



SWTS-
Student Handbook
2024

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Welcome to South West Training Services

It is truly a joy to have you with us. We are here because we have a passion to help people and positively impact our local community. Put simply, we want to equip you for success. Through the provision of government accredited Vocational Education and Training we are committed to helping you pursue your career goals. By giving you high quality training and assessment we will enable you to develop the personal skills, knowledge and confidence you need to succeed in your chosen vocation.

We are proud to be a locally based Registered Training Organisation. Since beginning in 2003, our highest priority has never been numerical or financial growth (we are a non-profit organisation), but rather the welfare of our individual students. Our connection with Equip Church International, which has been actively involved in effective community work for more than 20 years, means that we are in a position to provide a face-to-face, 'hands-on' pastoral approach that will make your training experience uniquely satisfying.

Thank you for choosing South West Training Services. Please take the time to read through this handbook. It will help you gain an appreciation of what you can expect as you embark on your studies here. Together with my staff, I look forward to assisting in any way possible to help you achieve success in your studies at South West.

Yours Sincerely,

Smitha Gustav
RTO Director

This booklet covers information concerning qualifications conducted at South West Training Services. These include:

- CHC30121 - Certificate III in Early Childhood Education and Care
- CHC33021 - Certificate III in Individual Support
- CHC40221 - Certificate IV in School Based Education Support
- BSB40120 - Certificate IV in Business
- CHC43121 - Certificate IV in Disability Support
- TAE40122 - Certificate IV in Training and Assessment
- CHC50121 - Diploma of Early Childhood Education and Care

Short Courses

- HLTAID009 - Provide Cardiopulmonary Resuscitation
- HLTAID011 - Provide First Aid
- HLTAID012 - Provide an Emergency First Aid Response in an Education and Care setting

This Handbook contains practical information about your course, as well as important legislative and other regulations. The information is relevant for both correspondence students and those attending classes.

Throughout this course you will receive a great deal of information that will equip you to be more effective in your chosen field of study. This handbook is filled with useful facts and advice that will help you complete the requirements of your course.

It is worth reading through this booklet in whole so that you are familiar with all aspects of the course process, and then keep it in a place where you can refer to it when necessary.

THE ORGANISATION

What is an RTO?

A Registered Training Organisation (RTO) is an organisation that is formally recognised by the Government to provide Nationally Accredited vocational education and training (VET) and/or assessment services.

Accredited means the course is nationally recognised and that a registered **training** organisation (RTO) can issue a nationally recognised qualification or Statement of Attainment following its full or partial completion. An **accredited** course: meets industry, enterprise or community needs.

South West Training services is contracted by the Skills First Program in order to provide government subsidised training to eligible students who wanting to undertake further education in vocational training. SWTS also a not-for-profit training organisation.

Vocational education and training (VET) is part of tertiary education and training which provides accredited training in job related and technical skills. It covers a large number of careers and industries like trades and office work, retail, hospitality and technology.

The Australian Quality Training Framework (AQTF 2010) is a set of nationally agreed standards that provide a benchmark for Australian RTOs training and assessment practices. This ensures that although each RTO trains differently, the outcomes are the same. The AQTF therefore ensures that the quality and confidence in VET as well as national consistency and better outcomes for learners and other VET system clients.

Our Obligation as your RTO

As a registered training organisation (RTO) registered with Victorian Registration and Qualifications Authority (VRQA). As per the **Education and Training Reform Act 2006 and Australian Quality Training Framework 2010**, we have an obligation to ensure the quality of the nationally recognised training we deliver. To ensure compliance, we have developed comprehensive internal policies, procedures and systems that guide our compliant operations, and we participate in audits with VRQA upon their request.

As the RTO we have the responsibility to issue you an AQF complied certification, in line with the Australian Quality Training Framework (AQTF) Condition 6 – Certification & Issuing of Qualifications Certificate issuance policy.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

OUR HISTORY

In 2001 the vision for a Registered Training Organisation was born in *Equip Church International*. Throughout 2002 market research and investigation was completed to identify local demand and plan how we would establish our service. In 2002 two people began the task of setting up that RTO.

From those humble beginnings, South West Training Services (SWTS) is now the vocational education and training division of the South West Group which also includes Equip Church International (ECI), Equip Community Services (ECS) and Back to Basics ELC.

The Mission of South West Training Services is to offer people a range of career options through the provision of quality vocational education and training provided both in the workplace and at our education centre. As a Registered Training Organisation in Victoria, we offer courses that are nationally recognised and meet all statutory requirements.

Our vision is to impact individuals, and therefore the community by changing lives through training.

We believe that our community and nation benefits as individuals strive towards achieving their full potential. Therefore, our goal is to have a positive impact by offering practical, workplace-relevant training in a caring, Christian environment to help people in their personal and career development. We are committed to developing cooperative networks in collaboration with our local community, local industries, qualified industry specialists, State Training Authorities, Federal and State Government Departments, Industry Training Advisory Boards and other relevant External Service Providers.

OUR VALUES

- Compassion
- Humility
- Respect
- Integrity
- Stewardship
- Teamwork

OUR COMMITMENT TO YOU

As part of our commitment to provide advice and support to our clients and students, we offer the following services and information upon request. We invite you to contact our office so we can guide you with information and assistance in the following:

- Client selection, enrolment, and induction/orientation procedures
- Course information including content and vocational outcomes
- Fees and charges information, including our refund policy and exemptions (where applicable)
- Provision for language, literacy and numeracy assessment
- Client support, including any external support we arrange for clients
- Flexible learning and assessment procedures
- Welfare and guidance services
- Complaints and Appeals Procedures
- Access to our records of your participation and progress in your course
- Arrangements to ensure access and equity
- Recognition of Prior Learning (RPL) arrangements

If you have questions or concerns about these or any other topic, please do not hesitate to contact one of our staff members. If you wish to discuss an issue at length, they will be pleased to make an appointment for you to have a friendly chat with the person who is best able to assist.

CONTINUES IMPROVEMENT

We are committed to;

- provision of quality leadership to create an environment that promotes continuous improvement and empowers staff to realise their full potential;
- development, communication and implementation of policies and plans generated from values based on quality principles;
- establishment and improvement of organisational structures and roles to support quality initiatives;
- observance by staff of high ethical standards in all aspects of their employment; and
- provision of resources to facilitate continuous improvement in processes, outcomes and services by:
 - a focus on the assessment and satisfaction of the needs and expectations of students, employees and shareholders; and
 - regular and systematic reviews of our performance as an RTO

STUDENT EVALUATION FORMS

In order to provide quality training for our students and for continues improvement we request our students to participate in student evaluation surveys during the time of their studies. These evaluations are conducted around three times or more.

We provide students evaluation forms and AQTF Learner Questionnaires for our students. Also, at the end of their training we request our students to provide feedback on their journey at SWTS.

