



Student Handbook

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

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



Contents

Background Information

Adult & Community Education	3
St George & Sutherland Community College	3
College Membership and College Board	3
Our Vision, Mission and Values	4

SGSCC – A Registered Training Organisation

What is the Standards for Registered Training Organisations	5
Committed to Quality	5
Qualifications	5
Training Packages and Accredited Courses	6
Nationally Recognised Training	6
Competence and Competency Standards	6
Qualification Levels	6
Assessment	7
Recognition of Prior Learning	7
Credit Transfer	8
Appealing against an RPL decision	8
Plagiarism and Referencing	8
Reasonable Adjustment	9
Completion of Assessment Tasks	9
Assessment Results	9
Appealing an Assessment Decision	9
Work Placement	10
Issuance of Certificates and Statements of Attainment	10

General Information

Pre-enrolment Information	11
Enrolment	11
Orientation	11
Student Requirements	11
Access and Equity	11
Fees	12
Fees, Withdrawal and Refund Policy	12
Health and Safety	13
National Emergency Numbers	13
Harassment, Victimisation, Bullying and Discipline	14
Complaints Handling and Appeals	14
Child Protection	14
Attendance	14
Coffee Cart	14
Computer Usage	15
Concessions	15
Facebook	15
Student Feedback and Evaluations	15
Privacy and Freedom of Information	16
Parking	16
NSW Smart and Skilled Courses and Traineeships	16
Staff Contacts and Phone Numbers	16
Text Books or Materials / Excursions	16

Academic Services and Support

Language Literacy and Numeracy	17
Student Support Officer	17
Learning Pathways and Career Advice	17
SGSCC Responsibilities	18
Student Rights and Responsibilities	18
College Rules	19

Appendices

A	Overview of Australian Qualifications Framework (AQF)	20
B	Recognition of Prior Learning	21

Background Information

Adult & Community Education

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

St George & Sutherland Community College

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

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

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

The College enrolls upwards of 6,000 students each year in over 400 classes. The classes are offered each term, in varied leisure, vocational and educational classes offered during the day and evening in more than 20 venues. The College's specialised staff is also involved in the design and delivery of programs for people with disabilities, youth, seniors, people from non-English speaking backgrounds, long-term unemployed, educationally disadvantaged and specific workplace training.

The College may receive funding from the NSW Government through Training Services NSW, NSW Department of Education.

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

College Membership and College Board

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

Our Vision

Our vision is enriching lives.

Our Mission

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

Our Values

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

SGSCC – A Registered Training Organisation

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

SGSCC is registered to:

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

SGSCC is also registered to deliver and assess specific qualifications to overseas students. CRICOS No: 03122K.

Workskills is the brand name for SGSCC RTO.

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

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

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

Committed to Quality

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

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

Qualifications

St George and Sutherland Community College is registered to deliver training, assess competency and issue Australian Qualifications Framework (AQF) qualifications. (See *Appendix A for an overview of the AQF*). All training programs delivered and all qualifications issued by SGSCC meet the requirements of training packages or nationally accredited courses.

Training Packages and Accredited Courses

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

Accredited courses are vocational education and training courses that are not included in a Training Package (for example 22472VIC Certificate I in General Education for Adults).

Nationally Recognised Training

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

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



Competence and Competency Standards

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

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

Qualification levels

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

Certificate I

The purpose of the Certificate I qualification type is to qualify individuals with basic functional knowledge and skills to undertake work, further learning and community involvement.

Certificate II

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

Certificate III

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

Certificate IV

Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning. The purpose of the Certificate IV qualification type is to qualify individuals who apply a broad range of specialised knowledge and skills in varied contexts such as Team Leaders.

Diploma

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

Advanced Diploma

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

Assessment

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

You will be provided with assessment tasks for each unit of competency that gives specific instructions as to what and how assessment is to be conducted. These instructions will be discussed by your trainer including when the assessments are due and how these are to be presented and submitted.

