



STUDENT HANDBOOK

RTO CODE: 40053



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1 WELCOME

Welcome to SYC, we hope that you find your course interesting, challenging and enjoyable.

This induction handbook provides you with information about our organisation, what you can expect from us and what we expect from you.

If you have further queries, please do not hesitate to discuss these with your Trainer or contact us on (08) 8405 8500.

1.1 About SYC

SYC has a relentless belief in people and their potential. We provide services that foster wellbeing, independence and opportunity for all Australians. A not-for-profit organisation, SYC invests back into the Australian community, helping more than 55,000 people every year with housing, education and employment. Founded in 1958 to support young people experiencing disadvantage, we now extend this expertise to people of all ages.

SYC is a Registered Training Organisation (RTO) with RTO Code 40053. This means that we have approval from the Australian Skills Quality Authority (ASQA) to deliver a range of nationally accredited qualifications.

Being an RTO means that we have to meet a number of requirements to make sure that the courses we offer meet national guidelines. This gives you the confidence that the training you complete at SYC is of high quality and that the skills and knowledge you gain are recognised by employers and other training organisations throughout Australia.

For a complete list of the qualifications please visit: <https://training.gov.au/organisation/details/40053>

At SYC we also have two brands:

HYPA, standing for Helping Young People Achieve, provides a wide range of support to young people to find and harness their talent for a positive future.

Job Prospects is a leading employment services provider that works with jobseekers to gain and sustain employment and with employers to recruit and maintain their workforce. Job Prospects offers specialist services in disability, homelessness and youth.

Location:

SYC Ltd.
135-139 Currie Street
Adelaide SA 5000
Phone: (08) 8405 8500
www.syc.net.au

Office hours: 9:00am to 5:00pm, Monday to Friday

We also have locations across SA, VIC, NSW and QLD, to find an office near you please visit:
www.syc.net.au/contact-us/office-locations



2 TRAINING INFORMATION

2.1 Unique Student Identifier

All students who undertake nationally recognised training by a registered training organisation will need to have a Unique Student Identifier (USI). A USI gives you access to your online USI account which is made up of ten numbers and letters.

It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

You can access your USI account online from a computer, tablet or smart phone anywhere and at anytime.

SYC is unable to issue Certificates and / or Statement of Attainments without your Unique Student Identifier (USI). This is a government requirement for every student who undertakes nationally recognised training, unless an exemption applies under the Student Identifiers Act 2014.

2.1.1 Checking if you have a USI

To check if you have a USI or to find your USI, please visit: <http://www.usi.gov.au/faqs/i-have-forgotten-my-usi>

2.1.2 Creating a USI

To create a USI, please visit: <https://www.usi.gov.au/your-usi/create-usi>

You can also contact learning@syc.net.au to provide an update to your USI details with information that SYC has not previously collected.

2.2 SYC's Obligations and Students Rights

If there are any changes to the agreed services, SYC will advise all students as soon as possible. This may include the following:

- SYC ceasing as an RTO
- Changes in SYC ownership
- Changes to or any new third-party arrangements

Students will be contacted via phone and email in the first instance and we will follow up to ensure all students have been informed in a timely manner.

If SYC ceases to operate we will:

- Assist you in completing your course or provide options in transferring to a new training provider
- Return all unmarked assessments
- Issue you with your Qualification or Statement of Attainment if you have completed the requirements set in your qualification(s)

2.3 Course Information and Training Packages

You will be provided with information regarding the course you have enrolled to complete. Undertaking nationally recognised qualifications means that you will be acquiring skills to meet the needs of industry and employers as well as your own.

Each nationally recognised qualification has a selection of units to complete according to the required Training Package. The Training Package describes what skills and knowledge you need to perform effectively and your Trainer/Assessor will be assessing to these standards.

