Southern Cross International Learning Institute

Student Handbook

Suite 9 Ground Floor SEABANK Bldg. 12-14 Marine Parade, Southport QLD 4215
TEL 07 5665 8228   info@scili.edu.au   www.scili.edu.au

Contents

Our Commitment

Education Standards

SCILI will maintain high standards in the provision of vocational education and training and other student services. SCILI has policies and management practices to maintain high professional standards in the marketing and delivery of our services which safeguard the interests and welfare of students.

SCILI maintains a learning environment that supports the success of students. We have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials.

SCILI recognises that registration as a Registered Training Organisation may be withdrawn if it does not honour the obligations of the Code of Practice.

Quality Management Focus

SCILI is committed to providing a quality service with a focus on a continuous improvement.

SCILI values feedback from students, tutors, and industry representatives. Where possible, SCILI designs diagnostic assessment instruments specific to students' needs.

Marketing and Advertising

SCILI will market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to students will have no false or misleading comparisons with other providers or courses. SCILI's marketing strategies will not contravene legislation.

Guarantee

SCILI will honour all guarantees outlined in our Code of Practice.

Privacy Policy

SCILI complies with the Privacy Act 2001. Information collected on students is only used for the purpose of delivery of our services.

The information will not be released to a third party without the written consent of the student.   Students can request a copy of the information held about them by a written request to the Director.

Security of personal information

In line with new technology, SCILI continually improves the security of personal information collected. SCILI takes all reasonable steps to protect the personal information of persons by:
- securing all files with personal information in locked cabinets
- only providing staff with access to personal information
- destroying information after the required retention period
- ensuring computer security at all times by the use of firewalls and up to date virus software
- password access to the computer system
- audits of the computer systems
- not releasing information to third parties without prior written authorisation.

Rights to access information

Under the Privacy Act, students have the right to access personal information held about them.   If the information is incorrect, they have the right to require SCILI to amend the information.

To access this information students are required to contact the Director and complete a request for access form. The Director must verify the student's identity through either presentation of appropriate identification or answering a series of specific targeted questions. The request for access form must be signed by both the student and the Director as an official record of the access and identity verification. There may be a waiting period of up to 7 days before access is granted.

Staff Confidentiality

Information collected on student is only used for the purpose of delivery of our services. Staff must be aware of this Privacy Act and its requirements and must at all times ensure student's information remains confidential.

Security Policy

- When purchasing from Southern Cross International Learning Institute your financial details are passed through a secure server using the latest 128-bit SSL (secure sockets layer) encryption technology. 128-bit SSL encryption is approximated to take at least one trillion years to break, and is the industry standard. If you have any questions regarding our security policy, please contact our administration *mgr@scili.edu.au*

Access and Equity

Access and Equity Principles

SCILI will meet the needs of individuals and the community through the implementation of access and equity principles to ensure the fair allocation of resources and the right to equality of opportunity without discrimination. SCILI increases opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

SCILI prohibits discrimination towards any group or individuals in any form, including:
- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement)

Staff Responsibilities for Access and Equity

SCILI applies access and equity principles to all programs and provides timely information and suitable support to assist students to identify and achieve their desired outcomes.

Access and equity issues are considered during training product development, and in training delivery and assessment.

Course Information, Content & Vocational Outcomes

Course / Program Information

Students should receive the following information prior to enrolment:

- client selection, enrolment and induction/orientation procedures;
- course information, including content and vocational outcomes;
- competencies to be achieved by trainees;
- Certification to be issued to the trainee on completion or partial completion of the course, assessment procedures
- arrangements for the recognition of prior learning;
- facilities and equipment;
- fees and charges, including refund policy and exemptions (where applicable);
- provision for language, literacy and numeracy assessment;
- client support, including any external support for clients;
- flexible learning and assessment procedures;
- welfare and guidance services;
- complaints and appeals procedures;
- disciplinary procedures;
- any other information specific to their course.

Course/program information, content, assessment requirements, and vocational outcomes are supplied in the Course Booklet for each course. Consult the Course Booklet or the course adviser for more information.

Assessment and Vocational Outcomes

Students will be advised by their Assessor of their assessment results within 5 days after the completion of the final assessment task at the end of each unit in the course .   Feedback will be given with the assessment result and if the student is found "not yet competent" then the Assessor will arrange for further assessment tasks to be undertaken by the student. Students may at any time approach their Assessor for feedback on their progress results during the course of study and their Assessor will provide them with information on their progress taken from their Participant and Progress Report to date.

When students have completed their studies with the organisation, a register of the skills of the graduate will be maintained for future vocational reference for a period of 30 years.

Admissions/Enrolment

Upon Receipt of the completed Application Form, SCILI will issue an acceptance confirmation letter.