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

Assessment, in addition to any training activities, may be completed in the classroom, as homework, and if appropriate on work placement.

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

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

Recognition of Prior Learning (RPL)

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

Recognition of Prior Learning (RPL) can be granted if you can provide evidence to demonstrate competency and meet all the components of a particular unit of competency (from a training package) or all of the learning outcomes in a particular module (from an accredited course) without having to undertake training first.

Students must apply for RPL prior to the commencement of the course. Please contact the Vocational Student Advisor for more information on 02 8543 7412. (Refer to Appendix B – RPL).

Credit Transfer

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

If you have a current qualification from a Registered Training Organisation (RTO) and the SGSCC qualification you wish to enrol in contains any of the same units of competence that you have previously been deemed Competent you may apply for Credit Transfer without having to be re-assessed.

You must advise the Vocational Student Advisor (02) 8543 7412 prior to Orientation that you wish to apply for Credit Transfer. Supporting evidence must be submitted with your application. Original documentation must also be sighted and verified by the College. You will be required to give your permission for SGSCC to contact the issuing Registered Training Organisation to verify your qualification.

Appealing against an RPL decision

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

Plagiarism and Referencing

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

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

If you quote from a text, website etc in your assessment tasks you are required to reference where you sourced that information including author or publisher, date of publishing (year) or viewed on website, name of publication and page number. This is stated immediately after the

quotation. For example 'You do not lead by hitting people over the head. That's assault not leadership' (Cole,K, (2013) Management Theory & Practice Edition 5, p. 255).

Reasonable Adjustment

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

Completion of Assessment Tasks

Assessments are to be completed and submitted according to the Schedule. These are to be submitted direct to the trainer.

Please DO NOT mail to the College street address.

It is your responsibility to keep a copy of your submitted. Please note that the College cannot accept soft copies of assessment tasks. If you do not have access to a printer please discuss arrangements with your trainer.

You will be required to sign a declaration on each unit Assessment Cover Sheet stating that the assessment tasks you have completed is of your own work.

Assessment Results

You will be deemed Competent when all assessment tasks have successfully been completed within a unit of competency or module.

The stated assessment outcomes in competency based courses are:

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

Should you be deemed Not Yet Competent your trainer will discuss their feedback with you and will give you guidance on what and when you need to re-submit. You can re-attempt that assessment task up to three times without having to re-enrol in the course.

Appealing an Assessment Decision

If you believe that you have been assessed unfairly, or you are dissatisfied with your assessment result, you are entitled to have your assessment task reviewed. This is called Appeal.

You should first discuss your grievance with your trainer. If you are not happy with the outcome of your discussion with your trainer you can then appeal the assessment judgement.

Appeals must be made within fourteen days of receipt of your assessment result. The Complaints and Appeals Policy is available on our website <https://workskills.sgsgcc.edu.au/study-us/accredited-course-information>. In summary:

1. You must ask for a review of a marked assessment task by writing to the Manager – Business & Vocational Training seeking a formal review.
2. Once the appeal has been received, the College will arrange for the assessment task/answer to be reviewed. The Manager – Business & Vocational Training will consider the appeal application in consultation with the VET course trainer and an independent person/panel.
3. You will be advised of the result of the assessment appeal in writing within fourteen days.
4. If, after review, you are still dissatisfied with the assessment task result, you can appeal to the Principal of the College for a further review for a second appeal. This second appeal must be lodged with the College within fourteen working days of the receiving results of their first review. The Principal will then arrange to review the assessment result (in consultation with another member of staff) and will then advise you of the decision.
5. If you are still not happy with the result you can contact ASQA (visit www.asqa.gov.au)

Workplacement

Many of our Community sector courses require work placement and for students to be assessed in the workplace. Your qualification specifies the minimum number of hours of work placement required.

Students will be informed of where and when they will conduct work placement as well as workplace and College expectations.