2.4 The Australian Qualifications Framework

The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. The AQF has the following qualification types:

- Level 1 – Certificate I
- Level 2 – Certificate II
- Level 3 – Certificate III
- Level 4 – Certificate IV
- Level 5 – Diploma
- Level 6 – Advanced Diploma
- Level 7 – Bachelor Degree
- Level 8 – Bachelor Honours Degree, Graduate Certificate, Graduate Diploma
- Level 9 – Masters Degree
- Level 10 – Doctoral Degree

The AQF objectives are to provide a contemporary and flexible framework that:

- Accommodates the diversity of purposes of Australian education and training now and into the future
- Contributes to national economic performance by supporting contemporary, relevant and nationally consistent qualification outcomes which build confidence in qualifications
- Support the development and maintenance of pathways which provide access to qualifications and assist people to move easily and readily between different education and training sectors, and between those sectors and labour market
- Supports individuals' lifelong learning goals by providing the basis for individuals to progress through education and training and gain recognition for their prior learning and experiences
- Complements national regulatory and quality assurance arrangements for education and training
- Enables the alignment of the AQF with international qualifications frameworks.

For more information please visit the site: www.aqf.edu.au

2.5 Qualifications Pathways

Certificate I – Graduates of a Certificate I will have basic fundamental knowledge and understanding in a narrow area of work and learning

Certificate II – Graduates at this level will have basic factual, technical and procedural knowledge of a defined area of work and learning

Certificate III – Graduates of a Certificate III will have factual, technical, procedural and theoretical knowledge in an area of work and learning

Certificate IV – Graduates at this level will have broad factual, technical and some theoretical knowledge of a specific area of a broad field of work and learning

Diploma – Graduates of a Diploma will have technical and theoretical knowledge and concepts, with depth in some areas within a field of work and learning

2.6 VET Quality Framework

The Vocational Education and Training (VET) Quality Framework is aimed at achieving greater national consistency in the way RTOs are registered and monitored and in how standards in the Vocational Education and Training (VET) sector are enforced.

The VET Quality Framework comprises:

- The Standards for Registered Training Organisations (RTOs) 2015
- The Fit and Proper Persons requirements
- The Financial Viability Risk Assessment Requirements
- The Data Provision Requirements
- The Australian Qualifications Framework

2.7 Training Contract and Obligations

Some courses may require you to sign an Apprenticeship/Traineeship Training Contract. This is a legally binding agreement between you and your employer. Under the Training Contract you must:

- Learn and work to develop the skills and knowledge required
- Attend off the job training as required, or undertake structured training delivered on the job
- Make every attempt to study for and undertake assessments
- Accept any lawful instruction given by the employer or supervisor
- Comply with the terms of the training contract or industrial arrangement, for example purchase tools if paid a tool allowance
- Your employer also has obligations under the Training Contract and includes:
 - Employ and train the apprentice or trainee as agreed in the training plan
 - Provide appropriate facilities and expertise to assist in the training stipulated in the training plan
 - Ensure the apprentice or trainee receives on the job training and assessment in accordance with the requirements of the training plan
 - Ensure that the apprentice or trainee has a competent supervisor in the workplace
 - Release the apprentice or trainee to attend any off the job training and assessment in accordance with the requirements of the training plan
 - Work with SYC and the apprentice or trainee to ensure the training plan is complied with and that training records are kept up to date and progress monitored and reviewed
 - Provide a safe working environment
 - Comply with relevant Commonwealth and State legislation related to the workplace, discrimination and equal opportunity

2.8 Training Plan

Your training plan is negotiated with you and your employer to decide what units of competency you will be completing for your qualification. The training plan should directly relate to the on the job tasks you complete as part of your current job role. Your training plan will be used throughout your training to track your progress. If you believe you have already acquired some of the skills set out in your training plan, please see your Trainer/Assessor to discuss your options.

2.9 Superseded Qualification

If the qualification you are enrolled in is updated during your training, SYC will make contact with you to communicate this change. Where applicable, SYC may also contact your employer or your school to inform them of the change. You may be asked to sign a variation to your Training Contract with Regulation and Contract Management within 12 months of the updated qualification being published.

