Facebook class page, attendance requirements, dress, classroom and College expectations. These will be given at Orientation. You will be required to have access to a computer/laptop/tablet with internet access to assist you in your studies and you are advised to bring with you to class a pen and note book for note taking.

You will also be required to obtain a Unique Student Identifier number, if you don't already have one, as well as, for Community Services related courses, a Working With Children Check and or a Police Check. In addition, with Community Services related courses, you will be required to undertake work placement which will also be discussed with you further at Orientation.

## Access and Equity

The College follows the principles of Equity and Diversity as core components of all the College practices ensuring all people involved in the College have equal opportunity and access. Equity and Diversity are inclusive and allow us to recognise that both differences and similarities play a big role in our College Community. The College values those things that make us different and uses them as opportunities to work and learn together to improve the College Community. The College is committed to the Disability Standards for Education 2005. All people have a right to Lifelong Learning.

The NSW Government Charter for Equity in Education and Training provides principles which are the basis for achieving equity in vocational education and training. These principles include:

- Everyone being entitled to high quality education and training programs that provide recognised credentials and clear pathways to employment and lifelong learning
- The diversity of the population is recognised and valued by inclusive approaches to the development, conduct and evaluation of programs
- A demonstrated commitment to these equity and principles is a core responsibility of all those involved in education and training.

SGSCC's vocational education and training courses has an open access policy and encourages participation from the entire community.

## Fees

All accredited courses open to the public are GST free. Any accredited courses that are delivered privately incur GST. Payments can be made by EFTPOS, cheque, money order or credit card.

The fee is specified alongside each course in the College brochure or website. A quotation will be given where a student applies for course subsidised by the NSW Government under Smart and Skilled.

Students are not required to buy any course notes or manuals, specific clothing or equipment, unless specified in the course brochure or College website.

Many of our students pay by payment plan. This is discussed on enrolment and an agreement to pay, and payment amount and payment schedule is made at the mandatory orientation session if not before

SGSCC is a member of the Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme (ASTAS). ASTAS ensures that any Australian student displaced from a course, due to a member's inability to continue the course, is relocated efficiently and with minimal disruption to a comparable course with another member or approved provider. - See more at: <http://www.acpet.edu.au/services/astas/#sthash>. It satisfies the requirements of the Higher Education Support Act 2003 and has been approved by Australian Skills Quality Authority (ASQA) as an alternative fee protection measure under the Standards for Registered Training Organisations (RTOs) 2015 (Standard 7.3 Relating to Schedule 6). See more at <https://www.comlaw.gov.au/Details/F2014L01377> Schedule 6 'All other RTOs Section 2'.

All fees need to be paid prior to a Certificate or Statement of Attainment being issued. There is a fee of \$50 for re-issuing a Certificate or Statement of Attainment.

## **Fees, Withdrawal and Refund Policy**

The Fees, Withdrawal and Refund Policy outlines how a student pays their fees, withdraws and how they may be eligible for a refund. Please refer to the Fees, Withdrawal and Refund Policy located at <http://workskills.sgsc.edu.au/study-us/accredited-course-information>.

Refunds will be given where a course has been cancelled or is already full.

The College, however, does not accept any responsibility for changes in your personal circumstances. Please choose carefully as refunds and transfers will not usually be given.

Requests for transfers or refunds (due to exceptional circumstances) must be made to the Training Coordinator.

## **Tuition Assurance**

SGSCC protects students in the event that the college ceases to provide a course in which they are enrolled. SGSCC acknowledges that it has a responsibility for protecting fees prepaid by individual learners, or prospective learners, for services to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities SGSCC adopts the option of holding a current Tuition Assurance Scheme ACPET–Australian Student Tuition Assurance Scheme (ASTAS) where the student will be placed into an equivalent course if SGSCC is unable to provide services for which the student has pre-paid.

## **Health and Safety**

SGSCC is committed to provide a safe and supporting learning environment for our staff and students.

Information on work health & safety pertinent to the particular course you are enrolled in will be given as part of your course.

Students using computers should note the information on correct posture and exercises that is displayed in all computer rooms.

Your trainer will discuss evacuation procedures with you in the first session of your course. These procedures are also displayed in every room at the Jannali site.

If first aid is required please report immediately to your trainer, alternatively Reception and or the Site Co-ordinator (evenings and Saturdays). Each Site Co-ordinator is First Aid trained and has access to a First Aid Kit. A number of staff at Jannali are also First Aid trained and have access to First Aid Kits.