Students must advise the College prior to work placement if they have a reason (including those on Workers Compensation) that may delay or prevent them from undertaking workplacement and to be able to carry out their duties.

Issuance of Certificates and Statements of Attainment

Upon successful completion of your course you will be issued with your certificate. You will be contacted when your certificate or Statement of Attainment (for partial qualifications) is available for collection from Reception. Your certificate will be available for collection within 28 days of your course completion.

General Information

Pre-Enrolment Information

Full course Information is available from the SGSCC website or summarized in the catalogue published each term.

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

Many of our courses are delivered on a rolling intake basis when students may join, commence and finish in an existing course at any time. You will be advised at pre-enrolment of the next intake date.

Please note that the schedule and trainer may change at any time.

Enrolment

Please contact the Vocational Student Advisor either by telephone or by making an appointment to discuss your request to enroll. Once your suitability for the course has been confirmed you will be invited to complete an Enrolment Form. If you are eligible, you may also apply for NSW Smart and Skilled subsidized training. Additional information will be taken, including giving your consent for SGSCC to collect information from you to calculate your Smart and Skilled student fee. The Workskills Office is open to take enrolments from 8.30am to 5.00pm, Monday to Friday.

Orientation

All students are required to attend a course orientation prior to commencing their course. At the orientation you will be provided with additional information about the College, our expectations, key college policies and processes, its facilities, your course, trainer and schedule.

Student Requirements

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

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

Access and Equity

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

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

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

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

Fees

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

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

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

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

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

Fees, Withdrawal and Refund Policy

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

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

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

Requests for transfers or refunds (due to exceptional circumstances) must be made to the Student Vocational Advisor.

Health and Safety

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

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

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

You will be told at Orientation and or by your trainer the site evacuation procedures with you in the first session of your course. These procedures are also displayed in every room at the Jannali site.

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

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

Evacuation Information

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

National Emergency Numbers

Police	000
Ambulance	000
Fire	000

For Non Emergency matters call Crime Stoppers 1800 333 000

Harassment, Victimisation, Bullying and Discipline

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

Complaints Handling and Appeals

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

If this is not appropriate or the problem has not been resolved, please refer the complaint to your Vocational Student Advisor. If it remains unresolved please put your complaint/problem in writing and send to Manager – Vocational Education and Business. Your letter will be acknowledged within two working days of receipt of your letter and an outcome given to you within 14 working days. If you are not satisfied with the College's response you can contact ASQA at www.asqa.gov.au or a request can be made to have the matter attended to by the NSW Department of Fair Trading. External mediation services are available if required.

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

Child Protection

Although the College is largely an adult education facility, minors under the age of 18 are periodically present on College owned or leased property. If there are minors in your class (unless you are the parent or guardian) please ensure that you are not left alone with them on College property. This is for your protection against unjust or spurious accusations as well as for the protection of the minor.

Attendance

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

Coffee Cart

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

Computer Usage

If you are enrolled in a computer course please be aware of the potential dangers of computer viruses.

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

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

Concessions

Depending on the Vocational Education and Training course enrolled students may be eligible to apply for NSW Smart and Skilled subsidized training and concessions. Please enquire prior to enrolling. Concessions can only be granted at the time of enrolment.

Facebook

It is a requirement of your course to join the class Facebook page

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

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

Student Feedback and Evaluations

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

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

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

Confidentiality, Privacy and Freedom of Information

Confidentiality is the protection of personal information. Please do not share yours or other people's information, in particular your fee arrangements and arrangements made with your trainer.

Discussions on the following topics are considered inappropriate:

- Religious views
- Political views
- Your personal life
- Your or other classmates mental and physical health and wellbeing
- Concerns with your or other classmates family and/or friends
- Your workplace conditions and intellectual property.

Strict guidelines of privacy and confidentiality of all student records are maintained at all times.

Students have the right to view their own records. All requests must be in writing, addressed to The Manager - Business & Vocational Training.