2.10 Your Training

There are various modes of training delivery. These include face-to-face delivery, online learning or off the job training. You will be notified if you need to attend off the job training at SYC. Further information regarding training at our premises is included in the next section.

Your Trainer/Assessor will contact you on a regular basis dependant on your course and delivery mode. You can also contact your Trainer/Assessor between training sessions if you have any questions about the training content.

To complete your qualification, you will be required to complete all assessments. Assessment means collecting evidence to confirm your skills and knowledge, comparing it to a set of competency standards and determining whether you have met the required standard. Assessment methods may include answering some questions, demonstrating your skills and knowledge, completing a logbook, being observed at work or by completing a project.

SYC Trainer/Assessors are industry experts and will support you by:

- Providing you with all learning materials you require to complete your qualification
- Keeping a record of all the competencies you achieve
- Liaising with your supervisor and employer on a regular basis
- Providing a formal Statement of Attainment or Qualification when your competencies have been successfully demonstrated

2.11 Employability Skills

In Australia, employability skills are defined as:

the skills required to gain employment or establish an enterprise, but also to progress within an enterprise or expand employment capability, so as to achieve one's potential and contribute successfully to enterprise strategic directions.

Employability skills are sometimes referred to as soft skills, key skills, life skills or transferable skills. Industry's preferred term is employability skills. Both employability and technical skills are important and often you use them at the same time.

Employability skills are important because:

- They can help you to perform better in the workplace
- They can be used in any future job you perform
- They can help your organisation achieve more of its goals

Employability skills are now included in all Vocational Education and Training (VET) programs that use Training Packages. SYC incorporates the development of your employability skills as well as your technical skills in the training.

There are eight employability skills:

- Communication
- Teamwork
- Problem solving
- Initiative and enterprise
- Planning and organising
- Self-management
- Learning
- Technology

Listed over the page is an example of the employability skills and how you may demonstrate them in the workplace.

Skill	Facets
Communication That contributes to productive and harmonious relations across employees and customers	<ul style="list-style-type: none"> ▪ Listening and understanding ▪ Speaking clearly and directly ▪ Writing to the needs of the audience ▪ Negotiating responsively ▪ Reading independently ▪ Using numeracy effectively ▪ Understanding the needs of internal and external customers ▪ Persuading effectively ▪ Establishing and using networks ▪ Being assertive ▪ Sharing information ▪ Speaking and writing in languages other than English
Teamwork That contributes to productive working relationships and outcomes	<ul style="list-style-type: none"> ▪ Working across different ages irrespective of gender, race, religion or political persuasion ▪ Working as an individual and as a member of a team ▪ Knowing how to define a role as part of the team ▪ Applying teamwork to a range of situations e.g. futures planning and crisis ▪ Problem solving ▪ Identifying the strengths of team members ▪ Coaching and mentoring skills, including giving feedback
Problem solving That contributes to productive outcomes	<ul style="list-style-type: none"> ▪ Developing creative, innovative and practical solutions ▪ Showing independence and initiative in identifying and solving problems ▪ Solving problems in teams ▪ Applying a range of strategies to problem solving ▪ Using mathematics, including budgeting and financial management to solve problems ▪ Applying problem-solving strategies across a range of areas ▪ Testing assumptions, taking into account the context of data and circumstances ▪ Resolving customer concerns in relation to complex project issues
Initiative and enterprise That contribute to innovative outcomes	<ul style="list-style-type: none"> ▪ Adapting to new situations ▪ Developing a strategic, creative and long-term vision ▪ Being creative ▪ Identifying opportunities not obvious to others ▪ Translating ideas into action ▪ Generating a range of options ▪ Initiating innovative solutions
Planning and organising That contribute to long and short-term strategic planning	<ul style="list-style-type: none"> ▪ Managing time and priorities – setting time lines, coordinating tasks for self and with others ▪ Being resourceful ▪ Taking initiative and making decisions ▪ Adapting resource allocations to cope with contingencies