COMPETENCY BASED TRAINING & ASSESSMENT

Competency based assessment is very flexible, so can be tailored to meet the needs of each individual participant. It is evidence based, which means that you provide evidence of your competence to the assessor. Evidence may be gathered by:

- Observation
- Demonstration
- Case studies
- Knowledge Questions
- Written assignments
- Role Plays
- Projects
- Reflections
- Presentation

MODES OF TRAINING

South West Training Services uses a variety of training strategies. These include,

- Classroom – Face to face learning
- Online – distance learning
- Virtual classes

The flexibility in training offered at South West Training Services incorporates options that best suit your needs.

ENROLMENT

Pre-Training Review - PTR

SWTS will be conducting a pre-Training review interview for each of our prospective student as part of the initial enrolment process. This is to ensure that the student is enrolling in the most suitable qualification of their interest and the chosen study help with their future job aspirations. Also, this PTR process provides important information about the student, such as previous qualifications acquired, LLN and digital skills or any additional support needs, learning style, etc. These information enable us to provide quality training and additional support to our students.

In order to ensure that the students has been informed well about the qualifications before they enrol, potential students are directed to SWTS website and the delegate who takes the initial call will discuss- mode of delivery, duration , days of study, study outcomes, practical placements, RPL procedures, Credit transfer and training and assessment methods.

At the enrolment process students are also explained about the Government funding eligibility including concessions, fees and charges and statement of fees will be issued. Government funded student will be completing a SKILLS FIRST PROGRAM - Evidence of eligibility and student declaration form.

The Pre-Training Review will be followed by a Language, Literacy and Numeracy test and a computer literacy test. This will be conducted to determine if the qualification they are enrolling in is the most suitable and appropriate for them and to determine any additional needs.

After a Pre-Training Review has been conducted, each student formally enrolls to a course, unit or module by completing South West Training Services' enrolment form and forwarding the form, with relevant Administration fee, to South West Training Services administration.

Upon receipt of the enrolment documentation and the administration fees, South West Training Services administration team will enter the student information into the student management system and create a student file.

NCVER Survey

The student may also receive an NCVER (National Centre for Vocational Education Research) survey and/or an invitation to participate in a Department of Education project and/or being contacted by the Department of Education or persons authorised by the Department for audit or review purposes.

FEES AND CHARGES

Payment Types

Full Fee Payment

You must pay the student services fee, plus a portion of your course fees (negotiated with the Finance Manager) in order to enrol. This will never exceed \$1000. (In accordance with AQTF – Essential Conditions and standards for continual registration Condition The remainder of your course fees will be paid incrementally over the duration of the course, according to the student’s ability to pay, as negotiated with the Finance Manager which will never exceed single payment of \$1000 in accordance with AQTF –Essential Conditions and standards for continual registration Condition 5.

Payment Plan

These may be arranged upon application and in exceptional circumstances only. If approved, a deposit is negotiated and required prior to enrolment. This will never exceed \$1000. The remaining fees will be paid through a payment plan that achieves full payment prior to completion. Payment arrangements must be finalized with the Training Finance Manager prior to course commencement.

Government Funding

This applies to those who are assessed as being eligible for the Skills First Funding. Eligible students are required to pay a small portion of the total course fee, with the Victorian Government then paying the remainder as the course progresses. Government funded students must pay their portion of fees prior to course commencement.

Government Funding Concession

Students who hold a Health Care Card, Pensioner Concession Card, or Veteran’s Gold Card are required to pay 15% of the government funded fee.

Refund Policy

Refunds for fee-for-service students

Fees and charges are costs payable to SOUTH WEST TRAINING SERVICES by students relating to their training, assessment and certification in a course.

1. Student must pay an initial fee at the enrolment. This will include an administration fee and a material fee.
2. The remaining fees can be paid in instalments according to a payment plan. Payment plans are approved by the RTO Director. The finance manager will create the payment plan according to the qualification and will determine the duration of the plan.
3. Payment plan options do not apply for Short Courses.
4. No refund will be considered for any Short Courses.
5. If a student falls behind in their payment plan and significant collection effort by SOUTH WEST TRAINING SERVICES is required, the student will not allow access any further payment plan arrangements.
6. Any refund requests must be made in writing to the student administration team as soon as possible.
7. **The student administration fee is Non-refundable.**
8. The student can request a refund of the material fees within the seven-day cooling off period for their enrolment. The seven-day cooling off period starts from the date of enrolment in the qualification. No refund is accepted after the seven-day cooling off period.
9. Students may request for a refund (initial material cost only) as a special consideration, only, if they are unable to continue the training program due to illness, or injury. Medical evidence must be provided by an Approved Medical Practitioner.
10. If a student cancels their course (in writing) within 7 days of the commencement of the course, a refund of 50% of the initial material fees paid will be refunded.
11. **No refund will be considered after the initial training is commenced.**
12. SOUTH WEST TRAINING SERVICES reserves the right to vary fees prior to commencement of a course. When this occurs, all affected students will be notified and given the option of withdrawing from the program. A refund of course fees paid will be provided.
13. In the event that SOUTH WEST TRAINING SERVICES is unable to begin a course for which a student is enrolled, all fees paid, including the Administration fee will be fully refunded. Should for any reason, SOUTH WEST TRAINING SERVICES be unable to continue to run a course that has commenced all course fees will be refunded, less the Administration fee and any materials fee paid.
14. At the discretion of the Director, students may defer or transfer course fees between courses. A second deposit, negotiated with the Finance Manager, must be paid in order to continue any payment plan for the re-commenced course.

15. RPL/RCC assessment costs are borne by students and are non-refundable. Quotes will be offered in advance. RPL fees will not exceed the actual cost of assessment.

16. SOUTH WEST TRAINING SERVICES does not accept payments of more than \$1000 per student prior to the commencement of any course.

Refunds for SKILLS FIRST funded students

- Administration fee is non-refundable.
- A full refund will also apply if SWTS is required to cancel a course due to insufficient numbers or other unforeseen circumstances.
- Refunds will not be provided for materials fees if the student has received any or all course materials.

FINANCIAL DIFFICULTIES

SWTS pleased to assist students with financial difficulties. If students are experiencing financial difficulties, they must contact the student admin team as soon as possible. If students are experiencing hardship, they can renegotiate a payment plan and apply for a new payment plan option. Failure to keep to this may mean suspension from the course with all fees still owing.

If students fall behind by more than one month in respect of course fees, they will be prevented from attending class until the outstanding fees are paid. If course fees are in arrears prior to the commencement of practical placement, students will be prevented from attending the practical placement until fee arrangements are up to date.

Students enrolled with South West Training Services may apply for special consideration with regard to their fees if they are experiencing financial hardship. Financial hardship is defined by South West Training Services as follows:

Where a student is unable to discharge their financial obligations because of illness, unemployment or other reasonable cause. South West training being a not for profit organisation will provide opportunity to the students who are paying full fees to study at the discounted fees if approved by the management.

Any student who would like to apply for an amendment to their fees or payment schedule due to financial hardship will be required to complete a *Financial Hardship form*. This form is to be completed prior to enrolment with South West Training Services, or in the event of unforeseen circumstances, during enrolment.

REFUNDS AND WITHDRAWAL FROM COURSES

Requests to withdraw from a course must be made in writing. If a student fails to attend a course but had not withdrawn in writing prior to the course commencement date, a refund will not be allowed and the student will be charged the entire applicable course fee.