Parking

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

NSW Smart and Skilled Courses and Traineeships

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

Staff Contacts and Phone Numbers

Phone enrolments	8543 7412
Jannali Reception	9528 3344
Principal, Patricia Carroll)
Manager – Business & Vocational Training) 9528 3344
English, Language and Literacy Manager	9580 7885

Email: enquiries@sgsc.edu.au Web Home Page: www.sgsc.edu.au

Text Books or Materials / Excursions

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

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

Academic Services and Support

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

In addition to the trainer, students may access the Vocational Student Advisor, Student Support and Progression Officer, Manager – Vocational Education and Business to meet their particular needs.

Support includes:

Language, Literacy and Numeracy

Literacy support is available to students who require it. Please contact the English, Language and Literacy Manager 95807885 to discuss your needs.

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

SGSCC offers courses at various College venues to help students improve their spoken English, reading, writing and numeracy skills. For more information call (02) 9580 7885

Student Support and Progression Officer

SGSCC has a Student Support and Progression Officer available should you academic support to assist you in strategies on how to complete assessment tasks and your learning..

Learning Pathways and Career Advice

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

SGSCC Responsibilities

SGSCC is responsible for:

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

SGSCC does not guarantee that a student:

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

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

Student Rights and Responsibilities

Students have the right to:

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

Students have the responsibility to:

- Treat other SGSCC students and staff with respect and fairness and not to exercise prejudice against people with disability.
- Read the Terms and Conditions in the College brochure
- Behave in an acceptable and appropriate manner towards other clients and staff
- respect the property of the College, host schools, lessors and clients
- Refrain from swearing in classrooms and other learning areas
- Not behave in any way that could offend, embarrass or threaten others
- Provide own course requirements where applicable (and where notified)
- Be punctual and regular in attendance

- Provide accurate information about themselves and advise of any changes
- Not to use mobile phones, pagers or similar devices at any time in the class unless requested by your trainer to access for study purposes
- Not engage in plagiarism, collusion or cheating in any assessment task
- Submit all assessment tasks by the due date or ask for an extension of time if there are exceptional circumstances
- Follow normal safety practices (eg: following both written and verbal directions given by SGSCC staff)

College Rules

The College has workplace expectations. These include:

The consumption of alcohol and/or the use of illegal substances on the college premises shall result in disciplinary procedures which may result in removal from the College.

Please refer to the college site location where smoking may be allowed.

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

Please switch off mobile phones and other electronic devices during class time unless asked to do so by your trainer to perform an activity.

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

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

Disruptive behavior is not permitted. Examples may include emotional, physical or psychological behaviour. **People of not good behaviour will be removed from the College.**

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

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

Students are expected to dress appropriately at all times.

Appendix A Overview of the Australian Qualifications Framework (AQF)

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

The ten levels include:

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

For more information about AQF please refer to www.aqf.edu.au

Appendix B Recognition of Prior Learning

What is Recognition of Prior Learning?

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

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

Why complete an RPL process

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

How do you apply for RPL?

1. Visit <https://workskills.sgscc.edu.au/> about the course and units of competency that you want to apply for RPL.
2. Contact the Student Vocational Advisor to discuss your claim to apply for RPL.
3. If eligible you will be assigned an assessor and given a course RPL Kit to complete questions and submit evidence to later be assessed.

How much does it cost?

The RPL fee will depend on the number of Units of Competency and must be paid before the RPL Kit can be made available. Please note this fee is not redeemable if you are deemed Not Yet Competent.

How long will it take?