Skill	Facets
	<ul style="list-style-type: none"> ▪ Establishing clear project goals and deliverables ▪ Allocating people and other resources to tasks ▪ Planning the use of resources, including time management ▪ Participating in continuous improvement and planning processes ▪ Developing a vision and a proactive plan to accompany it ▪ Predicting – weighing up risk, evaluating alternatives and applying ▪ Collecting, analysing and organising information ▪ Understanding basic business systems and their relationships
<p>Self-management That contributes to employee satisfaction and growth</p>	<ul style="list-style-type: none"> ▪ Having a personal vision and goals ▪ Evaluating and monitoring own performance ▪ Having knowledge and confidence in own ideas and visions ▪ Articulating own ideas and visions ▪ Taking responsibility
<p>Learning That contributes to ongoing improvement and expansion in employee and company operations and outcomes</p>	<ul style="list-style-type: none"> ▪ Managing own learning ▪ Contributing to the learning community at the workplace ▪ Using a range of mediums to learn – mentoring, peer support and networking, IT and courses ▪ Applying learning to technical issues (e.g. learning about products) and people issues (e.g. interpersonal and cultural aspects of work) ▪ Having enthusiasm for ongoing learning ▪ Being willing to learn in any setting – on and off the job ▪ Being open to new ideas and techniques ▪ Being prepared to invest time and effort in learning new skills ▪ Acknowledging the need to learn in order to accommodate change
<p>Technology That contributes to the effective carrying out of tasks</p>	<ul style="list-style-type: none"> ▪ Having a range of basic IT skills ▪ Applying IT as a management tool ▪ Using IT to organise data ▪ Being willing to learn new IT skills ▪ Having the OHS knowledge to apply technology ▪ Having the appropriate physical capacity

How can you develop employability skills further?

To identify the skills you already have and to develop them further:

- Take responsibility for acquiring the skills
- Seek support from your Trainer/Assessor and Employer
- Develop and record examples of employability skills you acquire
- Use a journal to reflect on how you are developing the skills
- Self-assess your employability skills
- Develop a portfolio which contains evidence of the employability skills you have developed.

Your Trainer/Assessor will also be able to provide you information regarding employability skills.



3 TRAINING AT SYC

3.1 Facilities and Training Rooms

You will be allocated a work area to complete the activities for your course. You are responsible for the tools and equipment, cleanliness and general housekeeping for this area. You will be required to clean your work area at the end of each day to ensure it remains safe and tidy.

Any damage or loss to equipment is your responsibility. A fee may be charged for equipment lost or damaged due to incorrect use. Any student found stealing or deliberately damaging equipment will be terminated from the course.

You may be asked to remove rubbish and sweep the floor after a training session to help maintain an environment that complies with Work, Health and Safety regulations.

You must obtain permission from your Trainer/Assessor before leaving a training room or work area. If you are entering another work area you must immediately report to the Trainer/Assessor of that work area and must under no circumstances operate any equipment without permission and supervision.

3.2 Telephone Calls

Students are asked to keep personal calls to a minimum and switch off mobile phones during training sessions. In general, messages will not be taken for course students unless it is an emergency. In the case of an emergency, staff will notify the student of the message as soon as possible.

3.3 Personal Items

Do not leave valuable items such as money or jewellery in work areas or training rooms. SYC is not responsible for your personal items.

3.4 Smoking, Alcohol and Drugs

Smoking is prohibited in all areas other than designated outside areas. Your Trainer/Assessor will let you know where these designated areas are located.

Alcohol and drugs are not permitted anywhere on the premises. Any person who exhibits behaviour that suggests they may be under the influence of alcohol or drugs, or behaviour which may result in an inability to perform work safely will be asked to leave the premises and may lead to termination of enrolment.

3.5 Eating and Drinking

You are expected to leave training areas during morning, afternoon and lunch breaks. Eating and drinking is not permitted in any work area or training room.



3.6 Car Parking

There are designated off-street car parking areas available; ensure your vehicle is parked in the correct area at all times. Students parking their vehicles on SYC property do so at their own risk and SYC will not be responsible for any loss or damage that may occur.