South West Training Services may terminate a class position if it is felt a student has missed too much of a course and course fees still apply. Students will only be able to enrol in another South West Training Services course if all outstanding fees have been paid in full. Subsequent course fees are payable and subject to all standard policies as above.

Should South West Training Services cancel any course, participants are entitled to a full refund or transfer of funds to a future course.

IMPORTANT All students being withdrawn from a Subject and/or Program Enrolment please advised that their enrolment in a Victorian government subsidised Program (or part thereof, and regardless of completion), may impact their future training options and eligibility for further Victorian government subsidised training.

PAYMENT PLANS

Initially students must pay the \$100 administration fee and the material cost. The balance can be paid in instalments as agreed and stated in the payment plan. The total course fee must be paid in full before the completion of the course. The finance manager will prepare the initial payment plan, and this will be provided to the student at the time of their enrolment. The payment plan must be agreed and signed by both the student and SWTS. Student must provide a valid payment method and signed a direct debit agreement form along with the payment plan for the SWTS finance team to process the monthly agreed payments.

FEE COLLECTIONS

It is the responsibility of students to ensure they are up to date with their fees. If students fall behind in their payment plans, they will be contacted by SWTS finance team. If students consistently fall behind and are constantly paying make up fees, the SWTS finance team may cancel the Payment plan option and require payment of outstanding fees in full. Failure to pay following the cancellation of a payment plan will result in the student being prevented from attending class. There will be no further learning resources, trainer access, assessment or placement opportunities will be provided until the student is up-to-date with their course fees.

In extreme cases, students with outstanding payments will receive a letter formally requesting payment by a specified date. Failure to comply may then result in referral to an external debt collection firm.

THE SKILLS FIRST PROGRAM

SWTS is contracted by the Skills First funding program for eligible students. As part of the enrolment process, each applicant will be assessed for funding eligibility. Those eligible students will be required to pay only an administration fee and the material fees depending on their choice of the course, leaving the government to fund the remainder as the course progresses. Unless exceptional circumstances apply, the student's portion must be paid prior to course commencement. Regardless of government funding, all students must pay the non-refundable Administration fee to be able to commence studies at SWTS. The Administration fee is non-refundable.

SWTS support and encourage individuals with disabilities to access training subsidised through the Skills First Program.

SHORT COURSES

Short Courses must be paid in full prior to attendance as payment plan options do not apply for short courses.

No refund will be considered for any Short Courses. However, students may request for a refund only as a special consideration, only, if they are unable to continue the training program due to illness, or injury. Medical evidence must be provided by an Approved Medical Practitioner.

OTHER FEES

Certificate Reprint Fee

No fee is charged for the student's initial certificate. Student's requiring a second copy of their certificate will be charged \$25 for each additional copy or reprint.

Study Mode or Class Change Fee

You need to fill in a study mode change request form to change your study mode. If you are enrolled in online study and want to change to classroom mode, a fee of \$80 will be charged. If you are enrolled in classroom mode and want to change to online study will incur a fee of \$80.

Study Extension

Students who are unable to complete a qualification within the expected duration of the course may request for an extension. At SWTS we ensure to provide all our students adequate support to complete their study within the allocated time frame. The Australian Qualification Framework defines the length of the qualifications in the table below.

Table 1—Australian Qualifications Framework volume of learning indicators

Certificate I	Certificate II	Certificate III	Certificate IV	Diploma	Advanced Diploma	Graduate Certificate	Graduate Diploma
0.5 - 1 year	0.5 - 1 year	1 - 2 years	0.5 - 2 years	1 - 2 years	1.5 - 2 years	0.5 - 1 years	1 - 2 years
600 - 1200 hrs	600 - 1200 hrs	1200 - 2400 hrs	600 - 2400 hrs	1200 - 2400 hrs	1800 - 2400 hrs	600 - 1200 hrs	1200 - 2400 hrs

To apply for a study extension, students must fill in a study extension request form and forward the request to the office. The request then will be assessed and will be approved by the discretion of the manager. Please note that the maximum extension time is up to six months only. No further extension will be granted unless there is an exceptional circumstance (ex. serious illness or pregnancy). Students study progress will be reviewed after six months, and inefficient progress will result in withdrawal from the course.

An additional payment of \$300 will be applied for extending the course duration.

Placement T-shirt

It is recommended that the student wear a SWTS T-Shirt for their placements. This can be purchased at a cost of \$27, prior to commencing work placement.

INDUCTION

Prior to the first lesson, the trainer will conduct an induction session. The purpose of this session is to address any questions or concerns the participants may have. The induction session will cover the following:

- An introduction to South West Training Services.
- Student Handbook information
- What is expected on the course?
- What are the outcomes of the course – what can it lead to?
- Relevant policies/procedures.
- Student’s code of conduct/roles and responsibilities.
- Practical placement overview
- Introduction to SWTS leaning materials and LMS

Please contact your trainer or the SWTS office staff with any questions or queries you have along the way via training@swcc.org.au. We are here to help and support you.

MEET THE STAFF

Throughout this course there are several people you will meet:

RTO Director: Smitha Gustav

Compliance Manager: Dinusha Galapitiya

Training Administrator: Malika Withanage

Placement Coordinator: Sadaf Samson

Finance Manager: Christine Dsouza

ACCESS TO YOUR TRAINER

You can contact your trainer via their email. Your trainer's email address will be given to you at your Induction.

If you do not have access to emails, you can contact the training office on 03 9748 9233, during Monday to Friday between 9am to 5pm.

Please be patient with your trainers as they also work in the industry, so it may take a day or so for them to get back to you to answer your questions. Rest assured that they will respond as soon as they can. Enquiries relating to fees, and other administrative concerns should be addressed to office staff by phone, email or in person.

STEPS TO SUCCESS

Concentrate on what you can control and leave the rest to us!

Work on having the right attitudes:

- Know who you are
- Take responsibility
- Maintain focus
- Persevere
- Keep fuelling your dream
- Maintain discipline
- Be positive
- Enjoy!

Study Habits

Habit – settled tendency or practice – something that you do regularly – this can be good (exercise 4 times a week) or bad (bite your nails when stressed).

Good Study Habits

1. Write down every assignment and deadlines in your diary or a notebook.
2. Remember to bring your workbooks to class
3. Communicate with your trainer - the more questions you ask, the more prepared you'll be.
4. Highlight with colour - you simply need to underline the main points / topics in the article for easy reference later, so that you can find relevant information quickly. Don't highlight the whole article.
5. Take clear notes in class – this will help you complete your assignments when you are at home.

STUDY TIPS

In the Classroom

Make good use of your classes.

Ask questions – no question is too dumb to ask - chances are if you don't understand something, there will be others who don't understand.

Listen well – be respectful of your trainers and other students.

Take notes – underline/highlight your notes and jot down questions as you go along.

Make good use of your fellow students - get to know them, swap notes and resources, and listen to the questions they ask.

At Home

Discipline yourself to study (delayed gratification – putting of a short-term pleasure for long term gain).

