

Student Handbook

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About San College of Education

San College of Education (SanCE) is a Registered Training Organisation

Since 2003, San College of Education has been committed to providing quality training and assessment

Our focus is to assist you to complete your training program and reach your goals

Our trainers and assessors are qualified in vocational education, and have extensive experience in their industry

The aim of this Handbook is to ensure that every participant is informed of San College of Education processes prior to commencing a program of study

Map / Directions

San College of Education is located on Level 2 in the Beattie Complex

Building #14 (Map Reference B3)



Competency Based Training

Qualifications are made up of units of competency (units, modules). These are 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.

Training Offered

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

- General Health Services
- Certificate IV in Training & Assessment (TAE40110)
- CPR (HLTAID001)
- First Aid (HLTAID003)
- Medical Terminology (BSBMED301)
- Support the recruitment, selection and induction of staff (BSBHRM405)

Enrolment Process

- San College of Education accepts enrolments from any individual who meets the pre-requisite requirements of the course
- San College of Education will take due care to ensure that all published course material is current and accurate
- All courses have a maximum number of enrolments
- All course vacancies are filled in chronological order of enrolment
- San College of Education adheres to the principles of Access and Equity in relation to enrolments
- San College of Education advertises the full course cost (including GST) on all course advertising / and on its' website.
- San College of Education will list any pre-requisites that must be achieved prior to enrolment within the relevant documentation / websites
- Late enrolments will only be considered at the discretion of the relevant course co-ordinator.
- If a prospective learner does not meet the entry requirements of a particular course, San College of Education will provide reasonable assistance to find an alternative course that is suitable to their needs
- San College of Education reserves the right to alter any arrangement for courses either before or during a course, to cancel or terminate a course, or to refuse any enrolment as permitted by law
- If there is a change to any agreed services, San College of Education will notify all learners as soon as practicable
- Learners must provide San College of Education with a Unique Student Identifier number (USI)
- **San College of Education cannot guarantee that a learner will:**
 - Successfully complete a course
 - Obtain a particular employment outcome by completing a course

Unique Student Identification (USI) Number

All students undertaking nationally recognised training in Australia must have a Unique Student Identifier (USI) number.

A USI is like an account number or tax file number made up of a combination of 10 letters and numbers.

San College of Education requires your USI before it can issue you with any nationally recognised certificates or statement of attainments.

You must apply for a USI and then submit it to San College of Education at the time of your enrolment. Your USI will be stored on a confidential Student Management System and only used for the purposes of meeting your training requirements.

For more information about the USI you can visit the following website:

<https://www.usi.gov.au/>

Each time you enrol with a new training provider your USI will be required, so they can make sure your records and results are placed into your account. **You only ever have one USI number, unique to you, for all your training and it's yours for life.**

How do I apply for a USI?

To create your USI, just follow these quick and easy steps -

Firstly, visit the USI website <http://www.usi.gov.au/Pages/default.aspx>

1. Click on "Create a USI"
2. Have one form of valid ID ready. This could be your driver's license, Medicare card, Passport or any others listed on the website.
3. Once you have agreed to the terms and conditions you're ready to go.
4. Enter the required personal details including your name, address and date of birth.
5. Enter the details on your form of ID. This will make sure your account is unique to you.
6. Set up your security questions, then choose a password for your account.
7. Once this is done, you have created your USI.
8. Write it down, keep it handy and keep it safe. It's yours for life!

STOP !!!!

If you already have a USI, do **NOT** create a new one. To retrieve a lost USI go to the USI website <https://portal.usi.gov.au/student> and press the "Forgotten USI" button. Follow the prompts to retrieve your number.

