

Student Handbook



SDG College Pty Ltd T/A SDG College, RTO Code: TBA

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Welcome to SDG College

Thank you for choosing SDG College as your training provider and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals.

We hope you are looking forward to your learning and making a lot of new friends along the way. We are here to help you make the most of your learning. Good luck.

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning.

Mahmoud Abu Wasel

CEO

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SECTION 1 INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with SDG College.

SDG College is the trading name of SDG College Pty Ltd, RTO No. TBA. The college aims to deliver high quality, innovative and engaging training that is relevant to students, employers, and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes, and facilitation methods to remain ahead in technology and industry standards.

SDG College offers the following training product and services which includes the following:

- RII60520- Advanced Diploma of Civil construction design
- CPCWHS1001- Prepare to work safely in the construction industry
- CPP20218- Certificate II in Security Operations
- BSB40120- Certificate IV in Business

As an RTO, SDG College is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to students follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

Service Commitment

SDG College is committed to providing quality training and assessment services to its learners. We aim to:

- Provide training and assessment services that meet industry needs and trends.
- Deliver high quality, innovative and engaging training.
- Maintain a person-centered approach.
- Foster relationships with our students, supporting them through their career.
- Provide flexible learning opportunities.
- Provide a supportive, facilitative, and open learning environment.
- Ensure all training is delivered by qualified trainers and assessors with the necessary skills and experience.
- Ensure all training is continually monitored and improved.
- Maintain a healthy and effective learning environment for students.
- Produce competent and confident workers that benefit the community and industry.

SECTION 2 STUDENT RIGHTS AND RESPONSIBILITIES

SDG College has developed the following student etiquette guidelines which will help foster a healthy learning environment for all students.

Assessment

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

Assessment malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

SDG College regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. SDG College has policies and procedures in place for dealing with assessment malpractice.

- **Cheating -**
All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.
- **Collusion -**
Collusion is the presentation of work, which is the result in whole or in part of unauthorized collaboration with another person or persons. It is your responsibility to ensure that other students do not have the opportunity to copy your work.
- **Plagiarism -**
Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs.
You must follow reference guidelines if you take another person's idea and put it into your own words.

Behaviour

Students are expected to behave appropriately in a mature and professional manner at all times. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Misconduct includes

- Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault);
- Interfering with another person's property.
- Removing, damaging, or mistreating property or equipment.
- Cheating/plagiarism.
- Interfering with another person's ability to learn through disruptions during training.
- Breach of confidentiality.
- Inappropriate language.
- Serious negligence, including WHS non-compliance.
- Discrimination, harassment, intimidation or victimization;
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer/assessor is expected.

SDG College retains the right at all times to remove disruptive students from the training environment. Thus,

- You will be expected to treat staff and fellow students with respect and observe any student etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Change of personal details

Students are required to ensure their personal details recorded with are up-to-date at all times. Should your circumstances or details change please update your record through your student login account as soon as you change your information or inform the college to change it.

Disciplinary Processes

SDG College may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- The student being asked to justify why they should continue to participate in the learning group.
- Suspension from training access.
- Expulsion from the training access; or
- Expulsion from the Training course.

Evaluation and Feedback

SDG College values all feedback from students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive.

SDG College has developed some feedback forms for you to provide feedback. Thank you in advance for your comments.

Learner Support services

SDG College understands the importance of the quality of our Trainer Support for your success. The college has identified a number of support services for students who have special needs or require additional support and assistance to undertake or complete their learning.

Mentoring & Guidance

SDG College can provide students with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Telephone support calls from Trainers can be booked by calling 02 xxx Any training and assessing queries can be sent directly to trainers and assessors via the email support@tba.edu.au. We aim to answer all student messages within 24 hours Monday to Friday, however we must respond to student queries within 48 hours maximum Monday to Friday.

Language, Literacy Numeracy

Discuss with us your options for further language literacy and numeracy development.

Reading Writing Hotline

[http://www.readingwritinghot](http://www.readingwritinghotline.edu.au/)

[line.edu.au/](http://www.readingwritinghotline.edu.au/) 1300 655 506

Learning Materials

Students receive a copy of training and /or assessment materials as part of the course fee. All the learning materials will be provided to you by your trainer in the classroom sessions. The individual SMS login details will be provided to all the students upon registration.

Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Complete all training sessions and complete all required reading and learning activities.
- Prepare well in advance of each training session.
- Be a willing participant.
- Respect other people's opinions.
- Ensure you have a clear understanding of the assessment requirements.
- Take responsibility for the quality of evidence that you submit to the Assessor.
- Keep track of your progress.
- Complete and submit all assessments on time, tasks using clear and concise language.
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

SECTION 3 DELIVERY AND ASSESSMENT ARRANGEMENTS

DELIVERY

All the courses delivered through face-to-face classroom-based study mode, by SDG college Pty Ltd. Students are expected to bring their own laptop for the training and assessment, with the Windows 7 operating system or higher

Orientation

Prior to the first-class students will be provided an orientation covering the following:

- How to access support services provided by SDG College
- Student Code of Conduct
- Complaints and Appeals policy and procedure
- Training sessions
- Course Requirements and outcomes.
- Privacy

Classroom Modes of Delivery

Training and assessment are based on a classroom based training model comprised of the following components of delivery, supervision, assessment and support:

1. 20 hours per week of classroom-based training sessions to develop knowledge and theoretical understanding as well as complete assessments. Classroom settings will ensure full access to internet, whiteboards, workbooks, simulation resources and learning resources.
The course will be delivered in the classroom using PowerPoints and Session Plans developed by SDG College. Classroom training provides students with the opportunity to share ideas, discuss and explore unit concepts, ask questions and consolidate their learning from self-study during class times.
Class sessions are planned to ensure students participate in individual and group learning and cater for a wide variety of learning styles.
2. Structured self-study program comprising of 8 hours per week of unsupervised learning activities as laid out in the Self-paced study plan, Students are strongly encouraged to undertake this work, but it is not mandatory to receiving the qualification if competency is achieved through the assessment process. If a student is at risk of not meeting course progress requirements, completion of these hours may be required as part of an intervention strategy.
3. Individual support as needed per Individual Support Plans (may be triggered by low LLN levels or intervention plans).
4. On request/as needed-telephone support from 9.30am to 5pm Monday to Friday from student support staff.