The College also welcomes any information from students on potentially hazardous situations at any of the College's venues. If you notice any potential hazards please inform your trainer, Site Co-ordinator or the Jannali Reception.

## **Evacuation Information**

At Orientation you will be advised of the evacuation procedures where a course may be held. In summary, in the event of an evacuation your trainer will lead you to the evacuation area located opposite the College. You may return back to the College when authorised to do so. Please refer to evacuation notices located in your classroom and corridors.

## National Emergency Numbers

Police 000  
Ambulance 000  
Fire 000

For Non Emergency matters call Crime Stoppers 1800 333 000

## Harassment, Victimization, Bullying and Discipline

SGSCC has a commitment to provide a work and learning environment free of harassment, bullying and victimisation. This is in accordance with the NSW Anti Discrimination Act 1977. Harassment is behaviour directed at another person that is uninvited and unwelcome and includes offensive and/or intimidating behaviour based on a person's sex, pregnancy, marital status, race, colour or ethnic background, physical appearance, age, sexual preferences or disability. Complaints about harassment whether from staff or students that cannot be resolved informally through your trainer should be put in writing with the letter addressed to the Manager – Vocational Education and Business. Your letter will be acknowledged within two working days of receipt of your letter. Counselling and disciplining of staff will be provided if deemed appropriate in accordance with College policy and procedure. Counseling and exclusion from class of offending students may also be appropriate.

## Grievance and Dispute Procedure

The College welcomes feedback from students as part of its commitment to providing a quality service. The College will endeavour to respond to all student complaints/problems/queries promptly and with courtesy. If you have a complaint or problem, please resolve this first with your trainer as your first point of contact.

If this is not appropriate or the problem has not been resolved, please put your complaint/problem in writing and send to Manager – Vocational Education and Business. Your letter will be acknowledged within two working days of receipt of your letter and an outcome given to you within 10 working days. If you are not satisfied with the College's response you can contact ASQA at [www.asqa.gov.au](http://www.asqa.gov.au) or a request can be made to have the matter attended to by the NSW Department of Fair Trading. External mediation services are available if required.

Please refer to our Complaints and Appeals Policy located at <http://workskills.sgsc.edu.au/study-us/accredited-course-information>

## Child Protection

Although the College is largely an adult education facility, minors under the age of 18 are periodically present on College owned or leased property. The College has a policy requiring all staff to sign a Prohibited Employment Declaration and a Working with Children Check stating that they have no prior convictions that would preclude them from working with children. If there are minors in your class (unless you are the parent or guardian) please ensure that you are not left alone with them on College property. This is for your protection against unjust or spurious accusations as well as for the protection of the minor.

## Attendance

Training and assessment is competency based and in several sessions assessment may take place in class. Please ensure that you attend so that you may receive the learning and be assessed.

## **Coffee Cart**

Please come and visit our café/coffee cart during term at our Jannali site. Please note the opening and closing times at the coffee cart.

## **Computer Usage**

If you are enrolled in a computer course please be aware of the potential dangers of computer viruses. Computer disks will be given to you for use at College and these must not be taken home until the end of the course. Do not use USBs (used externally) in any College computers.

All users of College computer equipment should also be aware of the following:

- All computer software (other than that labelled as “public domain”) is subject to the laws of copyright. The copying of or use of software without permission of the owner is illegal.
- SGSCC supports this legal principle and advocates that copyright computer software is to be used only in accordance with the licensing conditions.
- SGSCC will not protect any person using illegal software on equipment owned by the College. Anyone caught using illegal software will not be permitted to use College equipment again.

## **Concessions**

Depending on the Vocational Education and Training course enrolled some courses may be Government subsidised. Please enquire prior to enrolling. Concessions can only be granted at the time of enrolment.

## **Facebook**

At orientation you will be sent an invitation to join your class Facebook Page. This is a private page only between you, your Trainer, Workskills staff and your class colleagues. Additional learning resources are posted on the Facebook page to assist you towards your learning. It is also the main method of communication with your Trainer outside of the classroom.

It is your responsibility to inform your trainer should you not be able to attend class using the Facebook classroom page.

## **Student Feedback and Evaluations**

The College welcomes your feedback on the quality of our enrolment procedures, venues, courses and improvements to our services. It also welcomes suggestions of additional courses in various subject areas. The feasibility of your suggestions will always be investigated.