- Identify a day and time that works best for you.
- Which days/nights of the week are you consistently free
- Are you a morning or evening person?
- Set aside that time as your study time – guard it, be ruthless, and train your family and friends.
- Reward yourself at the end of that time – go for a walk, have a cup of coffee etc.

- Be realistic – you can't work 4 hours straight, allow for breaks as you will be more efficient.
- Remind yourself of why you are doing what you are doing (don't lose sight of the bigger picture).

Set up a workstation where you can concentrate and be comfortable. You will need:

- A place to study – your own place.
- Desk.
- Laptop or computer.
- Folders – to keep things together.
- Stationary – pens, paper, staplers – they are yours, not the kids!

Manage your study time

Avoid disruptions – keep a notepad close at hand to jot down things you remember to do after you have finished your study time.

Turn off your phone if possible.

Use your study time to review your lessons – read back over your notes.

Note down all your due dates for your assessments and make a timeline to do them.

ASSESSMENTS GUIDELINES

Unit submissions

SWTS assessments are completed mostly in the student eLearning platform. Therefore, you can submit your completed assessment directly to your trainer via your SWTS eLearning platform. Once, you submit your assessment, your trainer will receive a notification regarding your unit submission.

Unit Re-submissions

You can re-submit the assessments for a maximum of four times. By the second attempt, if it is still unsuccessful, your trainer will contact you and will extend additional support for you to complete your unit successfully.

At SWTS our trainers are dedicated to support students achieving successful study outcomes. Therefore, please always contact your trainer or our administration team for any further assistance.

Assessment due dates

Make sure you are clear on what your assessment tasks are and the assessment due dates. Assessment due dates are clearly stated in your class schedule.

- Classroom students – 2 weeks from the unit delivery date
- Online students – 3 weeks from the unit assigned date

Our trainers provide one-on-one guidance to all our students in their studies. We provide additional support to students where necessary. We expect students to always communicate with the trainers, if they are not able to submit the assessments by the due date.

Look at the learning resources and the additional support resources provided by your trainer – these can be a guide for you as you prepare your assessments.

- Don't panic if you don't understand them initially.
- Read the question.
- Underline the key words.
- Review your class notes.
- Brainstorm - Write my thoughts, words, phrases and don't worry if it makes sense or not.
- Proof-read.
- Talk aloud – imagine you are speaking to someone who knows nothing about the topic – ask yourself how would you explain it to them?
- Reward yourself when you submit your assessments!

Reasonable adjustments

Trainers can consider reasonable adjustments to the assessment processes if required. The nature of the reasonable adjustments to the assessment process will be decided after discussion with the student, trainer, training coordinator, RTO director and placement coordinator.

TRAINING AND ASSESSMENT

RPL

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. Recognition of prior learning may be an option where individuals have been working in a relevant job role for a minimum of 2 years.

At SWTS we do not offer RPL as we are not a registered RPL provider however, we can assist students by directing them to the local RPL approved providers. Some of the local RPL providers are Victoria University Polytechnic.

CREDIT TRANSFER

POLICY

South West Training Services recognise the AQF qualifications and Statements of Attainment issued by any other Registered Training Organisations in Australia.

All qualifications and statements of attainments provided by learners in an effort to obtain Credit transfers, must be certified as a true copy of the originals, if SWTS can't sight the original at the time of the application.

Credit Transfer Process

After receiving the certified copies of the statements, we will match the unit and unit title and the credit transfers will be issued for the equivalent. This will be updated in the student's individual training plan.

TRAINING AND PARTICIPATION

Class Attendance

90% of the classes scheduled attendance is compulsory to pass your chosen course. Medical certificates are needed if you are away from class due to illness. These certificates must be provided to your trainer on the following week in class.

Should a student fail to attend and additionally not make contact with their trainer, South West Training Services will attempt to contact the student. Should the student fail to respond, an automatic withdrawal process will be initiated. Please see a detailed schedule of this below.

Summary of timeline for students failing to make contact

Deadline for Assignment not met

1. Two weeks later: Phone call/email - no response:
2. Two weeks later: Letter offering help/ warning - no response:
3. Two weeks later: Letter of withdrawal and Statement of Attainment issued.

Compulsory withdrawal from a course of study is to be initiated only as an absolute last resort. Every effort is to be made to assist student to meet deadlines (both initial and approved extensions) and to achieve competency. Further, all students are to be constantly encouraged

to communicate any issues that impact on the successful completion of their studies, so that help can be offered at the earliest opportunity.

This policy applies equally to both classroom and online students.

Please ensure that you always maintain contact with your trainer to avoid initiating the compulsory withdrawal process.

SPECIAL CASE: DEFERRAL

At SWTS the maximum deferment period will be two months. If the student needs to defer for more than two months, they will have to re-enrol in a different class and will be charged a fee for re-enrolment.

However, if the request is due to a serious illness or pregnancy, student will be re-enrolled into a different class without any additional fees. This application needs to be approved by the management.

STUDENT WELFARE & GUIDANCE SERVICES

Academic and Vocational Counselling

Students may receive academic or vocational counselling from a counsellor, program coordinator, trainer or other qualified person. The trainer monitors student's progress and intervenes to provide counselling or support as appropriate, and where needed, refers the student to a counsellor, program coordinator or other qualified person, depending on the nature of the problem. Students and clients can access records of their participation and progress by asking administration and/or management staff, who will arrange for this to occur.

Personal Counselling

Any student showing signs of distress or discomfort may be approached by a staff member who notices and will be offered support. Support may take the form of advice, referral to a counsellor, trainer or program coordinator or other qualified person, depending on the nature of the problem. Where necessary the counsellor will advise the Director and assist the student to access external professional assistance. SWTS staff will always treat students with courtesy and empathy.

Food bank

Our sister organisation Equip Community services runs a food bank on every Wednesday to help the students and their families who are struggling financially to buy food.

Language, Literacy and Numeracy Support

Students needing language, literacy and numeracy (LLN) support are identified upon application. In most cases, LLN support can be provided. Where only a low level of support is needed, the student admin may arrange for the student to receive extra-curriculum assistance from the trainer or other staff member. Where extensive support is needed, the student may be referred to an agency that can help them further LLN. Referrals such as AMES and Wyndham Community and Education Centre. Where an applicant's LLN deficiency will clearly inhibit achievement of learning outcomes and the applicant refuses LLN support, enrolment may be declined.

Additional Support Services

South West Training Services offer a list of support services. This include; phone and email support, job search and placement, career guidance, study skills programs, counselling, and welfare support. Students requiring assistance are encouraged to contact South West Training Services for referral to these services.

Access to Record Request

Student can request to access their records at any time by completing an Access to Record Request form. This form is available on our website or can be collected at the training office.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- providing access to the online portal where some records about the course can be

CHILD SAFE STANDARDS

The new Child Safe Standards came into force in Victoria on 1 July 2022.

There are eleven Child Safe Standards, they are;

- Standard 1: Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued.
- Standard 2: Child safety and wellbeing is embedded in organisational leadership, governance and culture.
- Standard 3: Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously.
- Standard 4: Families and communities are informed and involved in promoting child safety and wellbeing.
- Standard 5: Equity is upheld and diverse needs respected in policy and practice.