The training methodology for this training program will ensure that the course is:

- ☐ **Flexible:** This training program will provide a well-structured and paced training program, and whilst students will have set session times with tasks to be submitted, will be offered the flexibility of undertaking a training program that accommodates individual ability.

- **Accessible:** Trainers will be accessible outside set class times, via telephone and email to provide assistance to students.
- **Affordable:** Due to our reasonable overheads, we can provide all our courses in a cost-effective manner, without skimping on quality.
- **Practical:** All the content in our courses relate to practical day-to-day requirements in application to real-life requirements. Trainers shall work with the students to ensure the transfer from information to application is seamless outside the classroom.
- **Hands-on training:** This program focuses on practical workshops that provide a solid feeling of hands-on experience to students.

Classroom Training Delivery / Instructional Methods

The type of delivery selected for this training course is based on the learning objectives and the nature of the teaching and learning tasks and the diversities encountered within the learners of the group. To ensure effectiveness, training programs combine a mixture of classroom presentation and student participation methods.

Tasks will be set throughout the course (by the trainer) for each student that relate to the course structure and their vocational direction (as this course is transferable across a variety of business settings) for practice and formative assessment.

Participants are expected to attend all scheduled training sessions

A variety of presentation types will be utilised for classroom-style delivery. Such methods are well suited to present fundamental and theoretical knowledge. These methods include the following.

- Using a variety of presentation methods such as utilising current technology for visual displays (visual), explaining the content verbally or in writing, as well as either distributing notes, or referring to reading materials (verbal, auditory);
- A participatory, contributions-oriented approach to learning that recognises students as potential creators of new knowledge products and contributors to the total learning and assessment process
- Trainers concerned with creating experiences and contexts that make the student willing and able to learn (readiness);
- Designed to facilitate extrapolation and or fill in the gaps (going beyond the information given).

Student involvement is very effective in a group learning environment and helps with ensuring that a class has achieved a similar level of knowledge. Student participation methods will include the following.

- Promoting practice (The learning stages);
- Providing class time for students to reflect upon the content (reflective) and allowing for student participation through facilitation, discussion or projects, tasks (active);
- Trainer direction training with student input required.
- Student presentations and projects (reinforcement, great for pragmatists and activists);
- Group tasks assignments (active learners);
- Student-assisted demonstrations.
- Assigned reading (reflective learners);
- Time allowed for reinforcement; and
- Problem solving activities (sensing reflectors).

To ensure the effectiveness of the training sessions, and to encourage each student to participate in a well-designed and developed training program, class sizes will be a maximum of 18 students. These restrictions will maximise trainer and student interaction on course material. Trainee feedback and student evaluations will be considered in modifying and improving courses.

Each session will be delivered through active participation between both the trainer and the students. This is to ensure student participation is mapped to the delivery style to ensure maximum learning and retention.

Each unit will be linked to day-to-day practical tasks to assist the students reflect and appreciate the relevance to their vocational requirements.

Simulated Training Environment

The simulated training environment is achieved by using equipment, tools, technology, workplace conditions, legislation, quality standards and approaches to work that match those currently employed in industry. For example, workplace plans (business/operational/ weekly), administration documentation, IT hardware and Microsoft office software applications, telephones, policy, and procedure manual.

Students understanding of the workplace and its requirements will be developed throughout the course. The face-to-face study environment is created to suit the specific unit requirements and the trainer reinforces understanding through relating to their own experience and using learning materials e.g., textbooks, handouts, or videos. Depending on the unit content and context the face-to-face classroom environment is adapted to recreate the simulated work environment.

Appropriate simulated contexts and activities are incorporated into delivery and prepare students for assessment. These align to the contexts and activities indicated in the units of competency. The simulated assessment contexts and activities also align to the requirements of each unit of competency.

Facilities and Equipment

Resources include:

- Dedicated classroom sessions.
- Learning and assessment materials as outlined in this TAS.

The following equipment and documentation are also required:

- WHS reports
- Legislation, standards, guidelines, research and industry data
- Design criteria for civil works
- Access to information about equipment related to establish and maintain a quality system
- Access to information equipment related to provide leadership in the supervision of diverse work team
- Relevant operating manuals and manufacturer specifications

ASSESSMENT

Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification.

The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessments tasks /activities may be involved including, but not limited to:

- Observation of performance.
- Written activities.
- written / oral questioning.
- projects
- role plays/ simulations.
- demonstration of skills.
- classroom assessments.
- portfolio of evidence.

Currently SDG College is only delivering the Unit of Competencies therefore Participants who demonstrate competence to the required standard will receive a Statement of Attainment in the completed Unit of Competency. SDG College is required to meet stringent quality requirements in the conduct of all assessments.

The college has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to students.

Principles of Assessment

Assessments will be conducted in accordance with the following principles of assessment.

Valid	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: <ul style="list-style-type: none"> • Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance. • Assessment of knowledge and skills is integrated with their practical application. • Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.
Reliable	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.
Flexible	Assessment is flexible to the individual learner by: <ul style="list-style-type: none"> • Reflecting the learner's needs. • Assessing competencies held by the Learner no matter how or where they have been acquired; and • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Fair	The individual learner's needs are considered in the assessment process. Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary

Rules of Evidence and Assessment

SDG College is required to ensure that all evidence provided by students, as proof of their competency, meets the following "rules of evidence".

