

STUDENT HANDBOOK

San College of Education Pty Ltd RTO # 90919

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San College of Education Pty Ltd

San College of Education Pty Ltd philosophy is that we are committed to providing you with quality training and assessment. We are committed to assisting you in furthering your career and reaching your goals.

Our trainers and assessors are highly qualified, have extensive experience in their industry, and are here to support you in your training program.

Training Offered

San College of Education Pty Ltd offers accredited on-the-job training in:

- General Health Services
- Hospitality (Operations)
- Business which includes
 - Administration
 - Frontline Management
 - Basic and Advanced Medical Terminology
 - Recruit and Select Personnel

On-the-Job Training

On-the-job training means training, which occurs at the workplace as part of employment.

When an assessor/trainer first meets with you, they will conduct a pre-training review of current competencies (RPL or RCC) including a language, literacy and numeracy assessment to identify any competencies acquired.

Competency Based Training

Qualifications are made up of units of competency (units, modules), which have been determined by the relevant industries and categorised into National Competency Standards for specific industries. The standards provide a framework for training and assessment and specify what competencies an employee at a particular level within a particular industry can be reasonably expected to achieve.

A competency is a skill that you have obtained or could obtain. A competency is made up of a number of elements – normally you demonstrate competency in a skill by demonstrating competence in each element that makes up that skill.

Proof of identity upon enrolment

San College of Education requires all students who enrol with the college, to enter their full name on their enrolment form, and provide proof of identity upon enrolment.

Proof of identity can include:

- Driver's licence
- Proof of Age card
- Passport
- SAH name badge
- Birth certificate
- Student Cards from other educational institutions with a photograph attached

San College of Education will record details of the proof of identity that was provided upon enrolment in its student records.

Please note:

The name that you have written on your enrolment form and verified by your proof of identity, will be what is printed on any AQF qualifications or statements of attainment issued by San College of Education.

Recognised Prior Learning

Definition of RPL:

The purpose of Recognised Prior Learning (RPL) is to help Trainees / Students to claim credit towards national competency standards that form part of the course they are undertaking.

San College of Education recognises that skills and knowledge are gained through work, educational, and life experience regardless of how, when or where it was acquired, provided that the learning is relevant to the competency outcomes in a module, short course or qualification. Credit for these skills and knowledge may be given by San College of Education towards courses it currently offers.

Recognition will be given to any applicant who has successfully completed modules/units of competency which give equivalence into training programs offered by San College of Education, and which have been gained with another recognised training organisation, eg TAFE.

San College of Education RPL Policy and Application forms follow the National Principles and Operational Guidelines AQF Implementation Handbook (4th Edition, 2007).

Process:

San College of Education offers all trainees / students the opportunity to apply for RPL prior to, or at enrolment for all Traineeships and Certificate IV courses on its scope. Trainees / Students should access the relevant RPL Guide and application form and decide if they wish to apply for RPL at this time.

San College of Education allows trainees / students 4 weeks from the date of receiving the RPL guide and application relevant to their certificate / course to submit their RPL application and supporting evidence to the relevant Trainer / Assessor. This ensures that any decisions relating to RPL can be determined prior to the commencement of the traineeship / course. No RPL application will be considered after the 4 week time frame. Attendance at any set training sessions or tutorials that form part of the chosen course will then be mandatory for the participant.

This does not preclude trainees / students from applying for RPL throughout the life of their traineeship or course. If a trainee / student wishes to apply for RPL during their traineeship / course, applications must be received by the College 4 weeks prior to the commencement of the module that RPL is being claimed towards.

If a trainee applies for RPL during a course a new Full Training Plan will be negotiated between the stakeholders.

Please remember to supply copies of any certificates, awards, CV's etc that support your application!