- Standard 6: People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
- Standard 7: Processes for complaints and concerns are child-focused.
- Standard 8: Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.
- Standard 9: Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.
- Standard 10: Implementation of the Child Safe Standards is regularly reviewed and improved.
- Standard 11: Policies and procedures document how the organisation is safe for children and young people.

The resources, including guides can be found on <https://ccyp.vic.gov.au/child-safe-standards/the-11-child-safe-standards/>

Contact for sexual *abuse programs.*

Any students or their families want to participate in any sexual abuse program or need to report about a sexual assault use the following links.

- Mandatory reporting <https://training.infosharing.vic.gov.au/>
- CASA – Centre against sexual assault central Victoria - <https://casacv.org.au/>
- Stop it Now - <https://www.stopitnow.org/circles-of-safety-training/in-person-training-calendar>

CODE OF BEHAVIOUR

As a student of South West Training Services, you have an obligation to comply with **the Education and Training Reform Act 2006 (Vic) and Australian Quality Training Framework 2010 (AQTF 2010)**

South West Training Services is a church-based organisation therefore, we appreciate that you respect our values. Language and conduct should always reflect this respect. Behaviour that disrupts the learning of another student will not be tolerated and can, at the discretion of the Director, result in expulsion from the course.

Students must agree to abide by the South West Training Services Code of Behaviour.

The following Code of Behaviour is intended to ensure that each member of the South West Training Services community enjoys satisfactory conditions in which to study. This will result in benefits for all.

Students are expected to conduct themselves in a manner that will not discredit themselves or South West Training Services.

Acts that seriously interfere with the basic purposes, necessities and processes of the community, or which deny the essential rights, health and safety of other members of the community, are prohibited.

Health & Safety

Students are required to observe any lawful directions given by a South West Training Services staff member in order to ensure the safety of individuals and the orderly conduct of learning programs in line with Occupational Health & Safety Legislation.

South West Training Services Property

The property of South West Training Services, as well as that of individuals, must be respected. The unauthorised entry into, use of, theft of, damage to, or destruction of South West Training Services buildings, equipment or property is prohibited.

Smoking

South West Training Services is a non-smoking environment. Smoking is not permitted in any South West Training Services building. Smoking is only permitted in the designated smoking area at the front of the building.

Alcohol, Drugs, Gambling & Theft

The appropriate authority will be called to deal with students who breach the law regarding alcoholic beverages, drugs, gambling, theft or other infractions.

Possession of Dangerous Items

Students may not use or carry prohibited and/or dangerous articles while attending South West Training Services.

Disruptive Behaviour

The appropriate authority will be called to deal with students who:

- Obstruct or disrupt any official meeting, ceremony or other activity;
- Refuse to leave South West Training Services property after being reasonably requested to do so;
- Assault or attempt to assault any person whilst training with South West Training Services.

- A formal discipline/warning system exists within South West Training Services. Continued disruptive behaviour may result in students being removed from training.

Children in Class

Due to Occupational Health & Safety regulations, children are not permitted to be in the training facility during training in progress. Students are to find alternative care for their children whilst studying.

Phone Calls

Students are not to receive phone calls during training hours. Mobile phones and pagers must be turned off before training commences.

PRACTICAL PLACEMENT

Our Early Childhood Education and Care courses require students to complete a certain number of 'placement hours' in an appropriate facility (usually 160 for Certificate III ECEC and

280 for Diploma ECEC). Placement can be conducted in a variety of settings. During your practical placement the Trainer/Assessor will organize up to 3 or more meetings with the student. This will be when you have completed 20, 70 and 160 hours. Please ensure you inform your trainer when you are completed these hours.

SWTS organise placement for our Early Childhood Education and Care students. Also, you will be given the opportunity of indicating where you would like to do your placement hours and we will endeavour to support you. However, the final decision as to where you will be placed will rest with your placement coordinator. Once organizations have been notified of your availability, you will not be able to change from this unless extenuating circumstances arise.

Placement will be commenced after completion of the First aid unit. Also, the student must have a working with children check to commence their work placement. Our placement coordinator assists students with their placement arrangements.

You may want to complete your placement in a 3 - 4-week intensive block or by doing 1 or 2 days a week, until hours are completed. It is highly recommended that you work a mixture of both morning and late shifts, and it is not advised that you do only 4 hour shifts. This is not the best way to experience what working in your chosen sector is like. Your trainer will help you to negotiate with facilities when you will work. Remember this is like having a permanent job – so don't take advantage of the Centres. If you are rostered to work and cannot attend, it is your

responsibility to let the organization know, giving reasonable notice. Make sure you have a good excuse!

Placement in CHC40221 - Certificate IV in School Based Education Support

Students will participate in 100 hours of supervised work in a formal education setting, including public and independent schools. A competent qualified supervisor (Qualified Teacher) will mentor and supervise individual students. SWTS can arrange placement for our CHC40221 students. Also, student can organise their own placements as well.

During and after your placement, you must be careful to maintain appropriate confidentiality. This will include such as when interacting with the families or sharing information about their children be mindful about not to share other children's information in relation to any incidents if they enquired. Confidentiality is binding at all times between you and the service as well you and SWTS. A professional demeanour will be expected of every South West Training Services student. This means complying with all attendance requirements, actively participating in learning activities and demonstrating respect for peers, supervisors, children and residents. Your standard of dress, grooming, hygiene and general behaviour should always be of the highest order. Avoid dressing in a way that may be perceived as inappropriate. Students should not wear low-cut or tight tops, very short skirts, or skirts with high splits, or torn or soiled clothing. Occupational Health and Safety standards require the wearing of enclosed footwear (i.e. no sandals, thongs or open-weave shoes).

A Practical Placement Agreement must be completed and signed by each student prior to Placement, and counter signed by authorized representatives from South West Training Services and the Centre offering Placement.

You will find your practical placement a most rewarding experience. It will enable you to put into practice much of the theory you have been learning in your course. Further, it will give you valuable first-hand experience, working in your chosen field. Many of our previous students have been so successful in their placement that it has led to paid employment. However, you will also find your work placement a most challenging exercise. Please ensure to maintain a positive approach, and never hesitate to ask your trainer for assistance.

WORKING WITH CHILDREN CHECK

Student must hold a valid Working with Children check before commencing their practical placement. This can be obtained by following the link; www.workingwithchildren.vic.gov.au/

Placement in CHC33021- Certificate III in Individual Support and CHC43121-Certificate IV in Disability Support.

NDIS CLEARANCE CHECK

You must complete a NDIS clearance check prior to starting placement. The NDIS Check is a way to ensure that people who work with NDIS participants do not present an unacceptable risk to participants.

<https://www.vic.gov.au/ndis-worker-screening-check>

VICTORIAN POLICE CHECK

Students may require to hold a valid police check prior to starting their placement in the disability sector. You can use the following link to apply for the same.

<https://www.vic.gov.au/ndis-worker-screening-check>

HEALTH AND SAFETY

Conditions and behaviour at South West Training Services are governed by the Occupational Health & Safety Act 2004 and the provisions of this Act will be strictly applied.