Valid	The assessor is assured that the learner has the skills, knowledge, and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficient	The assessor is assured that the quality, quantity, and relevance of the assessment evidence. enables a judgement to be made of a learner's competency.
Authentic	The assessor is assured that the evidence presented for assessment is the learner's own work.
Current	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Assessment

There will be assessment tasks set for each program. Assessment activities and expectations will be explained to students and are outlined within learner / assessment resources.

Presentation of Assessments/ Assignments

- All assessments should be typed.
- You need to submit the assessments through directly to your trainer in the classroom, by the due date.

- All assignments are registered as they are received.
- We endeavour to assess all assessments within 10 working days of receipt.

Assessment results

Students have access to their own learning account on LMS which will indicate assessments undertaken and the units of competency that the individual has attained.

Results of assessment are provided to students as soon as is practical. These results are available through your student login account. Students will receive a copy of all written comments and the evidence summary through their LMS login. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

Re-Assessment

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS).

Students must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for the unit. If one or more of the tasks are assessed as Not Satisfactory, they will be given an outcome for the unit of Not Yet Competent (NYC). The student can have a total of 3 attempts to complete each task and achieve a 'Satisfactory' outcome (noting that the fourth attempt is chargeable as per the fees and refunds policy). The student will be advised of the timeframe for resubmission (usually within one month) and advised what they must include in their re-submission (usually the whole task again). If, after the third attempt, the student is still assessed as Not Satisfactory for a task, they will need to re-enrol in the unit.

Assessment Appeals

Students can make an appeal against any assessment decision by following the Student Complaints and Appeals Policy and Procedures outlined in the Student Handbook or can be assessed from the college's website.

Appeals will be dealt with following the Complaints and Appeals Procedure.

Reasonable adjustments

Students with disabilities are encouraged to discuss with a ny 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable to accommodate or where other adjustments may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks will be handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

Certificates

Types of Certifications

In general, SDG College issues three types of certificates. Certificates can only be awarded in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the qualification.

- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a student is deemed competent in a unit or a cluster of units of competency. Minimum achievement for an SOA is one unit of competency. You can request a SOA at any time during your training.

Certificates will only be posted to students at their nominated postal address as shown in their student login account. The onus is on the student to ensure their address details are correct.

Certificates will not be sent to other parties without the expressed prior written permission from the student. Duplicate or replacement copies of certificates incur a fee.

Course Delivery

SDG College ensures the following resources are in place:

- Trainer/assessors and Assessors with appropriate qualifications, and experience.
- Course materials appropriate to the methods of delivery and assessment requirements.
- All necessary copyright authorisations.
- Appropriate equipment and facilities.

Training and assessment methods used meet specific quality requirements and are chosen to best suit the unit of competency, while considering the learning style of the student. The provision of training is through face-to-face classroom sessions.

Learning is a partnership that involves participation from all involved.

Language, Literacy and Numeracy

Each Training Package sets a minimum requirement in the language, literacy, and numeracy skills of participants, with which SDG College must abide.

SDG College makes appropriate concessions for language, literacy, and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity, and fairness of assessment.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre-enrolment and enrolment information.

Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills. SDG College can assist in providing this additional development prior to completing your enrolment into vocational skills.

Recognition

Recognition is the collective term and includes:

- Recognition of prior learning (RPL);
- Credit Transfer

SDG College do not offer RPL in the currently offered Unit of Competencies.

Special Needs

Students intending to enrol for training with the are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc.) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with the CEO/ RTO Manager any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The CEO/RTO Manager, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the student's learning.

Trainer and Assessors

All Trainers and Assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

SECTION 4 POLICIES and PROCEDURES

Access and Equity

SDG College is committed to promoting, encouraging, and valuing equity and diversity with respect to its students and to providing them with a positive learning environment to achieve success. SDG College will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

SDG College abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction, or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainers, and assessors, learning and assessment materials and opportunities.

For further information, see Access & Equity Policy and Procedure.

Complaints and Appeals

1. Complaints

- 1.1. Complaints are treated seriously and dealt with promptly, impartially, sensitively, and confidentially.
- 1.2. Complaints will be resolved on an individual case basis, as they arise.
- 1.3. All students have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- 1.4. All complaints are acknowledged in writing and finalised as soon as practicable.
- 1.5. The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- 1.6. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.

- 1.7. In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- 1.8. Final decisions will be made by the CEO or an independent party to the complaint.
- 1.9. The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.
- 1.10. If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third party review will be advised to the complainant.
- 1.11. If the complaint will take in excess of 60 calendar days to finalise will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- 1.12. Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- 1.13. All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the student in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

2. Appeals

- 2.1. Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- 2.2. The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- 2.3. The appeals policy is publicly available, via the SDG College website
- 2.4. The appellant can provide detail of their appeal either verbally and/or in writing.
- 2.5. All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the student.
- 2.6. If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third party review will be advised to the appellant.
- 2.7. Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- 2.8. All appeals are acknowledged in writing and finalised as soon as practicable.
- 2.9. SDG College Pty Ltd T/A SDG College may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- 2.10. If the appeal will take in excess of 60 calendar days to finalise will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.