Any RPL related paperwork, and certified copies of official certificates need to be signed by a Justice of the Peace or San College of Education administrator as a true and accurate copy of the cited original, and should be provided to your Trainer / Assessor. The applicant should keep a full copy for their own records. A representative of San College of Education will be in contact with the applicant to discuss the application for recognised prior learning.

San College of Education RPL Policy and practices are equitable and culturally inclusive. The Rules of Evidence (Sufficiency, Validity, Authenticity and Currency) and the Principles of Assessment apply to RPL applications just as they do to any other assessment. All RPL assessments are of the similar rigour when compared to other assessment tools and processes.

The relevant Trainer & Assessor will inform the trainee of the results of the RPL assessment process, and is also able to help the trainee determine any future

options / pathways in relation to the outcome of the RPL application / assessment process.

RPL Fees:

Fees are based on assessment time, and administrative tasks related to RPL related to processing and determining individual RPL applications. Please ring San College of Education on 9487 9211 for a quote.

Support:

If you feel that you would like to learn skills related to applying for RPL, or need assistance or guidance with your application, you are welcome to ring the College on 9487 9211.

San College of Education will also provide support and guidance to Trainee / Students to ensure they are participating in appropriate learning pathways as a consequence of the RPL process (eg: gap training, future pathways or educational opportunities that would help the trainee / student to meet the full requirements of the qualification.

Appeals and Reviews relating to RPL assessments:

San College of Education strives for fair, objective and transparent decisions in all aspects of its operations. San College of Education will provide reassessment on appeal to any RPL applicant. For further information about San College of Education's appeal process, please view the Appeals Policy, Student Handbook or contact the College on 9487 921 for information.

Exemptions, Credits (RCC) and Credit Transfer

If a participant has completed units or modules from another course/program, and the content is very similar to what has been studied, an application for an exemption in that unit can be achieved.

This can include credit transfer based on formal learning that is outside the AQF. An assessment of the equivalence to the required learning outcomes, competency outcomes or standards in a qualification will be undertaken by a qualified Trainer / Assessor before credit transfer can be obtained.

An application can be made for any of the above when the participant believes that they have already attained the necessary skills and competencies.

Participants must complete an application form available from San College of Education Pty Ltd and provide documentation to support the application.

Assessment

Assessment is the process of collecting evidence and making judgements on whether competency has been achieved. To be eligible to pass your qualification, you must satisfactorily complete all the requirements of your unit of competency within a given time. This means that you are assessed in terms of being able to do the job to industry standards.

The trainer/assessor will visit you and assess if you are **COMPETENT** or **NOT YET COMPETENT** in a particular competency. Assessment methods include: demonstration, observation, work samples, workbook activities, oral presentation, role play/simulation, project or questioning and discussion.

Assessments undertaken by San College of Education Pty Ltd will be valid, reliable, fair and flexible and directly relate to the assessment requirements specified in the training package you are enrolled in.

Validity

- A valid assessment assesses what it claims to assess
- Evidence collected is relevant to the activities and demonstrates that the performance criteria have been met

Reliability

- Refers to the extent in which 'consistent' outcomes are achieved in assessment regardless of who does the assessment, when it is conducted and in whatever context it is conducted

Flexibility

- Participants will be able to have their previous experience or expertise recognised (RPL or RCC)
- The assessment approach can be adapted to meet the needs of all participants and workplaces
- The assessment strategy adequately covers both the on and off-the-job components of training
- Where practical and appropriate, assessment will be negotiated and agreed between the assessor and the participant

Fairness

- Assessment tasks and tools are structured so that they do not disadvantage
- Assessment practices and methods are equitable to all learners
- Assessment procedures and the criteria for judging performance are made clear to all learners
- Opportunities will be provided to allow participants to challenge assessments and have the opportunity of reassessment

San College of Education allows participants an opportunity for reassessment, if deemed Not Yet Competent.

San College of Education will allow all fee paying participants one practical session with the trainer / assessor, to practice their skills, and resit any assessments at a mutual convenient time, to help ensure a competent result.