3.7 Session Times

Be ready to start your training session at the time specified by your Trainer/Assessor and return promptly from morning, lunch and afternoon breaks.

The training day is completed at the time specified by your Trainer/Assessor. Trainer/Assessors will ensure that sessions start on time. During training sessions, Trainer/Assessors may allow a short informal break to assist the learning process. You must notify your Trainer/Assessor if you need to leave during your training.

3.8 Attendance and Absences

Students are expected to attend every scheduled training session. If you are absent due to illness, you may be required to provide a medical certificate to your Trainer/Assessor, employer, school or Employment Services Provider. If you have arranged leave from your job before starting your training course, discuss this with your Trainer/Assessor.

Trainer/Assessors will record your attendance at every training session. Late starts, early finishes and absences are recorded. Attendance information may be given to an employer, school or Employment Services Provider where appropriate.

You must notify SYC before 9.00 a.m. on the day of absence. Failure to do so may affect your attendance record for the course.

3.9 Evacuation Procedure

Should an emergency situation arise, which requires the evacuation of the site, an air horn will be sounded. Should this happen, please remain calm and obey the instructions of your Trainer/Assessor or the Fire Warden. Using the safest most direct route, you should proceed to the Emergency Assembly Point. Once at the assembly point, your Trainer/Assessor will conduct a student roll check to determine any absences.

Our staff are trained to deal with on-site emergencies and we request that you give them your full co-operation, so that they may ensure your safety and the safety of others during an evacuation.

Please note: detailed information about evacuation procedures and assembly points will be provided by your Trainer/Assessor when you commence training.

3.10 First Aid and Injury Reporting

First aid will be provided to any person on site who requires it. There are trained first aiders available in all areas. Any person/s requiring first aid should seek assistance from the nearest staff member.

Report all accidents and injuries immediately to a Trainer/Assessor or a nominated First Aid Officer, regardless of how minor they may seem, so that the injury can be treated and recorded. The First Aid Officer is to determine if treatment is within their ability and, if it is, to ensure that the injury and treatment are recorded in



the Register of Injuries book in the first aid kit. SYC Training Manager or Head of Education and Learning are to be made aware as soon as possible. In serious cases where the injured person requires hospital or Doctor treatment, Health & Safety is to be informed immediately.

3.11 Safety

For your own safety and the safety of others, you must follow safe work practices as instructed by your Trainer/Assessor. Students attending training at SYC must read the Site Safety Rules and agree to abide by them at all times.

Where applicable, safety glasses and other personal protective equipment will be provided and must be used. Students who repeatedly create an unsafe working environment for themselves or others may be terminated from the course.

Your Trainer/Assessor will run through the operation of each tool or equipment you will be using and you will be required to read the relevant safe work procedure and sign an acknowledgement form. If you do not understand the procedure, please speak to your Trainer/Assessor before using the tool or equipment.

3.12 Computers and Acceptable Use

SYC provides wireless internet connectivity to assist students with their learning whilst attending training. Users of this technology must comply with SYC's requirements for acceptable use. The specific activities that constitute unacceptable use include, but are not limited to:

- Creation, transmission, or soliciting of material which is obscene, defamatory, discriminatory in nature, or likely to cause distress to some individuals or cultures
- Violation of personal information and privacy of other individuals
- Harassing or threatening other individuals
- Deliberate, unauthorised access to facilities or data
- Unauthorised use of data or information obtained from information systems
- Transmission or use of material which infringes on copyright held by another person, organisation or SYC
- Violation of software licensing terms
- Transmission of unsolicited commercial or advertising material
- Unauthorised attempts to make SYC IT systems or services unavailable
- Use of SYC facilities to gain unauthorised access to third party computing facilities
- Use of SYC facilities in authorised or unauthorised attempts to make third party computing facilities unavailable
- Use which significantly degrades the performance for other users

Users failing to comply with this policy will be reported to management and access to information technologies may potentially be revoked.

To access the Wireless Connection please speak to your Trainer/Assessor.