The application form asks students to provide information regarding Language, literacy and Numeracy (LL&N) requirements or any other learning needs. In the event of LL&N becoming an issue, the administration staff will contact the student to discuss their requirements and any required information will be passed onto their trainer or student support.

Students must ensure that they have discussed with the Administration staff any concerns they may have about their capacity to participate because of any Language, Literacy or Numeracy difficulties.
Where Language, Literacy and Numeracy competency is essential for students, SCILI will make every effort to ensure that you are adequately supported to enable you to complete your studies.

The receipt for any deposit paid prior to commencement of the course are given to the student at orientation. Deposit requirements are listed in the Course Information Booklet. The student is advised to read the policies prior to commencement.

The student is also advised about graduate certification procedures, assessment procedures, complaint and appeal procedures, facilities and equipment and trainee support services.

Induction/Orientation

By the first day of the course at the latest, students are to receive induction and/or orientation appropriate to their course, and which ensures they:
- understand the information contained in the Student Handbook and Course Information Booklet;
- understand the Terms and Conditions.
- are familiar with facilities and resources;
- have identified the key training, administration and support people;
- have necessary course materials; and know their timetables;
- know where to access more information.

Course Duration

Face to Face, Blended Courses

After the students have enrolled, they can take their own time to complete the various tasks that may be required in the particular course.

Full Certificate course must be completed within Twelve (12) months from the enrolment date.

RPL

Students must provide all relevant material for SCILI to make a judgement if the student is to be deemed competent in the particular course within a period of Three (3) months for Certificate IV and Six (6) months for Diploma from the enrolment date.

Fees and Charges

Tuition Fees

Details of fees are supplied in the Course Information for each course. Please consult the Course Information Booklet or the SCILI adviser.

Deposit is required before commencement and payment should be finalised by the date the SCILI adviser set before the commencement and a late payment penalty charge may be apply.

Fees collected in advance by SCILI do not exceed $1500

No GST is charged as this is a nationally recognised qualification

All transactions are processed in Australian Dollars.

Other Charges. Replacement Certificate / Statement of Attainment. $**50** Including postage & handling

Payment, Cancellation and Refund Policy

PAYMENT
Full   Face to Face/ Blended Enrolment / Correspondence

- Deposit $250 with the application
- 50% tuition fee before commencing the course
- 25% at 75% completion of the course or 75% of the time allocated to complete the course time, whichever comes first.
- Final payment before completion of the course or before expiry time, whichever comes first.

Full   RPL

- Deposit $250 with the application
- 50% Tuition fee before commencing the course
- 25% at 75% completion of the course or 75% of the time allocated to complete the course time, whichever comes first.
- Final payment before completion of the course or before expiry time, whichever comes first.

Unit/s   Face to Face

- Deposit $200 with the application
- Full Payment prior to commencement.

Unit/s   Correspondence

- Full payment prior to commencement

Unit/s- RPL

- Full payment prior to commencement

CANCELATION
Notice must be strictly in writing.

- **Deposit** - not refundable.

- **Cancellation Fee**
    Face to Face -50% of the course price if cancellation is made less than 7 business days before the scheduled starting date

    RPL /Distance
Once you commence the training, you will not be eligible for any refund.

If a course is cancelled by SCILI, full course fees will be refunded within 14 days of the scheduled starting date.

Flexible Learning & Assessment

Training and Assessment Standards

SCILI's staff have appropriate qualifications and experience to deliver the training and assessment offered. Assessment will meet National Assessment Principles including recognition of prior learning and credit transfer. SCILI complies with the international Code of Conduct for Assessors developed by The National Council for Measurement in Education.

Sufficient training materials and physical resources are utilised to achieve the learning outcomes of the training product.

Flexible Learning

SCILI provides students with learning flexibility by taking their personal situations into consideration so as

(a) to maximise learning outcomes

(b) to optimise access to learning activities. Any flexible arrangements must at all times adhere to the course assessment standards and requirements.

Students should initially discuss possible flexible arrangements with their trainer. If the desired change is feasible, authorisation should then be obtained from the Director.

Assessments

The assessment policy and procedures for each course are detailed in its Course Booklet. SCILI applies the principles of validity, reliability, fairness and flexibility in all assessments.

The objective of assessment is for the student to show that they have achieved the unit's competencies. Students may be assessed by one or more of the following methods:

- **Observation** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Case study** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4 – 5] from which the trainee selects the appropriate answer/s.
- **Written short answer** – a written response item consisting of a question/s with answers of a single word, a few words, a sentence, or a paragraph.
- **Project** – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.
- **Or any other method** outlined in the course information Students will be advised of the assessment methodology before training commences.

Recognition of Prior Learning (RPL)

Recognition of Other Qualifications / Credit Transfer

SCILI recognises Australian Qualifications Framework and Statements of Attainment which are issued by any other Registered Training Organisation.