San College of Education provides various forms of assessment as per the participants learning needs.

Assessment options should be discussed with the relevant trainer / assessor.

Flexible Delivery

Flexible delivery means providing training when it best suits the participant and employer. Flexible delivery focuses on *learning* rather than *teaching* and to provide the best possible learning experience for the participant. This means that the participant has greater control over what, when and how they learn.

Access to records / results

The results from each unit of competency will be recorded in your individual student log book if undertaking a traineeship. Monthly reports are sent to employers showing Trainees progression.

Trainees and participants can phone San College of Education on 9487 9211 or email sance@sah.org.au for a report on their progress.

Participants' files may only be accessed by the Principal Executive Officer or the RTO Administrator, the individual's manager, an authorized auditor from either the NSW Department of Education and Training or the NSW Vocational Education and Training Accreditation Board.

All individuals have a right to view their own files and may do so upon request to the Principal Executive Officer.

Access to a file by a third party other than as above can only be provided when the written authorisation has been given by the participant in accordance with the requirements of the Privacy Act.

If you do not complete your training course you will be eligible for a Statement of Attainment for the units of competency achieved.

Access and Equity

San College of Education is committed to providing opportunities to all people for advancement, regardless of their background. We ensure that our selection criteria are non-discriminatory, providing fair access to training for disadvantaged people.

Every client who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package will be accepted into any training/assessment program within the scope of registration including operations in other States or Territories and outside Australia.

- 1) SANCE endorses the national equity strategy by incorporating the principles of equity into all programs.
- 2) Staff members are instructed in their responsibilities with regards to Access and Equity principles.
- 3) Clients have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.
- 4) Some programs may have a limited number of vacancies and these will be filled in a chronological order upon completion of an enrolment form and appropriate payment of course fees (if applicable)
- 5) Admission procedures will, therefore, be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.
- 6) SANCE will discuss / consider / negotiate with participants any reasonable adjustments that may be needed to be made to SANCE facilities and / or learning

materials or assessments. For further information see SANCE Enrolment and Induction Policy, your Trainer / Assessor or a member of the SANCE administration team.

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Recognition of qualifications issued by other RTO's

San College of Education recognises Australian Qualifications Framework (AQF) qualifications and statements of attainments issued by any other RTO.

San College of Education is only obliged to recognise and AQF qualification or statement of attainment that, at the date it was issued, complied with the requirements of the AQF Protocols and the AQTF, or the ARF (Australian Recognition Framework – the national framework preceding the AQTF)

Staff will be informed of this policy as part of the induction process. Students receive this information in their student handbook.

The RTO Administrator is to ensure that all student information and marketing material contains advice that San College of Education will recognise AQF qualifications and statements of attainment issued by other registered training organisations prior to authorising distribution of the material.

The RTO Administrator is to ensure that the staff handbook includes appropriate references to this policy and reinforces this policy during staff orientation/induction sessions.

Procedure:

- Students seeking recognition for AQF qualifications and/or statements of attainment awarded by another recognised training organisation must present the original documents for copying or appropriately verified copies of original documents with their enrolment form, or upon signing of their training contract with San College of Education. These copies will be kept on the student's file.
- The administration officer is to validate the AQF qualification and/or statement of attainment presented for mutual recognition. If need be the

administration officer will contact the issuing registered training organisation for further information, or verification of authenticity.

- Verified AQF qualifications and statements of attainment will be fully recognised and appropriately recorded on San College of Education student database.
- AQF qualifications and statements of attainment unable to be verified will not be recognised and the student asked to provide further verifiable evidence if possible. If not, the student may be counselled with respect to the making of false claims.
- Non-verified claims for mutual recognition are to be recorded on the individual student's file, together with details of any requests for further information and/or counselling undertaken.
- San College of Education has a responsibility to ensure that the participant is still competent against the whole qualification that will be issued to the participant, including competencies for which the participant is requesting national recognition. San College of Education may request a participant to undertake an assessment of their skills and knowledge to ensure that they are competent.