- 2.11. SDG College Pty Ltd T/A SDG College strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.
- 2.12. All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

Procedure

1. Complaints

- 1.14. Students will lodge a complaint in writing to **info@xxx.edu.au**
- 1.15. Admin should forward the email to the CEO.
- 1.16. On receipt of the complaint documentation, acknowledge receipt of the claim, in writing, to the complainant within two (2) working days, this may be via email, letter or fax.
- 1.17. Keep all documentation in a Complaints file, which will remain in place until the complaint is resolved. After which time all complaints documentation will be placed on the Student file.
- 1.18. Review, investigate and mediate to resolve the complaint within seven (7) days. Actions which may be taken include, but are not limited to:
 - 1.18.1. Discussing the facts of the complaint with the complainant.
 - 1.18.2. Where appropriate and applicable, discuss the complaint with the respondent giving details of the complaint and complainant, giving cause to procedural fairness.
 - 1.18.3. Where appropriate and applicable, encourage and facilitate the disputants to engage in mediation on an informal level.
 - 1.18.4. Interview all parties individually, including any witnesses.
 - 1.18.5. Conduct interviews privately and confidentially
 - 1.18.6. Where applicable, report the outcome of the meeting with the respondent to the complainant.
 - 1.18.7. Seek preferred outcome from each of the parties.
- 1.19. Determine a resolution to resolve the complaint, within SDG College Pty Ltd T/A SDG College policies.
- 1.20. Advise all parties of the outcome of the complaint in writing, within five (5) working days.
- 1.21. Confirm all parties are satisfied with the outcome of the complaint.
- 1.22. If student is dissatisfied with outcome, advise the student of their right to further progress the appeal through the External Arbitrator.
- 1.23. Complete all necessary documentation including the "Complaints Progress form", noting actions and outcomes of the complaints resolution process.
- 1.24. Place all documentation in the student's complaints file and provide to admin for completion.
- 1.25. Implement agreed actions and /or administrative arrangements.
- 1.26. Monitor the learning environment to ensure that the behaviour/incident does not re-occur.

Referral to an external arbitrator

- 1.27. Contact and engage the External Arbitrator for a review of the complaint, providing all relevant documentation.

- 1.28. Cooperate with External Arbitrator for a review of the complaint.
- 1.29. Review, investigate and mediate the complaint with all relevant parties and make a ruling.
- 1.30. Prepare a formal written report on the investigation, providing a copy to both CEO and complainant.
- 1.31. SDG College Pty Ltd T/A SDG College will abide by any resolutions as recommended by the External Arbitrator.

2. Appeals

- 2.13. If the student is unhappy with the assessment decision, they should first seek to discuss the decision and options with the Assessor, to determine and fully understand the reasons for the decision.
- 2.14. With a view to resolving the matter, discuss with the student: give specific feedback on their performance, identify areas of improvement, and provide options to the student such as further training and/or assessment.
- 2.15. If the matter is successfully resolved, enter the details into the student management system
- 2.16. If the matter is not successfully resolved, the student should lodge their appeal in writing to **info@xxxx.edu.au** within 7 days of the result notification.
- 2.17. The email must clearly state the grounds for appeal and should include sufficient evidence to support the claim.
- 2.18. Admin should then forward the appeal on to the CEO
- 2.19. On receipt of the appeals application, acknowledges receipt of the claim, in writing, to the appellant within two working days, this may be via email, letter or fax.
- 2.20. Keep all documentation in the Appeals file, which will remain in place until the appeal is resolved. After which time all appeal documentation will be placed on the Student file.
- 2.21. Nominates, within five working days, an independent assessor or panel to review the appeal and make a determination.
- 2.22. Advise the appellant in writing of the name of the independent Assessor or panel.
- 2.23. Appeals claim is reviewed and investigated which includes:
 - 2.23.1. A review of the application form and supporting evidence.
 - 2.23.2. A review of all assessment documentation and process.
 - 2.23.3. An interview with the appellant to allow them the opportunity to formally state their claim.
 - 2.23.4. An interview with the Assessor.
- 2.24. Determine the appeal outcome and provide an explanation to justify their decision.
- 2.25. The independent assessor /panel will advise the CEO of the appeals outcome, in writing, within 5 working days
- 2.26. Note actions on the student file

CEO

- 2.27. If the outcome involves reassessment go onto the next step
- 2.28. Arrange for the appellant to be re-assessed and inform the appellant of the details regarding the re-assessment, in writing, in accordance with assessment processes.
- 2.29. Place a copy of the re-assessment correspondence on the Student file.
- 2.30. If the appellant is dissatisfied with the result or the process of the appeal, the appellant may lodge a complaint with External Arbitrator.
- 2.31. If appellant refuses to be reassessed, the progress of the appeal to the External Arbitrator is at the discretion of the Appellant.

Independent Assessor

- 2.32. The appellant has the option to nominate an independent observer to be present during the re-assessment.
- 2.33. Conduct the re-assessment.
- 2.34. Determine the assessment outcome against the competencies.
- 2.35. Complete all relevant assessment documentation, (in accordance with the Assessment policy) notifying the appellant and the CEO of the outcome, in writing

CEO

- 2.36. Supply the appellant with the appeals outcome in writing within 2 working days
- 2.37. If the appeal is upheld, and if SDG College Pty Ltd T/A SDG College is satisfied with the outcome:
- 2.38. Finalise the appeals documentation, place all documentation in the student's appeals file.
- 2.39. Complete documentation for the issuance of a Statement of Attainment or qualifications (as appropriate).
- 2.40. The appeals file is closed, and provided to Admin.
- 2.41. If the appeal is upheld and if SDG College Pty Ltd T/A SDG College is NOT satisfied with the outcome, progress with Appeal with the External Arbitrator.
- 2.42. Note actions on student file
- 2.43. If the Appeal is rejected notify the appellant in writing that the original decision/judgement is to stand.
- 2.44. Student continues to progress through the usual Assessment process.
- 2.45. Note actions on student file
- 2.46. If student is dissatisfied with outcome, advise the student of their right to further progress the appeal through the External Arbitrator

Student Enrolment

1. Information to Students

- 1.32. Prior to enrolment each student is provided with access to a Student Handbook, Course Information, and student policies.