Students may be entitled to a credit transfer in the following circumstances:
- Completed units of competency from a relevant National Training Package.
- Approved units of competency from a National Training Product.
- Successful RPL application.

Recognised Prior Learning (RPL) & Recognised Current Competence

Learners who have completed appropriate training or who through prior learning and experience have gained the required skills/competencies stipulated for the modules of the course may be granted credit upon substantiation of that claim. Students may make an application on request.

SCILI advises all applicants of RPL opportunities and procedures on enrolment. The performance criteria of the course module sets the RPL benchmarks.

RPL is managed by qualified staff. A candidate may receive recognition for all competencies required for the course module or recognition of high standing. High standing recognition indicates that some but not all competencies for the course module have been attained. The benchmarks for RPL are the learning outcomes of the module.

Candidates are charged a fee for RPL assessment – for relevant information- see Course Information Booklet.

Procedure for Issuing Certificates

The student will be issued with a certificate on completion. If the student completes only one or more units but not a complete qualification, a Statement of Attainment will be issued. A Statement of Attendance may also be issued where appropriate.

Before certification is issued the Director verifies competency has been properly assessed, all tasks completed. Once all is in order, the SCILI Director issues the relevant certificate.

Qualifications are sent to students on payment of all relevant fees.

When a student has completed their course and a certificate has been issued, the student's file is archived. A reference is made of the student name, student number and certificate number in the archive filing register.

A certificate or statement of attainment may be rescinded under the following circumstances.

1. If a certificate or statement of attainment was issued in error.

2. If documents used, as a basis for issuing the certificate or statement of attainment is found to be false or misleading.

3. If resources used by SCILI are found not compliant, the certificate or statement of attainment will be rescinded and a full refund will be given to the student. The student will then be given the opportunity to retake the particular unit/units,once the resources are compliant.

Student Name Change

A written request to SCILI administration identifying a change in the name of the student being enrolled is permitted without any additional fees if the request is made **before** the commencement of training for face to face training and prior to final payment for the correspondence students.

Language, Literacy & Numeracy Support

Students may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program.
This is usually via interview or completion of an exercise contained in the proposed training program. Those who require further assessment or remedial support will be referred to a qualified expert. Any costs incurred will be the responsibility of the student.

Student Services Support

SCILI uses quality management practices to ensure effective student services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines.

All student results and documentation is recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted to authorised staff. Students can access their files by request, with 14 days' notice in writing. All relevant organisational documents carry a version number and date. Records of updated version numbers are kept on file.

SCILI has access to personnel with experience in developing diagnostic assessment services for diverse client needs.

Complaints & Appeals

Complaints

If the student is dissatisfied with our procedures, academic decisions or any issues related to the student's completion of the program, the students should:
- try to resolve the problem with the person concerned;
- seek the assistance of their trainer;
- consult the Director;
- seek arbitration by a third party acceptable to all parties to the complaint.

If the complaint is still unresolved, SCILI will advise students of external organisations to which they can appeal.

Appeals Assessments

SCILI seeks to prevent appeals by ensuring students are satisfied with their training. Personnel are expected to be fair, courteous and helpful in all dealings with students.

Any complaint about any assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. The circumstances and results of any appeal are analysed by the Director, and appropriate improvements made to prevent recurrence of the problem. Appeals must be made within 21 days of receipt of assessment. All records of any appeals are kept on file.
- If the appeal is still unresolved, the student will be notified in writing within 14 days and advised of external organisations, e.g. Consumer Affairs or relevant Government Departments that may be able to assist.

Disciplinary Procedures

Discipline Policy

Students at all times must maintain appropriate behaviour and follow SCILI's rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course.

All disciplinary matters will be handled by the Director.

Rules & Regulations

The following apply to all persons, staff and students:
- An individual's property is to be respected and not interfered with without prior consent. Look after your own possessions, SCILI accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities.
- Drinking alcohol is not permitted inside training facilities.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.

Legislation

SCILI identifies and complies with relevant State or Territory laws including Commonwealth or State legislation:

- Work Health and Safety Act 2011
- Age Discrimination Act 2004
- Australian Human Rights Act 1986
- Commonwealth Safe Work Act 2009
- Fair Work Act 2009
- National Vocational Education and Training Regulator Act 2011
- Workplace Injury Management and Workers' Compensation Act 1998
- Anti-Discrimination Act 1991
- Disability Discrimination Act 1992
- Equal Employment Opportunity 1987

All current legislation can be accessed on the Internet at www.legislation.nsw.gov.au

or at the Australian Legal Information Institute web site: www.austlii.edu.au.

Staff and students should keep aware of the above requirements through such means as orientation, staff meetings, handbooks and bulletins.