3.13 Dress for Training Like You Dress for Work

The training facilities at SYC are a simulated work environment for students; and we use the same tools and equipment as you would find in a workplace. SYC is subject to the same Work, Health and Safety regulations as all other workplaces.

As part of SYC's commitment to the safety of its staff and students, we would like to remind all students that they are required to attend training with the appropriate clothing and, if relevant, personal protective equipment, as though attending their workplace.

Acceptable Attire includes:

- Appropriate clothing (no offensive slogans)
 - Work attire
 - Jeans
 - Shorts (if permitted by your workplace/industry)
- Appropriate footwear (closed shoes and if required steel cap boots)
- Sun protection (where necessary)
- Safety glasses (where necessary)

Unacceptable Attire includes:

- Thongs
- Sleeveless tops

4 WELFARE AND GUIDANCE

4.1 Support Services and Advice

Your Trainer/Assessor is the first person you need to approach for advice and assistance on any aspect relating to the program you are undertaking. Other sources of useful information include:

Office of the Training Advocate (SA Only)	The Office of the Training Advocate can support students with general advice relating to VET training. Location: Level 5, 131 Grenfell Street Adelaide SA 5000 Phone: 1800 006 488 (toll free) Office hours: Monday to Friday 9.00am – 5.00pm Email: trainingadvocate@sa.gov.au Website: www.trainingadvocate.sa.gov.au Post: GPO Box 320 Adelaide SA 5001
Regulation and Contract Management	Freecall: 1800 673 097
National Training Complaints Hotline	Phone: 13 38 73 Website: https://www.employment.gov.au/national-training-complaints-hotline
ASQA	www.asqa.gov.au
SafeWork SA	Freecall: 1300 365 255
WorkSafe Victoria	Phone: 1800 136 089

4.2 Language, Literacy and Numeracy Support (LLN)

SYC believes that LLN is an important underpinning part to learning and development. SYC has access to a range of LLN support staff who have extensive experience and will support students to successfully achieve their learning outcomes. Where an assessment of LLN is required, SYC will assist the student through referral to relevant support agencies, should it be recommended in the initial assessment report.

Related websites:

English Language Services: <http://els.sa.edu.au>

4.3 Learner Support Services (LSS)

As part of your training you will also have access to Learner Support Services (LSS). This service provides individualised support to students with challenging life situations through a personal coaching and case management process. LSS aims to increase completions of Vocational Education and Training (VET) courses by assisting students during their training, and then to transition to further study or employment. At your induction your Trainer/Assessor will take you through a brief questionnaire to evaluate your needs.



4.4 Welfare and Guidance Services

We are able to provide referral advice for personal and crisis counselling services. Contact numbers are listed below.

Alcohol and Drug Information Service	1300 13 13 40
Crisis Care Unit	13 16 11
Domestic Violence Helpline	1800 737 732
Gamblers Helpline	1800 858 858
HYPAs (15 to 25 years of age)	08 8405 8540
Lifeline	13 11 14



5 OUR POLICIES

5.1 Recognition of Prior Learning (RPL)

RPL is a formal process that recognises skills developed through previous training, work or life experience, which meet requirements of a unit(s) of competency. If you believe you already have the skills covered in a unit(s) of competency in your course, discuss this with your Trainer/Assessor. Your Trainer/Assessor will provide you with a procedure for applying for RPL.

5.2 National Recognition / Credit Transfer

SYC will recognise Qualifications or Statements of Attainment issued by any Registered Training Organisation, where that Qualification or Statement of Attainment is directly related to the training program being undertaken at SYC.

It is the responsibility of the student to provide the relevant evidence of Qualifications or Statements of Attainment issued by other Registered Training Organisations.

5.3 Assessment

Assessment is ongoing throughout your course and you will be given opportunities to provide evidence that you are competent in achieving the requirements of your course. Depending on your course, evidence might include a practical task, a written or oral test, a project or a presentation. Before you undertake an assessment, your Trainer/Assessor will let you know what you will be required to do.