2. Enrolment of Individual Students

- 2.1. Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the SDG College Pty Ltd T/A SDG College Access & Equity Policy.
- 2.2. Enrolments are subject to availability of places on the training program, based on the maximum number of students who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc. within program).
- 2.3. All prospective students will be provided with information regarding the RTO and its course, in accordance with SDG College Pty Ltd T/A SDG College Student Information Policy.
- 2.4. SDG College Pty Ltd T/A SDG College will review the individual needs of each prospective student, taking into account their existing skills and competencies, advising them of the most appropriate training product to meet their needs.
- 2.5. If a training program is fully booked at the time a student enquires about enrolment into that particular training program they will either be placed on a 'Wait List' or offered a place on another date that the program has been scheduled, which is not fully booked.
- 2.6. Students on the 'Wait List' are given priority should a place become available. This is strictly on a first-in, first-served basis.
- 2.7. Enrolments will be considered tentative until payment and the Student Identifier has been received. Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment. The tentative booking will be contacted to confirm payment. If payment is not made the place will be given to the new student.
- 2.8. All Students enrolled on courses are advised in writing, upon receipt of their enrolment form and payment, that their place on the course is confirmed.
- 2.9. Course fees are payable in advance (subject to Financial Management Policy – Course Fees).

3. Identifying Student Support Needs

- 3.1. Students intending to enrol for training are requested, to advise of any physical or other impairments/ needs (e.g. English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training.
- 3.2. Students intending to enrol for training are assessed on their language, literacy and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed.

4. USI

- 4.1. All students are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act.
- 4.2. Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via <http://www.usi.gov.au/Pages/default.aspx>
- 4.3. SDG College Pty Ltd T/A SDG College will verify and maintain all Student Identifier numbers in its Student Management System (SMS).

5. Changes to Training and Assessment

- 5.1. Any changes to a training program, services or third-party provider will be advised to students, as soon as possible prior to the date the change is to occur.

6. Cancellation of Courses and Refunds

- 6.1. It is NOT SDG College Pty Ltd T/A SDG College normal policy to cancel scheduled training programs.
- 6.2. However, if for some unforeseen reason a course is cancelled or postponed, all students will be offered the opportunity to attend the training program on another date, at another location (if available), or in another delivery mode.
- 6.3. If, in the event that the student does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full within one week of the date of the cancellation of the course. (See Refund Policy)
- 6.4. If a student is nonresponsive to college communications for thirty (30) days then SDG College Pty Ltd T/A SDG College has the right to withdraw enrolment

7. Enrolment Changes

- 7.1. Defer Enrolment – Students are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance.
- 7.2. Course Withdrawal – Students are able to withdraw from their course, anytime they wish (see Refund/Cancellation Policy).
- 7.3. Transfer to another “Course” – Should a student wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability. Transferring to another course is subject to cancellation/withdrawal in the enrolled course and charges apply (see Refund/Cancellation Policy).

8. Student Record of Enrolment

- 8.1. SDG College Pty Ltd T/A SDG College is obligated to report all enrolments, in compliance with national reporting requirements. (See Management of RTO Policy)
- 8.2. Individual student records are created for each enrolment and maintained for a period of 30 years. (See Records Policy)
- 8.3. All individual students have access to their own records, and the progress of their learning. This is enabled through the student management system. (See Records Policy)

Procedure

New Enrolments

1. Initial Enquiry

Dedicated Student Support Helpline number or email info@xxx.edu.au

- 1.33. Provide course information to the student by:
 - 1.33.1. Referring a student to the website.
 - 1.33.2. Post/fax or email.
 - 1.33.3. Sending student handbook and course information
- 1.34. Create a record of the enquiry on CRM / SMS/Enquiry Diary

RTO Manager

- 1.35. Arrange a phone call or zoom session with the student. Follow the Induction Form to counsel the student.
- 1.36. Provide the Student Handbook and course information.
- 1.37. Highlight the key information about the course: Course structure, content, assessment, certification, fee and payment options, refund, etc.
- 1.38. Check to ensure whether each information of the Induction checklist is discussed and briefed with the student.
- 1.39. Allow the enough time to student to ask any further information needed and any clarify any issues that are still not clear
- 1.40. Sign and date the Induction form
- 1.41. Handover the Induction Form to the Admin Officer.

2. Follow Up of Initial Enquiry

Admin

- a. Contact all initial enquiries within one (1) week, attempt to confirm enrolment.

RTO Manager

- b. Remind the Admin to contact all the initial enquiries within one (1) week and update the enrolment status.

3. Processing Course Enrolments

Admin

- a. Receive the Induction Checklist from RTO Manager. Ask the student to sign and send us the induction checklist via email.
- b. Request the student to complete the 'Enrolment form' which can be downloaded from the website, fill and save it and send it by email at info@tba, including language, literacy, and numeracy (LLN) test. Advise that the LLN test must be completed by themselves without others' assistance.
- c. Determine if the student meets the minimum eligibility for the course.
- d. Ask whether the student has any previous VET qualification,
- e. Request a copy of previous VET qualification if applicable
- f. Determine any possibility of the Credit Transfer and hand in the Credit Transfer Form if applicable.
- g. Request the student to provide access to SDG College Pty Ltd T/A SDG College to the USI registry (see USI Access Guideline).
- h. Inform the Trainer/Assessor/RTO Manager about any Credit Transfer applications.
- i. Ensure to receive at least two forms of ID.
- j. Forward the completed application to the trainer/assessor/RTO Manager for enrolment approval, LLN Assessment, and Credit Transfer approval.