Please tell us if you are dissatisfied or unhappy with any aspect of the College's service. Also, please let us know if you are happy with our service. We will endeavour to rectify any problems immediately, as well as give any positive feedback to our staff where it is given. (*Also see section on Grievance & Dispute Procedures*)

Students will be offered to complete a Student Questionnaire at the end of their course. Evaluation forms can be anonymous.

## Privacy and Freedom of Information

Strict guidelines of Privacy and Confidentiality of all student records are maintained at all times.

Students have the right to view their own records. All requests must be in writing, addressed to The Manager - Business & Vocational Training and include a photocopy of their driver's license, Proof of Age Card or passport.

## Parking

Limited parking is available at some College venues but at the owner's risk. The College does not take responsibility for providing parking for students. Please park in the student's designated parking area and lock your car and take your valuables with you.

## NSW Smart and Skilled Courses and Traineeships

Eligible students may apply for NSW Smart and Skilled approved qualifications. 'This training is subsidised by the NSW Government'. For eligibility, including scholarships, approved qualifications, enrolment process and specific information on Smart and Skilled including options for making a complaint or feedback about the training please visit [www.sgscce.edu.au](http://www.sgscce.edu.au)

## Staff Contacts and Phone Numbers

Phone enrolments	9528 3344
Fax enrolments	9589 0517
Jannali Reception	9528 3344
Principal, Patricia Carroll	)
Manager – Business & Vocational Training	) 9528 3344
Literacy Co-ordinator	)

Email: [enquiries@sgscce.edu.au](mailto:enquiries@sgscce.edu.au) Web Home Page: [www.sgscce.edu.au](http://www.sgscce.edu.au)

## Text Books or Materials / Excursions

Textbook or materials are included in the cost of the course. If this is not included in your course fees it will be indicated in the brochure course description or letter of confirmation (where appropriate).

Where excursions are organised as part of the course the student is responsible for any costs including travel should they wish to participate.

# Academic Services and Support

From time to time you may want some additional support for your studies, or you may need advice about personal matters that could impact on your studies.

In addition to the trainer, students may access the Training Co-ordinator, Student Support Officer, Manager – Vocational Education and Business to meet their particular needs.

Support includes:

## Language, Literacy and Numeracy

Literacy support is available to students who require it. Please contact the English, Language and Literacy Manager on (02) 8543 7424 to discuss your needs.

Persons from non-English speaking backgrounds who are having difficulties in reading and writing English can also contact the College for additional help.

SGSCC offers courses at various College venues to help students improve their spoken English, reading, writing and numeracy skills. For more information call (02) 8543 7424.

## Student Support Officer

SGSCC has a Student Support Officer available should you require counselling services.

## Learning Pathways and Career Advice

Students may discuss pathways and avenues for further training with their trainer or contact the Manager - Business & Vocational Training on (02) 9528 3344.

# SGSCC Responsibilities

## SGSCC is responsible for:

- The compliance of training and assessment
- Issuance of AQF certificates or Statements of Attainment

## SGSCC does not guarantee that a student:

- Will successfully complete their qualification. The student is required to be deemed Competent for each unit of competency of a qualification
- Can complete a qualification other than how SGSCC has planned its training and assessment strategies and practices consistent with the requirements of the relevant training package or accredited course
- Will obtain a particular employment outcome on the completion of their qualification

In the event that SGSCC closes or ceases to deliver the training and/or assessment the student will be advised by SGSCC of their rights and as to how they are protected and avenues to continue and complete their course. (Refer also to Tuition Assurance above).

## **Student Rights and Responsibilities**

### **Students have the right to:**

- Be treated fairly and with respect by SGSCC staff and students in line with equity and anti discrimination legislation and the Disability Standards for Education 2005.
- Privacy, dignity & confidentiality
- Quality provision of courses that recognise and appreciate individual needs and learning styles and contain no hidden costs
- Complain through appropriate channels
- Appeal for a review of the results of an assessment
- Be protected from all forms of harassment
- Expect truth in advertising
- Know about policies referring to them
- A safe & clean learning environment