During the assessment process your Trainer/Assessor may need to collect photographic evidence to support your competency. This assessment evidence will be stored in your student file and is protected under the Privacy Act and the National Privacy Principles.

At the commencement of the course, students will be informed of the course requirements to achieve the following results:

CA	Competency Achieved	NYA	Not Yet Achieved
RPL	Recognition of Prior Learning	CT	Credit Transfer

5.4 Qualification / Certification

On successful completion of a complete qualification (e.g. Certificate III in Business) SYC will issue the student with the relevant Qualification within 30 days of successfully completing. Where a complete qualification is not completed a Statement of Attainment is issued for the successful completion of units.



5.5 Conduct

We value:

- All members of the community equally
- The individual's right to dignity and respect
- The opportunity for all to reach their potential

Students are expected to behave in a manner that is responsible and respectful of self, property and others; and are accountable for their actions and attitudes. Disruptive or inappropriate behaviour, language or attitude may result in the cancellation of enrolment.

5.6 Equal Opportunity

Every person has the right to be treated with respect. Laws protect the rights of individuals to receive fair treatment regardless of age, disability, marital status, pregnancy, ethnicity, gender or sexual preference.

Any student who believes they are being discriminated against at SYC should approach the Training Manager or Head of Education and Learning for advice and support. If you don't want the matter dealt with by SYC, you can contact the Commissioner for Equal Opportunity (www.eoc.sa.gov.au).

Grievances will be handled according to [SYC Complaints and Feedback Policy](#).

5.7 Privacy

SYC is committed to protecting the privacy of personal information of its students and will collect and store information regarding your progress and achievements in accordance with SYC Privacy Policy, the Privacy Act and the National Privacy Principles. SYC will not disclose personal information without your consent. A copy of SYC's Privacy Policy is available on the SYC website.

SYC may release personal information (where applicable) to Employer, Centrelink, jobactive Provider, Commonwealth or State Bodies or Schools. This information is provided to the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS) for the collection and analysis of Vocational Education and Training information throughout Australia.

SYC follows the South Australian Government Information Sharing Guidelines to Promote the Safety and Wellbeing of Children, Young People and their Families (ISG).

This means that SYC will work closely with other agencies to coordinate the best support for young people and their families. Under the ISG a young person's informed consent for the sharing of information will be sought and respected in all situations unless:

- it is unsafe or impossible to gain consent or consent has been refused; and
- without information being shared, it is anticipated a child, young person or a member of their family will be at risk of serious harm, abuse or neglect, or pose a risk to their own or public safety.

5.8 Harassment, Victimization and Bullying

Workplace harassment, victimisation and bullying are abuses of power characterised by aggressive behaviour or actions that intimidate, humiliate and/or undermine a person or group.

SYC recognises the rights of individuals and groups to be free from harassment, victimisation and bullying. SYC accepts its responsibility in relation to these rights for students while they are engaged in activities undertaken as part of their access to services within this organisation. According to law and insofar as it is within SYC control, we will take all reasonable steps to identify and eliminate direct and indirect discrimination, harassment, victimisation and bullying in areas under SYC control.

If you feel you are being harassed, victimised or bullied, please raise your concerns with the Training Manager who will report the situation to the Head of Education and Learning. All grievances will be handled according to [SYC Complaints and Feedback Policy](#).

5.9 Complaints and Feedback Process

SYC recognises that people have a right to question and influence decisions made and services provided by us. SYC values complaints, appeals and feedback as an opportunity to learn and improve on the quality, effectiveness and efficiency of its services. SYC takes all complaints, appeals or feedback seriously and manages them in a timely, transparent and meaningful way.

SYC has made available dedicated client mechanisms designed to obtain meaningful client feedback including:

- direct reference to an on-site SYC Manager
- a dedicated “Feedback” email address (feedback@syc.net.au)
- feedback facilities on SYC’s website
- a “Feedback and Complaints” form which is provided to clients on request at all SYC operational sites
- reference to external agencies that are available for complaints associated with the particular SYC service

You will be kept informed of the progress of the grievance at all stages. You will be notified in writing once an outcome has been reached.