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- Non-verified claims for mutual recognition are to be recorded on the individual student's file, together with details of any requests for further information and/or counselling undertaken.

Language and Literacy Assessment & Assistance

San College of Education recognises that all vocational training includes language, literacy and numeracy tasks. All San College of Education trainers and assessors provide:

- Materials, resources and assessment tools and tasks that do not require participants to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- Clear models of the language/literacy/numeracy task;
- Opportunities for repeated and supported practice; and
- Opportunities for independent practice.

Assistance that can be offered by SANCE includes:

- When completing assessments that include written or numerical figures, the client can request that the trainer / assessor write down the answers for him or her. SANCE will consider requests for non-trainers and assessors to fulfil this role also.
- The participant can ask for one on one assistance to help complete self paced modules, or class based training programs.
- Learning guides with larger fonts.

If you feel that you need further assistance your Trainer / Assessor can help put you in contact with external organisations that can offer this service.

Trainee Log Book

A Trainee Log Book will be issued to each trainee who enrolls in a traineeship with San College of Education. This is the most important document you will have during the training program. It is both a record of what has been achieved to date and a guide to what training is yet to be completed.

To make the most of your Log Book you should regularly discuss your progress with your trainer/assessor and keep an accurate record of your achievements. This book will also assist your trainer to keep track of your training progress.

If you are unable to complete the training program then you should keep the partly completed book as a reference for future training programs and employers.

- Participants are responsible for their Log Book at all times
- Participants should bring the Log Book to the training so that records can be updated
- The Log Book is a record of the achievement of competency standards completed

Student Guidance and Welfare

We want to give guidance where possible to assist in meeting your learning needs.

- Providing support by our trainers/assessors with tutorials to assist with learning and any queries related to assignments
- Referring trainees to support agencies or Government Departments for guidance or assistance during and following training

Occupational Health and Safety

The Occupational Health and Safety (OHS) of all persons employed within the Hospital and those visiting the Hospital for whatever purpose, is considered to be of the utmost importance. Every endeavour will be made to assess, control and eliminate those conditions and events, which could lead to accident, injury or work related illness, in accordance with the Occupational Health & Safety Act 2000 and OHS Regulation 2001 NSW.

Smoking and Alcohol

Sydney Adventist Hospital and San College of Education are smoke free environments. All students and staff are asked to refrain from smoking when on SAH property.

Drinking of any alcoholic beverage whilst on SAH property will result in student being escorted off premises and disciplined.

Complaints Grievance Policy

San College of Education has a system for placing complaints, and resolving them, in a timely and positive manner. Complaints are welcomed as a means of ensuring that we overcome problems faced by participants and have an opportunity to improve the operation and delivery of our training programs.

Participants have the right to submit a grievance, preferably in writing, if you feel that you have not been treated fairly in some way.

- A grievance may be lodged in person or in writing to San College of Education, who will conduct an investigation, assess the situation, and take appropriate action.
- If the grievance is related to training, San College of Education will arrange a meeting with the trainer and participant to discuss the issue and resolve it.

We support a participant's right to lodge a grievance, and will not restrict this in any way. We will do everything possible to address any complaints in an unbiased, professional manner.

San College of Education will act on any substantiated Complaint / Grievance.

If you are not happy with how San College of Education has handled your complaint or the outcome of the complaint, you can refer your enquiry to the State registering body of NSW (which is VETAB) or the National Complaints Hotline on 1800 000 674

Appeals Policy

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Quality Training Framework.

A fair and impartial appeals process is available to participants of SAN College of Education Pty Ltd. If a participant wishes to appeal his/her assessment result, he/she may first discuss the issue with the trainer/assessor. If the participant would like to proceed further with the request after discussions with the trainer/assessor a formal request is made in writing outlining the reason(s) for the

appeal. This is forwarded to the Principal Executive Officer who will take responsibility for implementing a formal Appeals Process and who will record the appeal in writing.