4. Recognition and LLN Assessment

Trainer / Assessor

- a. See the LLN test of the student and provide the feedback

- i. Satisfactory: Can proceed with the training
 - ii. Satisfactory but needs to improve in a specific area: If so, please provide a comment on what additional support is needed
 - iii. Not Satisfactory: Provide the comment why not satisfactory and why cannot continue the course.
- b. Review the Credit Transfer application if there is,
- i. Check the application
 - ii. Ensure the Unit Code Unit Name, and evidence supplied
 - iii. Verify the evidence received by the student with the issuing RTO or via the USI Registry
 - iv. Request the CEO for access to the USI registry if it is to verify through the US registry.
 - v. If applicable, Verify the Credit Transfer units and provide the assessment outcome.
 - vi. Sign the Credit Transfer Form
- c. Handover the Enrolment Form to the Admin

5. Finalising Enrolment

Admin

- a. Ensure to receive two forms of ID, as advised in the enrolment information.
- b. Check to see if student details are on SMS (if applicable)
- c. All student enrolments are processed through SMS, so process the enrolment in SMS.
- d. Enter the AVETMISS data if the student has not applied himself/herself in SMS.
- e. Verify the data if the student has applied directly to the SMS.
- f. Approve the enrolment and generate the student ID
- g. Ensure the USI has been recorded in the SMS
- h. Enrol into the units of the course enrolled
- i. Create the payment schedule, raise an invoice, and process the payment.
- j. Take the payment and ensure to give a copy of the invoice and receipt to the student.
- k. Create a student file (See 'Records Management Procedures' for details).
- l. Hand in relevant course materials to the student, send an email (using the template), and provide access to all the course materials.
- m. Store all the documents in the newly created student file.
- n. Notify the trainer/assessor of the necessary planning of the course delivery.

Student Withdrawal / Deferral / Amendment

6. Application to Withdraw/ defer/ amend enrolment

Student

- a. Student completes 'Course Withdrawal/Amend Form' on the website or sends an email to info@tba.
- b. Student mentions the course withdrawal/amendment and the reason for doing it.

Admin

- c. Reviews the course withdrawal/amendment request and checks the feasibility and completeness of the request.
- d. Communicates with the student about the refund process and application for a refund, if applicable (see Refund Policy)
- e. Collects the refund request (see Refund Procedures)
- f. Forwards the request to RTO Manager for approval/ authorisation.
- g. Includes the confirmation of the course fee payments, and bank details of the student to the applicable refund.

7. Authorisation

RTO Manager

- a. Reviews 'Course Withdrawal/Amend Form' request.
- b. Determines whether the application is approved.
- c. For the cancellation/refund, determines the refund amount (where applicable)

8. Processing Withdraw/ deferral / amend enrolment request

Admin

- a. Make relevant changes in SMS – cancellation of the course and unit enrolment.
- b. Make relevant notification on student file.
- c. Cancels the course status if the request was withdrawal.
- d. Contact student to advise outcome.
- e. Makes the refund payment to the student if the refund was applicable.
- f. Receive the payment for the necessary charges (if any) as indicated in the request form, in case of amendment/deferral
- g. Provide/revoke student's relevant materials /logins (as applicable)

Student Records

SDG College maintains an individual student file for every student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you.

In accordance with Privacy laws and confidentiality requirements, your file is kept in a locked cupboard. Only those personnel who need to have access to your file for training and assessment purposes can access it.

No other person/student can and will have access to your personal student file without your prior written permission. If you would like access to your personal records simply contact CEO/ RTO Manager.

Cancellation & Transfers

Enrolment cancellation/withdrawal / deferral / amendment

Students who wish to withdraw/cancel/defer/amend their course are required to complete a Course Withdrawal Amend form.

Student Transfers

- a) **Transfer to another “Course date”** – Students are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.
- b) **Transfer to another “Course”** – Should a student wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability.
- c) **Transfer to another “Student”** – Prior arrangement no later than one week prior to the course.

An administration fee is applicable for all transfers to another student.

RTO Cancellation of courses

SDG College reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a student for the course will be made within seven (7) days. The college has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by us.

Equal Opportunity

SDG College is committed to equal opportunity policies and principles, as they affect students and employees to ensure the elimination of discrimination and harassment.

Rights and Responsibilities

SDG College has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and students.

SDG College is committed to providing an environment which recognises and respects the diversity of employees, contractors and students. The college is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.

The college will:

- Ensure that employees, contractors and students understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and students have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or student feels harassed, vilified or bullied, the employee, contractor or student is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the CEO/RTO Manager should be contacted.

As a student of SDG College, you have the responsibility to:

- Act to prevent harassment, discrimination and victimization against others;

- Respect differences among other staff, students and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimization;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness if the person being harassed decides to lodge a complaint.

Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination - means treatment that is obviously unfair or unequal.
- Indirect discrimination - means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Harassment, Vilification and Bullying

All employees, contractors and students have an equal opportunity to work and study. SDG College will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and students to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and students.

Harassment

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent or national identity.
- Sex.
- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
- Sexuality (male or female; actual or presumed).
- Transgender.
- Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

Bullying

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up". Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and students.

Sexual harassment

SDG College will not tolerate sexual harassment in the learning or work environment.

The college deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all people.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and students have the right to work and study in an environment free from sexual harassment.

Forms of sexual harassment

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

Privacy

SDG College abides by the Privacy Act and respects students, staff, and trainer/assessors' right to privacy.

As an RTO, is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered. All students have access to their own records at all times.

SDG College collects information from students upon initial enquiry in order to send course information and is collected at enrolment and during the provision of the training and assessment services. The college may use personal information to advise students of upcoming events and training courses, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us to improve the quality of the services and training and is treated confidentially.

SDG College will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, see Privacy Policy.

Student Support

SDG College is committed to assisting students to complete their studies through the provision of academic and welfare support. Student support needs may concern (but are not limited to):

- language, literacy and numeracy (LLN) issues
- disability
- digital literacy
- study assistance
- access
- cultural issues
- complaints and appeals
- personal circumstances

Student support needs are considered during the course development process by assessing the needs of the proposed target group and ensuring that the proposed training and assessment approach takes these needs into account.

As part of the enrolment process, SDG College identifies students' suitability for the course, as well as their support needs.