A worker or anyone else at a workplace has the following obligations at a workplace:

- to comply with the instructions given for workplace health and safety by the employer, or the employer's representative, at the workplace;
- not to wilfully or recklessly interfere with, or misuse, anything provided for workplace health and safety at the workplace;
- not to wilfully place at risk the health and safety of any person at the workplace; and
- not to wilfully injure himself or herself

Safety Management

Due to substantial car parking on the RTO grounds, adequate fencing, appropriate signage, line marking, and lighting are in place to ensure student and staff security and safety.

SHORT COURSES

To gain employment in your chosen industry, you will greatly benefit by participating in certain short courses. The following, run by South West Training Services will be offered during your course of study:

- First aid Level 1 & 2 (compulsory for children's services)
- Asthma management

- Anaphylaxis Awareness

South West Training Services will organize session times for these courses. They are optional and will usually incur an additional fee. (The sole exemption is when the short course covers core units being studied in the long course, for which fees have already been paid. (For example First Aid in the Certificate III or Diploma in Early childhood course). Further information about available short courses will be presented as your long course progresses.

USI (Unique student Identifier)

All students doing nationally recognised training need to have a Unique Student Identifier (USI) as of 1 January 2015. This includes students doing Vocational Education Training (VET).

As of 1 January 2015, every student of South West Training Services must have a Unique Student Identifier (USI) as introduced by the Australian Government. SWTS can be prevented from issuing you with a qualification or statement of attainment if you do not have a USI.

Students have two options for obtaining a USI: you can apply for the USI yourself and notify SWTS of the number or you can arrange to have SWTS to apply for the USI on your behalf at the enrolment.

If you would like SWTS to apply for the USI on your behalf, you are required to provide one of the following identification documents.

- Driver's Licence
- Medicare Card
- Australian Passport
- Birth Certificate (Australian)
- Citizenship Certificate

You will also be required to authorise SWTS to process your application. To find out more on USI download the USI [factsheet](#) or visit <http://usi.gov.au>

ROLES AND RESPONSIBILITIES

Following enrolment, the student has the following responsibilities:

- To ensure they are enrolled in the correct course/units/modules,
- To organise their personal affairs so they can achieve the objectives of the course and submit assessments no later than the due date.

- To notify South West Training Services of any changes to their personal details such as address, name, and telephone number.
- To modify their enrolment when family, finances or other circumstances make it unlikely that they can successfully undertake their original course of study.

Following acceptance of a student's enrolment, South West Training Services has the following responsibilities:

- To ensure the student is provided with all relevant courseware in a timely manner.
- To ensure each student is offered every opportunity to successfully complete their course of study.

PRIVACY POLICY

In collecting your personal information SWTS will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Privacy Notice

Under the *Data Provision Requirements 2012*, **SWTS** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by **SWTS** for statistical, regulatory and research purposes. **SWTS** may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988*, the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

DISCIPLINE

POLICY

South West Training Services is committed to providing an environment which is conducive to learning.

It is expected that all student's behaviour will be befitting of adult learners. Behaviour, whether in the form of language or conduct, which disrupts the learning of another student will not be tolerated.

Students are expected to conduct themselves in a manner that will not discredit themselves or South West Training Services.

Acts that seriously interfere with the basic purposes, necessities and processes of the community, or which deny the essential rights, health and safety of other members of the community, are prohibited.

PROCEDURE - Breach in Code of Conduct

Health and safety

For minor breaches in health and safety, where there is no imminent risk to a person's wellbeing, the individual will be verbally warned by any staff member who observed the breach.

If the student continues in their behaviour, they may be asked to leave, or removed from the situation. In this case, formal disciplinary procedures may be imposed. Where appropriate, an incident form is to be raised.

Property

Where a student wilfully or recklessly damages property, disciplinary action will be initiated.

This may include:

- the student repairing/replacing the property at their own expense,
- the student being removed from the course, or
- civil proceedings being brought against the student

Smoking

If a student is found to be smoking in an inappropriate area, they are to be advised of the designed smoking area and requested to move to that area.

If the student refuses to move, they may be asked to leave the premises and formal disciplinary action may be initiated.

Alcohol Drugs, Gambling, Theft

Where a student is found to have breached the law with regards to alcohol, drugs, gambling or theft, the civil authorities will be contacted to deal with the matter. The student will be

suspended from the course pending the outcome of civil proceedings. If the student is found not guilty they will be allowed to complete their studies, if found guilty, the student's enrolment will be terminated and a pro-rata refund given, less \$100 administration fee.

Possession of Dangerous items

Any student found carrying a prohibited or dangerous item within the environments of South West Training Services will immediately be asked to leave the premise until they have disposed of the item. If they refuse to leave, the civil authorities will be called to deal with the situation.

Formal Disciplinary System

When a student refuses to follow the instructions given by an instructor, formal discipline may be initiated. The steps detailed below are to act as a guide. Depending on the severity of the incident, not all formal discipline will start at step 1.

1. The student is warned in writing about the inappropriateness of their behaviour.
2. The student is formally counselled by Director or his nominated representative. A record of counselling is placed on the student's file. The student is then monitored for a set period of time.
3. The student is required to formally show cause as to why they should be allowed to continue their studies with South West Training Services.
4. The student is removed from their course of study at South West Training Services.

Show Cause

If a student is required to justify or explain behaviour, they are to be notified in writing of the requirement to show cause. In this notification the student is to be advised of the offence. The student is to be given 14 days in which to formally respond to the show cause. The Director is to review the show cause and determine if the student is able to continue studying at South West Training Services. The student is to be advised, in writing, within five working days of receipt of the Show Cause.

Safety Management

Due to substantial car parking on the RTO grounds, adequate fencing, appropriate signage, line marking, and lighting are in place to ensure student and staff security and safety.

Code of conduct at placement – SWTS has zero tolerance to misconduct at placement. Students must respect the staff, the children and parents at the placement. Misconduct at placement may lead to immediate dismissal from the course. This can include but not limited to being arrogant and vicious, using

inappropriate language, abuse including sexual and physical. The decision of any dismissal is at the discretion of the director of SWTS.

Equal opportunity

The principles and practices adopted by SWTS aims to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with SWTS.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

SWTS provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

COMPLAINTS & APPEALS

POLICY

1. An essential part of developing a productive and effective learning environment is ensuring that individuals are encouraged to come forward with their Complaints in the knowledge that management will take prompt and effective action to address their concerns.
2. Complaints that are not addressed have the potential to grow into major problems that can cause tension, low morale and reduced learning and academic achievement. Unresolved or poorly handled Complaints could also lead to legal action being taken against South West Training Services.
3. This policy does not limit the right of any individual to seek the assistance of a relevant external agency
4. Complaints must be treated seriously and sensitively, giving due regard to procedural fairness, confidentiality and privacy. Requirements relating to confidentiality and privacy extend to the use and storage of any information and records related to a Complaint.
5. Complainants should raise concerns without delay.
6. Wherever possible, Complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing relationships.