- Appeals should be submitted within 14 days of receiving notification of your results personally or in writing to SAN College of Education Pty Ltd, who will conduct a reassessment in consultation with the trainer/assessor and provide an opportunity for the trainee to formally present his or her case.
- Each trainee will be given a written statement of the outcome of their appeal, which will include the reasons for making the decision.
- If the outcome of the appeal does not satisfy the trainee, a further appeal may be made within 14 days of notification of the result, to an independent arbiter.

Should the outcome of the appeal not be acceptable to the participant, they will be informed, in writing, of the opportunity to lodge a complaint with the State Registration Authority.

Discipline Policy

All San College of Education participants are expected to take responsibility in line with all current workplace practices and legislation for their own learning and behaviour during both on and off-the-job training and assessment.

If a staff member of Sydney Adventist Hospital is participating in a training program being conducted by San College of Education is found to be in breach of any policy or procedure of the Sydney Adventist Hospital, then San College of Education will enforce SAH's Conduct and Discipline policy
HRD-PPM-S04-D026

All participants in training programs run by San College of Education are asked to abide by all policies of Sydney Adventist Hospital, and all reasonable instructions given to them by their Trainer / Assessor.

If a student is acting in an unsafe manner, disrupting or impairing the rights of other students to learn, harassing or intimidating other participants, under the influence of alcohol or breaching any form of workplace legislation or workplace policies / procedures they will be asked in the first instance to cease the behaviour verbally.

If unacceptable behaviour continues, then the participant may be counselled by their trainer / Assessor. The participant may have to "show cause" as to why they should not be excluded from further participation in the program.

If the unacceptable behaviour continues, San College of Education, on advice of the Trainer / Assessor will ban the participant from taking further part in the training program.

No refunds on course fees will be granted if the participant has been banned from attending training programs due to breach of this policy.

Replacement Certificate and Statements of Attainments

San College of Education is empathetic towards participants / trainees who due to loss, theft, fire or damage, lose their qualification or statement of attainment.

San College of Education is willing to provide replacements.

San College of Education charges \$65.00, for a replacement certificate, or statement of attainment. Cheques should be crossed and made payable to San College of Education Pty Ltd.

Identification must be provided by the participants / trainees to San College of Education as proof of identity prior to any certificates being reissued.

To organise a replacement qualification or statement of attainment, contact the college via phone number: 9487 9211 or email: sance@sah.org.au

Please note:

- It can take up to two weeks to access past records, and reissue your qualification (s) or Statement of Attainment (s).
- All certificates (qualification or statement of attainment) will be reissued with the same original issue date the certification was issued as per VETAB's *Guidelines on AQF Certification to be issued by RTO's* (February 2008)
- San College of Education will not issue any replacement qualifications or statements of attainments to any third parties, without written consent of the student / trainee.

Withdrawal from a Course of Module/Unit of Competency

If you wish to withdraw from a traineeship this may be negotiated between the participant, employer and San College of Education Pty Ltd at any time.

Quality improvements

We are constantly looking for ways to improve our training and assessment services, our materials and our processes. From time to time materials may change due to improvement. Changes to policy and procedures will be communicated to staff and students in a timely manner.

Fees and Charges

Fees charged for short courses and traineeships are listed in our annual Handbook and Calendar. The Handbook and Calendar is available on our website (www.sah.org.au) and through Sydney Adventist Hospital's intranet site (www.sah.com.au) or can be collected direct from the college by phone or in person.

Please note intranet access is available only through Sydney Adventist Hospital's internal computer network.

San College of Education charges trainees / apprentices the mandatory enrolment fee of \$394.00, at the beginning of each calendar year (or \$197 if study is for one semester or less), as set out by NSW Department of Education, and in line with fees set by TAFE NSW.