### **Students have the responsibility to:**

- Treat other SGSCC students and staff with respect and fairness and not to exercise prejudice against people with disability.
- Read the Terms and Conditions in the College brochure
- Behave in an acceptable and appropriate manner towards other clients and staff and to respect the property of the College, host schools, lessors and clients
- Refrain from swearing in classrooms and other learning areas
- Not behave in any way that could offend, embarrass or threaten others
- Provide own course requirements where applicable (and where notified)
- Be punctual and regular in attendance
- Provide accurate information about themselves and advise of any changes
- Not to use mobile phones, pagers or similar devices at any time in the class
- Not engage in plagiarism, collusion or cheating in any assessment task
- Submit all assessment tasks by the due date or ask for an extension of time if there are exceptional circumstances
- Follow normal safety practices (eg: following both written and verbal directions given by SGSCC staff)

## **College Rules**

Smoking, the consumption of alcohol and/or the use of illegal substances on the college premises shall result in the application of disciplinary procedures which may result in expulsion from the College.

Food and beverages are not permitted in classrooms except bottled water. The College (Jannali) has a Green Room and Student Lounge where students may eat and relax.

Mobile phones and other electronic devices must be switched off (or on vibrate) when in class.

Students should arrive on time to class and stay for the entire duration of the class. Random arrivals and exits are disrespectful and distract the class.

Students are responsible for catching up on unit content should they miss a class.

Disruptive behavior is not permitted while classes are in session.

Students may only smoke in the designated area located at the student Car Park

The College does not accept responsibility for any loss of personal property irrespective of where such property was left. Students should report any loss to their trainer.

Students must advise their trainer of any change of address or phone number.

Students are expected to dress appropriately at all times.

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# Appendix A Overview of the Australian Qualifications Framework (AQF)

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The Australian Qualifications Framework (AQF) provides a comprehensive, nationally consistent framework for all qualifications in post-compulsory education and training. In the AQF there are ten levels with Certificate I being the lowest qualification level and AQF level 10 being the highest.

The ten levels include:

1. Certificate I
2. Certificate II
3. Certificate III
4. Certificate IV
5. Diploma
6. Advanced Diploma
7. Bachelor Degree
8. Bachelor Honours Degree
9. Masters Degree
10. Doctoral Degree

For more information about AQF please refer to [www.aqf.edu.au](http://www.aqf.edu.au)

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# Appendix B Appeal against Assessment Result

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If you are dissatisfied with an assessment result received you are entitled to have your assessment task reviewed. **Appeals must be made within fourteen days of receipt of your assessment result. You will be advised of the appeal within seven days.**

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## ADDRESS APPEALS FORM TO:

*The Manager – Business & Vocational Training  
St George and Sutherland Community College  
PO Box 404, JANNALI NSW 2226*

I wish to appeal against an assessment result as follows.

<b>Name</b>			
<b>Address</b>			
<b>Telephone</b>			
<b>Course</b>			
<b>Unit of competency/Module</b>			
<b>Assessment Task</b> <i>*please attach the Assessment Task with the outcome and the assessor's feedback</i>	<i>Please provide the name of the assessment task</i>		
<b>Date the Assessment Task was completed</b>		<b>Date the Assessment result was provided to you</b>	

## Comments/Additional Evidence to be considered:

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<b>Student name</b>		<b>Student signature</b>		<b>Date</b>	
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## Assessment Decision Review (office use only)

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The above mentioned Assessment Result was reviewed by:

.....  
.....  
.....  
.....

Result of review:

.....  
.....  
.....  
.....

.....  
Signature of Training Manager Business  
and Vocational

.....  
Date

Date student was notified in writing about the result of the appeal	
Date assessor was notified about the result of the appeal	

# Appendix C

## Appeal against Assessment Review

If you are dissatisfied with the Manager – Business & Vocational Training response to your assessment having been reviewed you are entitled to a final appeal. **Appeals must be made within fourteen days of receipt of your assessment review.**

### ADDRESS APPEALS FORM TO:

*The Principal*  
 St George and Sutherland Community College  
 PO Box 404, JANNALI NSW 2226

I wish to appeal against an assessment result as follows.