7. Both the person raising the Complaint (the complainant) and the person against whom the Complaint is made (the respondent) will receive appropriate information, support and assistance in resolving the Complaint.
8. No person should be victimised because they rise, or are associated with, a Complaint.
9. Complainants must not instigate Complaints that are frivolous or malicious. All parties are expected to participate in the Complaint resolution process in good faith.
10. In regards to training assessments, all assessments on a course will be conducted with professionalism. However, as part of the appeals process students have the right to request an independent review of their assessment.
11. An appeal may cover any aspect in which an individual disagrees with a decision concerning them, and they desire a higher authority to review the decision.
12. The process of lodging and dealing with an appeal is to be fair and equitable for all parties concerned.
13. Appeals will only be heard when the complainant has first attempted to resolve the dispute following the appropriate guidelines.
14. The appeals procedure will be easily accessible and not unduly complex.

PROCEDURE

Complaints arise when a client is dissatisfied with an aspect of the RTO's services, and requires action to be taken to resolve the matter.

Appeals arise when a client is not satisfied with a decision that the school RTO has made. Appeals can relate to assessment decisions, but they can also relate to other decisions.

Clients with either a complaint or an appeal have access to the following procedures:

Informal complaint (or feedback)

The initial stage of any complaint (or feedback) shall be for the client to communicate directly with the trainer.

Client/s dissatisfied with the response to the informal feedback or complaint may initiate a formal complaint.

Informal Appeal

Discuss issues of concern regarding assessments results with assessor so that potential oversights can be corrected or interpretations clarified. (This must occur within 30 days of receiving results).

Client/s dissatisfied with the response to the informal feedback or appeal may initiate a formal Appeal.

Formal complaint and appeal

The informal complaint procedure should be used first.

All formal complaints or appeals are to be done to the Student Registrar by using the **Complaints and Appeals Form**.

Student registrar shall record written appeals to the **Complaints and Appeals register** and then inform the Quality Manager and Director.

On receipt of a formal complaint or appeal, the Director and Quality Manager shall convene an independent panel to hear the complaint; this shall be the complaints and appeals committee.

The complaints and appeals committee shall not have had previous involvement with the complaint or appeal, and will include representatives of:

- the Director
- the Training Coordinator
- the Compliance Coordinator

The client shall be given an opportunity to present their case to the committee, and may be accompanied by one other person as support or as representation.

The relevant staff member shall be given an opportunity to present their case to the committee

The complaint and appeals committee will make a decision regarding the complaint or appeal and record the recommended corrective and improvement actions in **Complaints and Appeals Form**.

The complaint and appeals committee will communicate its decision to all parties in writing within 14 working days of making its decision.

A copy of the complaints and appeals form to be kept in Complaints and Appeals Folder in Director's office.

If the complaint remains unresolved South West Training Services will refer the complaint to the Dispute Resolution Centre at the Victorian Department of Justice for their assessment, advice and services for settling the dispute.

Dispute Settlement Centre Victoria

4/456 Lonsdale St
Melbourne VIC 3000
Tel: 1300 372 888
Fax: (03) 8684 1311

Email: dscv@justice.vic.gov.au

The root cause of any complaint or appeal will be included in the continuous improvement processes of South West Training Services. The complaint and appeals shall be discussed in annual AGM meetings together with their root causes and improvement actions.

You can also register a complaint to the following authorities,

- National Training Complaints Hotline by: **Phone: 13 38 73** or email: NTCH@education.gov.au.
- Department of Education and Training
Complaints relating to government funded training under the VTG Funding Contract can be made to the Department of Education and Training. The Department is principally concerned with complaints regarding RTO misconduct including unethical and fraudulent practices. If a party wishes to make a complaint to the Department, they can do so by:
 - Downloading the Department's complaint form, available at <https://www.education.vic.gov.au/about/contact/Pages/complaintslanding.aspx> and
 - Returning the completed form to the following email address vtg.feedback@edumail.vic.gov.au; or
 - Alternatively the completed complaint form can be sent to:
Department of Education and Training
GPO Box 4367
Melbourne VIC 3001
- Complainants may also complain to SWTS RTO's registering body: VRQA

However, VRQA will only use the information you provide to inform its regulatory approach and will not contact SWTS on behalf of the complainant or act as their advocate. For more information, refer to the following webpage:

<http://www.vrqa.vic.gov.au/complaints/Pages/tovrqa.aspx>

ACCESS AND EQUITY

POLICY

South West Training Services is committed to the goals of equal opportunity and affirmative action in education and employment. It aims to provide a study and work environment for staff and students which fosters fairness, equity and respect for social and cultural diversity; one that is free from unlawful discrimination, harassment and vilification as determined by legislation.

All students will be recruited in an ethical and responsible manner, consistent with the requirements of the curriculum.

South West Training Services recognises the right to equality of opportunity without discrimination for all members of the community.

At south West we are committed in providing a fully accessible learning environment for all our students and offers a range of support to people with disabilities to help achieve their education and career goals.

We assist with people with disabilities to achieve their educational and career goals.

In fulfilling their commitment to access and equity South West Training Services will:

- foster a culture that values and responds to the rich diversity of its staff and students;
- provide equal opportunity by removing barriers to participation and progression in employment and education so that all staff and students have the opportunity to fully contribute;
- offer programs that aim to overcome past disadvantages for staff and students;
- promote clear and accountable educational and management policies and practices to engender trust between managers, staff and students;
- enhance the equality of students' learning through the provision of culturally, socially and gender inclusive education in areas such as curricula, teaching methods, assessment and review provisions, written and audio visual materials, and support services;
- ensure that its staff and students are aware of their rights and responsibilities; and
- provide for students and clients to access records of their participation and progress by arranging an appointment with an appropriate staff member.
- Alternate methods of assessment and examination.

- Consultation about realistic vocational choices
- Audios and large print resources
- Organising adoptive technology
- Individual problem solving

PROCEDURE

Recruitment and enrolment

During the enrolment process students are not to be discriminated against on the basis of race, gender, political or religious beliefs, disability, age, marital status, parental or carer status, physical features, personal association or sexual preference, being a rural worker or from a non-English speaking background. At the point of enrolment, students are to be made aware of the Access & Equity Policy and the support services offered.

Courses

During the regular review of each course, the trainer is to ensure that components of the course are culturally and socially sensitive. Where a component of a course has been identified as discriminating against a particular group of students, the trainer is to make every effort to modify the course, while still meeting the specified learning outcomes.

Where students feel they have been discriminated against, they are to follow the guidelines laid out in the Complaint Policy.

ASSESSMENTS & ASSIGNMENTS

For the duration of your course you will undertake many different units. Each of these has a variety of ways in which assessments will be conducted. A considerable amount of work is involved.

The training manual you receive is yours to keep. However, the workbook provided for each unit, once completed and assessed as competent, will be retained by us for future audit purposes. For this reason, pen must be used when completing assessment tasks.

Some of your assignments may require you to do research. Please do not rely solely on the material in the manual. The internet has many great articles and sites to help you – just make sure that your information is relevant to Australian practices (i.e. check that the site you are viewing is based in Australia). If you do not have access to the internet, your local council library is a great place to find reference and other research materials.