Where support needs are identified, a Student Support Plan is developed on commencement of the student in the course and in collaboration with the student. The Student Support Plan is regularly reviewed and adjusted as required.

SDG College ensures that sufficient support staff are in place to meet the needs of the enrolled students. SDG College nominates specific personnel for student support, the details of whom are provided to students.

A course-appropriate orientation is provided to students to assist them to adjust to prepare for their studies.

Students are provided with information about the support services available in the Student Handbook and as part of their orientation.

Support services provided by SDG College can include:

- Pre-enrolment materials
- one-to-one classroom support from the trainer/assessor
- support with personal issues
- access to additional learning resources
- reasonable adjustment in assessment
- learning resources centres
- buddy program
- information about external sources of support.
- Mediation services or referral to these services
- Counselling services or referral to these services
- Any other services that SDG College considers necessary to support learners to achieve competency.

Where SDG College is unable to provide the support service required by the student, SDG College will refer the student to an external provider.

SDG College surveys students about support services provided and uses the feedback to improve services provided. SDG College will offer following support and services to students:

- SDG College will provide the students with a Student Handbook, Course Brochure, Policies and Procedures, facilities and resources available to the students to make them informed decision.
- Where required, Individual Support Plan for each Student or Applicant will be created, and this may include:
 - additional one-on-one session with Trainer and Assessor
 - workplace support such as workplace mentor, additional visits by the Trainer and Assessor etc.
 - reasonable adjustment if necessary for a student with learner support needs and this be recorded in the individual support plan.
 - reasonable adjustment if the student declares any disability and/or health impairment and this be recorded in the individual support plan.
 - External support or referral, depending on the needs of the student, may be to improve their LLN skills or Foundation Skills or study skills or skills in relevant component of the ICT, formal writing skills etc.
- SDG College may offer few options for eligible students to access financial support to complete their course.
- First Nations students and students from diverse backgrounds will be provided with the following:
 - culturally appropriate and targeted orientation programs and support services for the duration of their enrolment at SDG College.
 - If an Aboriginal or Torres Strait Islander student requires support or assistance with regards to study or general matters, they may liaise directly with their trainer or contact the student support team. Outside community services available include (but not limited to): <https://www.aboriginalcounsellingservices.com.au/>
 - 13YARN [Thirteen YARN], Aboriginal & Torres Strait Islander crisis support line funded by the Australian Government. Phone 13 92 76 <https://www.13yarn.org.au/>
- SDG College will organise a quick tour of the campus on the orientation day for the students. It will introduce the facilities to the students to familiarise with the resources that are available to them.
- SDG College may refer a student who requires to access a legal practitioner, the referral is at no cost to the student. Students would be responsible for any cost related to the legal advice provided by the lawyers.
- SDG College is committed to a culture that embraces and fosters diversity and inclusion. People from all social and cultural backgrounds will be equally treated and due respect will be given to the traditional owners of the land, Aboriginal and Torres Strait Islander people. The college will endeavour to ensure all staff, students, and those with whom we interact feel safe, respected, and valued for their diversity.
- Students may seek to receive help if they have any concern with their mental wellbeing, domestic violence, relationship problems, gambling and alcohol problems. SDG College will endeavour to assist by providing counselling services in all cases. However, when SDG College is unable to address any of the student concerns, students will be directed to external professional help and counselling.

Course Fees

SDG College has developed a fair and equitable process for determining course fees, refunds, and payment options.

The enrolment application and training product are available on the college website – www.tba.edu.au within the course information and the Fees and Refunds Policy.

Flexible payment options

SDG College accepts various methods of payment for course fees. Payment for courses can be made in the

form of:

- Visa card
- MasterCard
- Direct Deposit
- Payment Plan

Course fees are payable in advance and enrolments are considered tentative until payment is received.

Qualification enrolments

Fees for the qualification program may be paid via a payment arrangement in advance.

The college may review fees for courses from time to time without notice.

Refund Policy

1. General refund information

- 1.1. Details of SDG College Pty Ltd T/A SDG College's refund policy are made available to the public on the website
- 1.2. All refund requests must be in writing using the refund request form or via email.
- 1.3. All refund requests must be considered within three (3) days of application
- 1.4. Payments of all refunds will be made within seven (7) days of approval of the refund

2. Course cancellation – SDG College Pty Ltd T/A SDG College

- 2.1. Students will be eligible for a full refund if SDG College Pty Ltd T/A SDG College cancels the course
- 2.2. Students will not be required to request the refund, SDG College Pty Ltd T/A SDG College will process the refund automatically after receiving students' bank account details
- 2.3. If the student is withdrawn from a course by SDG College Pty Ltd T/A SDG College due to inappropriate behaviour, they will not be entitled to a refund. These withdrawals must be done within the guidelines as outlined in the Student Conduct Policy

3. Course Cancellation (prior to course commencement) - Student

- 3.1. The course commencement date will be the date nominated by the student to commence their course enrolment form.
- 3.2. If the student cancels their enrolment more than seven (days) before the course commences, then they will receive a full refund minus a \$150 enrolment fee.
- 3.3. If the student cancels their course within seven 7 days of the course commencing, then they will be given a full refund, minus a \$150 enrolment fee and a \$50 cancellation fee.

4. Course Cancellation (after course commencement) – Student

- 4.1. The course commencement date will be the date nominated by the student to commence their course on the enrolment form.
- 4.2. If the student cancels after the commencement of their course, they will be entitled to a pro-rata refund.
- 4.3. Refunds will be calculated based on the class timetable and the number of units that the student should have commenced at the time of cancellation.
- 4.4. Refunds will be calculated using the following formula

4.4.1. Total amount paid – \$150 enrolment fee + \$50 cancellation fee = potential refund amount

4.4.2. Potential refund amount ÷ number of units in the course = per unit cost

4.4.3. Potential refund amount – (per unit cost x number of units already commenced) = final refund amount

5. Special Circumstances

5.1. SDG College Pty Ltd T/A SDG College does not accept responsibility for changes to a student's work commitments or personal circumstances. The following situations are not considered special circumstances

5.1.1. Change in work hours

5.1.2. Inconvenience of travel or travel issues on the day

5.1.3. Family commitments

5.2. SDG College Pty Ltd T/A SDG College will consider refunds for special circumstances in the following situations

5.2.1. Serious misadventure

5.2.2. Serious Illness

5.2.3. Serious Illness of an immediate family member

5.3. For students to be considered for a refund for special circumstances, the student will be required to provide evidence of the special circumstances occurring.