<b>Name</b>			
<b>Address</b>			
<b>Telephone</b>			
<b>Course</b>			
<b>Unit of competency/Module</b>			
<b>Assessment Task</b> <i>*please attach the Assessment Task with the outcome and the assessor's feedback</i>	<i>Please provide the name of the assessment task</i>		
<b>Date the Assessment Task was completed</b>		<b>Date the Assessment result was provided to you</b>	

### Comments/Additional Evidence to be considered:

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<b>Student name</b>		<b>Student signature</b>		<b>Date</b>	
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## Principal's Review (office use only)

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### Result of review:

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.....  
Signature of the Principal

.....  
Date

.....  
Signature of the Training  
Manager Business and  
Vocational

.....  
Date

Date student was notified in writing about the result of the appeal	
Date assessor was notified about the result of the appeal	

# Appendix D

## RCC/RPL Information Sheet

### What is Recognition of Prior Learning?

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through:

- Formal training (*St George and Sutherland Community College recognises AQF qualifications/Statements of Attainment issued by other RTO's*)
- Work experience
- Life experience
- Or other means

### Why complete an RPL/RCC process

- Eliminate or reduce the duplication of learning
- Gain a fairer access to studies
- Increase your career & education options through the mobility of your training & credentials
- Reduce the cost of the training you wish to undertake

### How do you apply for RPL?

1. Find out about the course that you want to study.
2. Request an RPL Suitability Questionnaire and identify whether you already have the skills, knowledge and attitude of the relevant Units of Competence. (Fee applies)
3. Speak to St George and Sutherland Community College staff and ask for an RPL Instructions document and an RPL Application Template for the relevant course you are interested in. (Fee applies)
4. Submit the portfolio for assessment

### How much does it cost?

The first stage of evaluation of the preliminary self-assessment tool completed by the student will incur a flat fee of \$100.00, which will be deducted from the RPL Application fee should you decide to go ahead with the RPL process.

The RPL Application fee will be depending on the number of Units of Competency and must be paid before the RPL Application can be made available. If you have paid for the Suitability Questionnaire, this amount will be deducted from the RPL Application cost. Please note this fee is not redeemable if you are deemed Not Yet Competent.

### How long will it take?

- Time frames will greatly depend on your ability to manage your time and work will depend on the outcome of the Application submission and, if required, you will be allowed to re-submit once. Time frames for the re-submission will depend on your agreement with the Manager – Business & Vocational Training or the assigned Assessor

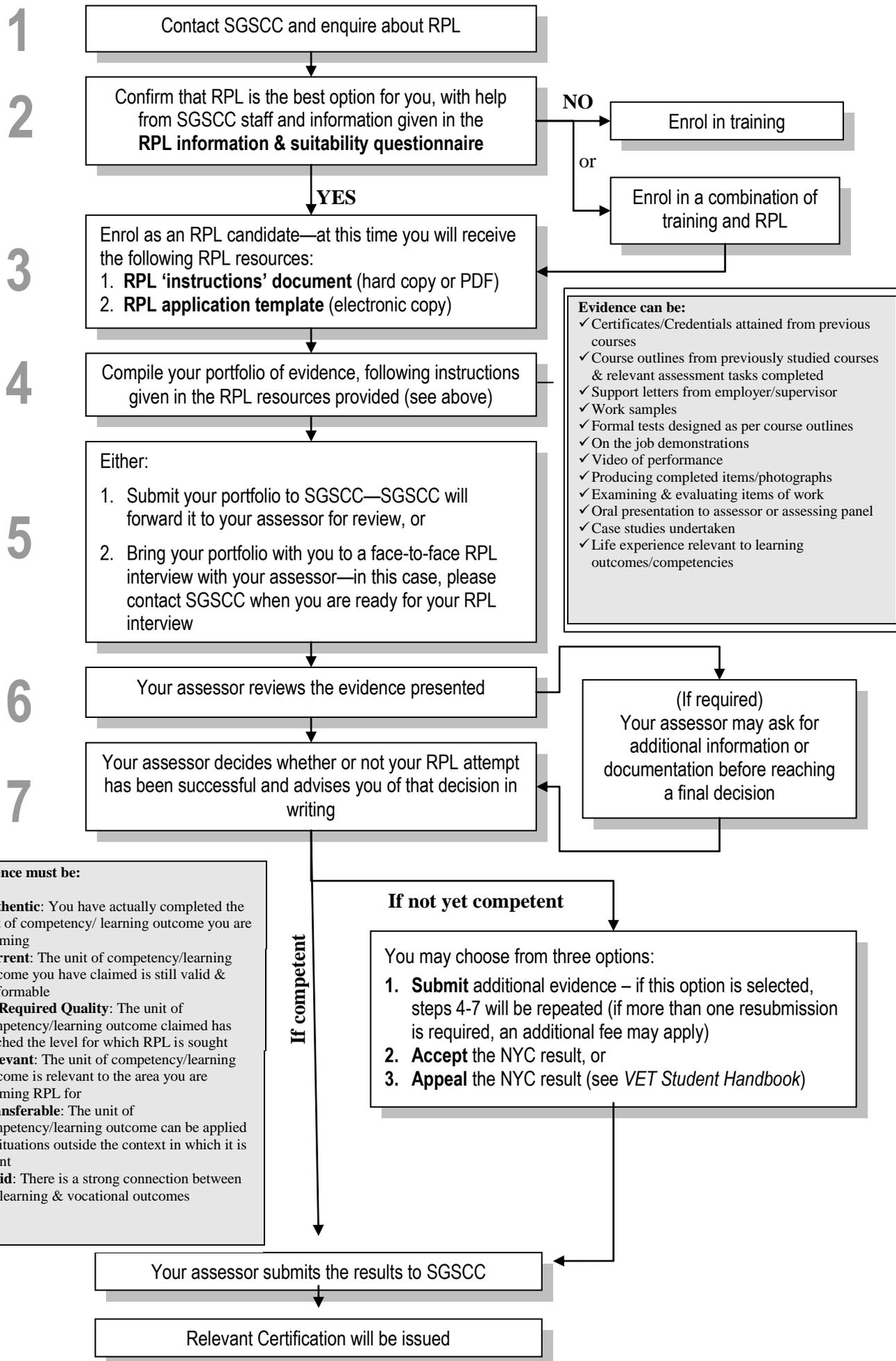
### How will I be notified if my application is successful or not?