We are aware that there is a lot of information for you to digest in each unit, but past experience has proven that the due dates for assignments provide realistic timeframes for you to complete

work. If you are struggling, talk to us. We may be able to help you with study skills to help you use your time more effectively. If trainers have any concerns with your progress they will speak to you.

Students attending classes will normally submit their assignments to their trainers during class times. When this is not possible, as is the case with all correspondence students, assignments should be submitted to South West Training Services admin staff, who will then record the details of the work submitted in the *student work submission register*. Admin staff will then pass your work to the trainer with minimum delay.

We are highly committed to manage all the student workbook submissions with best care possible. Despite of this, we strongly advised that you keep a copy of your work submission in case your workbook gets misplaced.

COVER SHEETS (Hardcopy submissions only)

All assignments need to be handed in with a correctly completed cover sheet that must be firmly attached to your work. Each cover sheet must provide the following information:

- **Your name** - We cannot credit the work to you if you submit it anonymously.
- **Trainer's name**
- **Unit** - Refer to the name and number of the unit you are studying.
- **Assessment title**
- **Your signature**
- **The date of submission**

Please do not use display folders to submit written assignments. You may, however use plastic or other folders to protect your work.

PRESENTATION OF ASSIGNMENTS

If you follow the following guidelines, as well those in the study guides, your work will always be well presented.

- Spelling and grammar should be correct.
- If you are hand-writing your work, use either a black or blue pen. Do not use pencil.
- If your assessment is hand-written:
 - Ensure it is neat, tidy and easy to read.
 - Leave a margin down the left side of your work.

- If you have typed:
 - Type only on one side of the page.
 - Type at least a size 12 font (unless stated otherwise).
 - There is no need to double-space unless otherwise stated.
 - Make sure you include page numbers with your work.
- Make sure your finished product is neat and clearly presented.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Plagiarism

Using the work or idea of another person (published or not published) and not giving them credit for it stealing or theft. Plagiarism is treated very seriously by most educational institutions, it is therefore important that in any essay or presentation that you put together that you have credit for any reference or external source you have used. Rule of thumb – “if it’s not considered to be common knowledge then you need to reference it”.

SWTS has a zero-tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

BIBLIOGRAPHIES:

At times during your assessments you will be asked to include a bibliography:

- This should be at the end of your assessment.
- It should be on a page of its own, with the heading, ‘Bibliography’.
- A bibliography is a list of all the different places you went to find your information:

- books;
- magazines, journals and newspapers;
- internet sites;
- government reports; and
- Policies and procedures from schools, day care centres etc.
- Each different place from which you found information must be cited separately.
- You need to include:
 - the author's name,
 - the date first published,
 - the title of the book or article,
 - the place of publication, and
 - the name of the publishing house

Books

Hall, D.T. (1988) *The healthy child*. Melbourne, Aust: Oxford Press

Internet WEB pages or articles

Carruthers, J. (1989) *Teachers and the Internet*
<http://aip.org/aip/uris/educate.html>, Kansas City, Kansas, USA
Access Date: 21 Jan. 1999

If you need more assistance in understanding how to write a Bibliography please talk to your trainer.

SECURITY

Make sure you always keep copies of all work submitted. It will come in handy for your future reference, and will be invaluable in the unlikely event that your work goes missing. No assignment work can be collected by anyone other than its owner.

ASSESSMENT SUBMISSION AND DUE DATES

Due dates for assessment tasks are mentioned in your class schedules. Due dates are recognized as critical deadlines requiring attention. Always communicate with the trainer if you are unable to complete your assessment tasks before due dates and need extra time.

To promote accountability and assist all our students to complete their course in a timely manner, the following policy applies:

1. A customized training plan is developed for each student in consultation with the trainer. The Training Plan contains course dates and assessment submission due dates for each assignment.
2. Due dates are again confirmed by the trainer when each assignment is presented.
3. The trainer is the responsible authority to approve requests for extension. If the student wishes to appeal, the matter is then to be brought to the Director for a final decision.

PARTICIPANTS WHO DO NOT SUBMIT THEIR ASSESSMENTS ON TIME, AND DO NOT SUBMIT A 'REQUEST FOR EXTENSION FORM' WILL BE REGARDED AS INACTIVE AND THE FOLLOWING WITHDRAWAL PROCEDURE WILL COMMENCE.

1. If no extension is sought and a deadline is not met without explanation from a student, the Student registrar is to contact the student by email or phone within the next fortnight to identify the nature of the problem, and to offer any assistance that may be appropriate.
2. If there is still no contact from the student within the next fortnight, the Student Registrar will send a letter to the student requesting that contact be made as soon as possible. Help is to be offered.
3. If no further contact is made by the student within the next fortnight, the RTO Manager is to send another letter advising that failure to reply will be taken as indication of intention to withdraw.
4. If no further contact is made by the student within the next fortnight, SWTS will send a final letter advising that the lack of response has been interpreted as the student's intention to withdraw. A Statement of Attainment (SOA) is to accompany this letter where appropriate.
5. The student is then to be immediately withdrawn from the course.
6. Debt collection is to be initiated for recovery of any outstanding fees.

Correct application of this policy means that in cases of deadlines not being met, and contact not being made, no student can be retained on a course of study at South West Training Services for longer than eight weeks after having exceeded an assignment deadline and failed to make contact.

[Defer from Studies](#)

Students can defer their studies for maximum of two months. If a student wish to defer for more than two months, they will have to re-enrol in a different class and will be charged a fee for re-enrolment. However, if the request is due to a serious illness or pregnancy, student will be re-enrolled in to a different class without any additional fees. Students must complete a deferment application form and submit to the admin for approval.

Withdrawal from Studies

If you find yourself unable to continue your studies, you must advise us without delaying and submit the request in writing. This is for your benefit as we may be able to provide some form of practical assistance. If withdrawal from the course is unavoidable, written notification must be provided.

Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

COMPLETION AND GRADUATION

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

You will receive a letter of completion, a statement of results and an invitation to the South West Training Services graduation evening. You may invite your friends and family to your graduation where you will be provided with a certificate and congratulated for all your hard work. Should you not be able to attend the graduation evening, your certificate will be mailed to you, or may be collected at the training office with prior appointment. We look forward to seeing every student who completed their studies and joining us in celebrating their success at graduation. Please contact our training office for more information on graduation.

FINAL WORD

We congratulate you on your decision to embark on this course of study. You will find it both challenging and fulfilling. Most students begin with great enthusiasm. It can however, quickly become a tough slog. The pressures of combining study with life's other demands can be stressful. If you find yourself in this situation, it's important to stay focused on the aim you had when you started. If you do not deviate from your goal, you will succeed! There is no substitute for perseverance.

As you have been reading this handbook, I hope you have noticed that almost all VET policies are aimed at providing you with the best possible training environment. This is certainly our aim at South West. We take seriously our responsibility to equip you for success.

During your studies, there is any way we can help you, please do not hesitate to ask. If you see something that does not seem right, please point it out to us. We value your feedback. We honestly want you to succeed.

Make use of all the resources and assistance available at South West Training Services. We are here to serve you and are committed to your success. And we will be the first to celebrate with you when you graduate.

May God richly bless you as you commence this journey with us.

Smitha Gustav
RTO Director