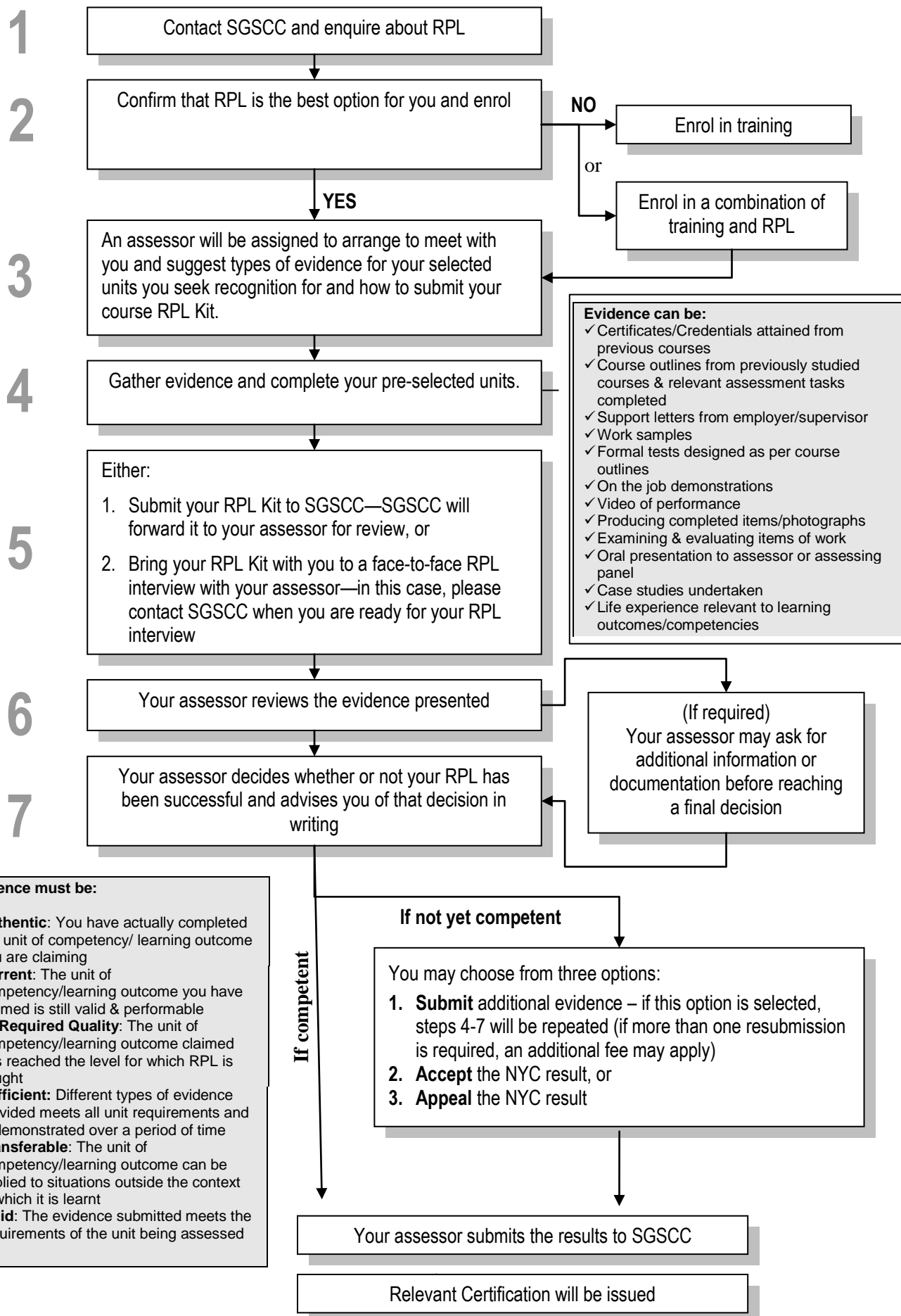
- Time frames will greatly depend on your ability to manage your time and work will depend on the outcome of the Application submission and, if required, you will be allowed to re-submit. Time frames for the re-submission will depend on your agreement with the Manager – Business & Vocational Training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

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

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

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

- You may appeal an assessment decision. Please refer to Appealing an Assessment Decision above.



NOTES