6. Enrolment Extensions

6.1. Students must complete the course within the due date. Students who are unable to complete the course within the due date due to any unforeseen circumstances may seek an extension by submitting a request form along with the supporting documentation to the RTO Manager via email at support@xxx.edu.au. The RTO Manager will investigate each request based upon individual circumstances.

6.2. The request for the extension should be made at least one week before the expiry of the enrolment.

Procedure

1. Lodgement of refund by student

1.5. Student sends an email to info@xxx.edu.au or completes the "Refund Request Form", notifying their request for cancelling the course a refund of fees paid.

1.6. Administration officer at the front desk reviews the course cancellation request and verifies the eligibility for a refund.

1.7. Administration officer may contact the student regarding the cause of course cancellation.

1.8. Administration officer forwards the email template course cancellation/refund if the student has requested via email or student can download the Application for Cancellation and Refund Request form from the College's website.

2. Calculation of refund amount and paying the refund

2.1. Once received, the Administration Officer verifies the details and forwards the application to accounts.

- 2.2. Account department then verifies whether the student is eligible for a refund and calculates the amount of refund to be paid, based on the 'Refund Policy.'
- 2.3. Account department pays the due amount directly to the nominated account details on the email/ Refund Request Form student. If there is no refund available, account department notifies the student.
- 2.4. If the money was originally paid via Credit/Debit card OR bank transfer, note the refund to be processed via refunding the credit/debit card or transfer to the bank account.
- 2.5. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund.

3. Finalising the refund request

- 3.1. Account department changes the course status to 'Cancelled' and unit competency to either 'Cancelled' or 'Withdrawal', based on the stage of the progression.
- 3.2. Account department destroys all the physical records and deletes the student folder.

Refunds Procedures		
STEP 1 – Lodgement of Refund by Student		
No.	Who	Actions
1.1	Student	a) Student completes " Refund Request Form ", notifying their request for a refund of fees paid via email at support@xxx.edu.au
1.2	Admin Officer	a) Review the refund application and ensure that the Student is eligible for a refund. b) If a refund is due, calculate the amount of refund due. c) Check student records to identify how the money was originally paid (i.e. cash, debit/credit card, bank transfer etc.). <ol style="list-style-type: none"> i. If the money was originally paid via cash or cheque, note refund to be issued by cheque. ii. If the money was originally paid via Credit/Debit card OR bank transfer, note the refund to be processed via refunding the credit/debit card or transfer to the bank account. iii. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund. d) Complete " Refund Request Form ". e) Provide completed " Refund Request Form " to RTO Manager for Approval f) Go to Step 3.
STEP 2 – Refund of fees – Due to Course Cancellation		
No.	Who	Actions
2.1	Admin Officer	a) Should a course be cancelled for any reason, identify all clients who have paid course fees for that specific course. b) Determine the full amount of refund due to each client. c) Check to identify how the money was originally paid (i.e. cash, bank transfer, credit card or through a company).

Refunds Procedures		
		<ul style="list-style-type: none"> i. If the money was originally paid via cash or cheque, note refund to be issued by cheque. ii. If the money was originally paid via Credit/Debit card or Bank transfer, note the refund to be processed via refunding the credit/debit card or Bank transfer. iii. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund. d) Complete a "Refund Request Form" for each client eligible for a refund. e) Provide completed "Refund Request Form" to RTO Manager for Approval.
STEP 3 – Management approval for Refund		
No.	Who	Actions
3.1	RTO Manager	<ul style="list-style-type: none"> a) Review refund and note approval/modification/decline on "Refund Request Form". b) Return Completed "Refund Request Form" to Admin/Front Desk for processing.
STEP 4 – Finalise Refund Request		
No.	Who	Actions
4.1	Admin Officer	<ul style="list-style-type: none"> a) If a refund is approved: <ul style="list-style-type: none"> i. Process refund in SMS ii. Enter note in SMS for the client iii. Update the "Refund Request Form". iv. Take a copy of completed "Refund Request Form" for client file. v. Send original "Refund Request Form" to accounts for processing. vi. File all documentation on client file. b) If a refund is declined: <ul style="list-style-type: none"> i. Complete and send written notification to client advising the refund has been declined and the reasons. ii. Enter note in SMS for the client. iii. Update the "Refund Request Form". iv. File original completed "Refund Request Form" and all documentation on the client file.
STEP 5 – Processing the Refund		
No.	Who	Actions
5.1	Accounts	<ul style="list-style-type: none"> a) Upon receipt of completed "Refund Request Form" process and make refund to the client. Noting the method of refund. b) Update accounts system (e.g. MYOB, QuickBooks, XERO etc.) c) File the documentation accordingly, in the Refunds File.

Contact Details

Information about Assessments and Correspondence

The assessment documents and learning materials will be provided to you by your trainer in the classroom sessions. You will also receive your Student ID. Please use your student number every time you communicate with us.

If you have any query regarding assessments or assignment submission, please email:

academic@tba.edu.au

For any general queries, please email:

info@tba.edu.au

For any complaints about our services, please email:

support@tba.edu.au

For any support related queries, please email:

support@tba.edu.au

For any IT/ SMS related queries, please contact:

it@tba.edu.au