- The Manager – Business & Vocational Training or the assigned Assessor will contact you to provide you with the relevant feedback.
- Should your application be successful, a Certificate or Statement of Attainment will then be issued.

### Can I appeal if I do not agree with the result of my application?

- You may appeal an assessment decision by forwarding a letter requesting the relevant Appeals forms to submit to the College. Please consult the VET Student Handbook. Staff will follow the SGSCC appeals procedure by reviewing the decision and advising you in writing.

Contact our Manager- Business & Vocational Training, for more information on (02) 9528 3344.



## Appendix E

# Credit Transfer

St George and Sutherland Community College recognises Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO), in accordance with the Training Package Guidelines. If you have a current qualification from another Registered Training Organisation (RTO) that you wish to seek credit for (towards a course offered by SGSCC) as long as the relevant Training Package Guidelines allow it, you can apply to the College for Credit Transfer recognition.

**You must make this application within one week of the commencement of the course. Supporting evidence must be submitted with your application. Original documentation must also be sighted and verified by the College. In addition, your qualification will be verified by the issuing registered training organisation.**

### APPLICATION FOR CREDIT OF CURRENT QUALIFICATION

*Credit Transfer is given for a subject satisfactorily completed at another Registered Training Organisation (RTO) where the content and objectives of that subject are sufficiently the same as those for the present subject – that is, the evidence presented is of the same standard as that required in the benchmark and Credit Transfer is allowed according to the Training Package Guidelines .*

**For example:**

*A student attends another RTO (eg: TAFE) and successfully completes CHCECE010 – Support the holistic development of children in early childhood and attains a Statement of Attainment from Certificate III in Early Childhood Education and Care with that organisation in October 2014. The student now wishes to finalise the full qualification and attends SGSCC to complete the remaining units of competency.*

*The student provides the original transcript and Statement of Attainment (which is sighted and verified by SGSCC). The student obtains a Credit Transfer for CHCECE010 – Support the holistic development of children in early childhood, successfully completes the remaining units of competency from the full qualification (at SGSCC) and obtains a Certificate III in Early Childhood Education and Care.*

**\*\*\* Evidence provided must be valid, authentic, sufficient and current \*\*\***

#### **Applicant to complete the following:**

Applicant's Name			
Applicant's Address			
Applicant's Telephone Number	Home	Mobile	
Qualification for which Credit Transfer is being sought (eg: CHCFC301A – Support the development of children)			
Date the qualification was issued		Note – the qualification for which credit transfer is sought must be CURRENT – that is, are you still able to demonstrate the skills and knowledge?	
RTO at which the qualification was awarded			
<b>Declaration:</b> I give my permission for SGSCC to contact the issuing RTO to verify my credential.	Signature		Date

Please forward this form, together with your ORIGINAL documentation to:  
The Manager - Business & Vocational Training, St George and Sutherland Community College  
PO Box 404, Jannali NSW 2226, 127-129 Sutherland Road, Jannali NSW 2226