Complaints are considered resolved when:

- the person making the complaint expresses satisfaction with the resolution provided by SYC, or
- SYC determines that all avenues available to it to resolve the issue have been exhausted, or
- an external agency considers the complaint to be resolved.

If the issue cannot be resolved to your satisfaction and within the agreed timelines you then have the option to lodge a formal complaint with the appropriate service, or organisation, where you can seek further assistance. (e.g. National Training Complaints Hotline 13 38 73 or other Independent Third Party (see below).



External complaints can be made via the following avenues:

- **National Complaints Hotline (13 38 73)**

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

- **Australian Skills Quality Authority (ASQA):**

You may also complain to our RTO's registering body: Australian Skills Quality Authority (ASQA).

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

- **Independent Third Party**

Refer to section 5.12 below

5.10 Assessment Appeals Process

A student may appeal against an assessment on the grounds that it was affected by any of the following:

- That a technical or administrative fault was involved in determining the result
- That personal bias or bad faith was involved in determining the decision
- That discrimination as specified by the Equal Opportunity Act and/or the Commonwealth Sex Discrimination Act was involved in determining the result.

If you feel that you have been assessed unfairly you have the right to speak to the Training Manager who will assess the result in consultation with the Trainer/Assessor and student to reach an outcome that suits all involved. If the outcome could not be reached, and you are still unsatisfied, you may direct your appeal to the Head of Education and Learning or seek input from an Independent Third Party (see below).

5.11 Independent Third Party

SYC acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant where the internal processes have failed to resolve the matter.

Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by SYC.

Complainants and appellants can nominate their own external party at their own cost.

If a complaint has been referred to a regulatory body or independent third party, SYC will only provide responses regarding the investigation or resolution of the complaint to the regulatory body or independent third party even if the identity and contact details of the complainant is known to SYC.



SYC will provide complete cooperation with the regulatory body or independent third party investigating the complaint/appeal and will be bound by the recommendations arising out of this process.

SYC will ensure that any recommendations made are implemented and you will also be formally notified in writing of the outcome of the mediation.

5.12 Fees and Charges

SYC will supply to you, at no cost, all necessary learning resource books to ensure you are successful in meeting your training requirements.

If these learning materials need to be replaced due to being lost or damaged a fee will be applied for a replacement. This fee is dependent on the price of the replacement learning resource.

Replacement Certificates and Statement of Attainments are available upon request and may incur an Administration fee of \$50.00.

All outstanding fees and charges must be paid before Certificates and Statement of Attainments will be issued.

Replacement White Cards are available upon request and may incur an Administration fee of \$25.00.

5.13 Refund and Cancellation Policy

SYC ensures all students are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to the Head of Education and Learning.

- If a student genuinely believes they should be given a refund they can provide an explanation in writing to the Head of Education and Learning. The Head of Education and Learning will consider the merit of the request and reserves the right to refuse the application for a refund. Should any refund be granted, administration fees and resource fees will be deducted from the amount; any training already provided will also be taken into account in determining the refund.
- SYC makes every reasonable effort to ensure all advertised courses start on the date specified. However, when this is not possible and a course is cancelled by SYC, students will be provided with an alternative commencement date, an alternative course or receive a complete refund.
- Students who fail to attend the course without advising SYC will be charged the full fee per student.

All students have the right to appeal a refund decision made by SYC. Students wishing to appeal are to follow the Complaints and Feedback process.

5.14 Keeping Children and Young People Safe Policy

SYC is committed to ensuring the safety, welfare and wellbeing of children and young people at all times during their involvement with our services. SYC strives to create a safe and caring environment whereby children and young people feel safe, comfortable and confident in reporting any incident or conduct which is, or which may lead to, abuse or neglect of themselves or others. Our employees are trained to recognise, respond to and report suspected cases of abuse and neglect; and are encouraged to develop mutually respectful relationships.