Payment

San College of Education accepts; Visa, MasterCard, cash and cheques for the payments of its courses. Cheques should be crossed and made payable to San College of Education.

San College of Education requires that all participants pay the relevant course fees prior to commencing any course or traineeship.

Procedure for the refunding and concessions of fees for self funded courses

Refunds:

- A refund will be granted only when ten working days or more notice is given prior to course commencement less a \$25 administration fee.
- If San College of Education cancels a course you will receive a full refund of your fees. Refunds will be provided by cheque.
- San College of Education is not responsible for any outlays made by students for books and materials
- San College of Education may grant refunds in other circumstances as it sees fit.
- San College of Education cannot accept responsibility for changes in work or personal circumstances which may prevent attendance at a course or workshop.

Procedure for the refund of fees for government funded courses

- If a student withdraws, by written notice, from a government-funded course at any time up until four weeks after the commencement of classes in that course, then San College of Education must refund the tuition fee paid in respect of the course less the minimum charge and any other fees and charges paid by or on behalf of the student.
- If a government-funded course is cancelled by San College of Education at any time during the period of the student's enrolment, then San College of Education must refund the full tuition fee, the pro-rata portion of any compulsory non-academic fee, subscription or charge and any fees for materials which have not been used in the course prior to the date of cancellation.
- If a trainee withdraws from only part of a course, San College of Education need only refund the portion of the tuition fee and materials fee applicable to that part of the course.
- If a trainee does not undertake tuition in part of a government-funded course because of recognised prior learning in respect of that part of the course, then San College of Education must refund an amount equal to the difference between:
 - The tuition fee which has been paid; and
 - The tuition fee applicable in accordance with these conditions in respect of the aggregate of the enrolled subject hours for that part of the course in which the student has undertaken or will undertake tuition in that calendar year.

Concessions

A 20% pensioner concession discount (10% to holders of the Senior Cards) is available on selected courses where noted. When applying this rate pensioners will need to show proof of pension.

Students of Avondale College and Staff members of Sydney Adventist Hospital are eligible to receive a 50% discount on enrolment fees. Proof of enrolment, and / or employment must be shown upon enrolment.

Please note: Concessions cannot be claimed after enrolment.

To promote further education, and to thank our staff for their contribution to our success, San College of Education staff and their immediate families are also eligible to receive 50% off their enrolment fees. Please note: Staff of Sydney Adventist Hospital / San College of Education cannot claim two lots of 50% off the cost of enrolling into a course, if employed by both organisations.

San College of Education offers 20% discounts to groups of students / and or organisations from within the Adventist community, or as negotiated by the Principal Executive Officer. Minimum group size for a discount is 10 persons. This discount will not be given to individuals who enrol in any of our courses.

Group bookings of 10 – 20 participants from a single organisation (excluding Adventist Organisations see above) will receive a 10% discount.

Group bookings that exceed 20 participants should phone San College of Education on 9487 9211 for an individual price quote.

Confirmations and Receipts

All enrolments will receive a mailed confirmation letter / receipt. Please call us on 9487 9211 if you have not received your confirmation letter within seven days.

Non Payment of Fees

We ask all participants, to give us a courtesy phone call on 9487 9211, if they decide to withdraw their enrolment, prior to payment for a course. This allows another participant to attend.

If a participant fails to pay for a course prior to enrolment, with no explanation, they will not be allowed entry to the relevant class (s).

If for some reason a participant of a course being conducted by San College of Education is unable to pay for the course prior to commencement of the course, the participant should ring the College on 9487 9211. Arrangements can be made which are mutually acceptable.

Fees paid in Advance

Any fees that are paid in advance will be placed in a separate trust account by San College of Education. These fees will be protected and separated from other fees and sources of income, and can be readily drawn from, if a refund is granted or deemed necessary.

Enjoy your time with us!