On-the-Job Training

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

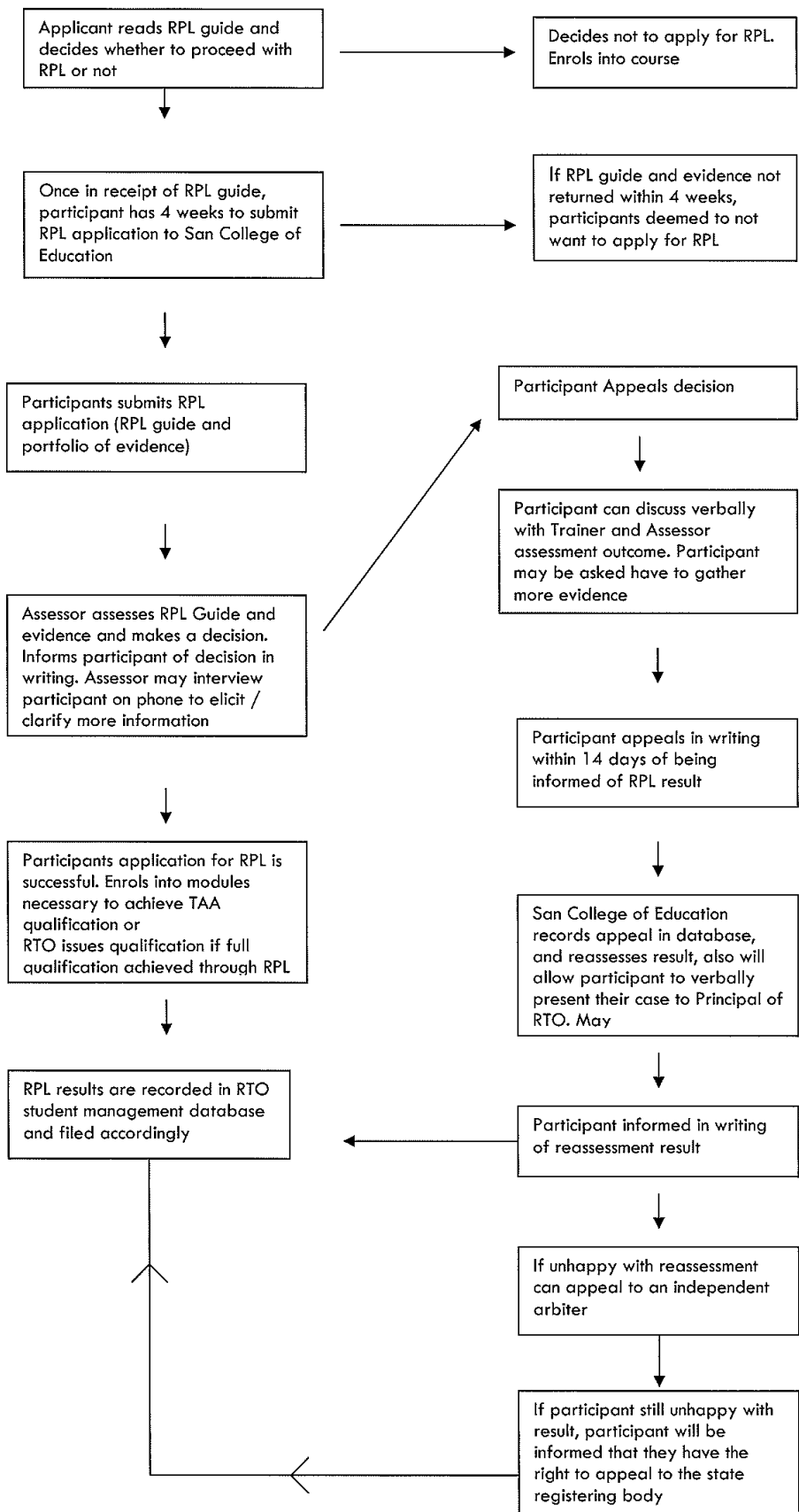
Recognised Prior Learning

San College of Education recognises that skills and knowledge are gained through work, educational, and life experience. Credit for these skills and knowledge may be given by San College of Education towards courses it currently offers.

Also, credit 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, e.g. TAFE.

When completed, you will need to present the completed paperwork, as well as copies of your achievements to your trainer. You should keep a full copy for your own records. A representative of San College of Education will then discuss your application for recognised prior learning.

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. Remember to supply copies of any certificates, awards, CV's etc, that support your application



RPL Fees:

Fees are based on assessment time and administrative tasks related to RPL including 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

Appeals and Reviews relating to RPL assessments:

San College of Education strives for fair, objective and transparent decisions in all aspects of it's' 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 9211.

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 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 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.

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 and / or an authorised auditor from the National VET Regulator.

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.

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.

Staff members are instructed in their responsibilities with regards to Access and Equity principles.

- Clients have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.
- 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)
- 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.
- San College of Education will discuss / consider / negotiate with participants any reasonable adjustments that may be needed to be made to facilities and / or learning materials or assessments ensuring that the college provides training, assessment and support services that meet their individual needs.
- San College of Education will discuss / consider / negotiate with participants and their employers any reasonable adjustments that may be needed to be made to San College of Education facilities and / or learning materials or assessments as part of establishing and exceeding the needs of the clients.
- For further information see San College of Education Enrolment and Induction Policy, your Trainer / Assessor or a member of the San College of Education administration team.

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 and / or authenticated VET Transcripts issued by the Registrar.

Process:

- 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.
- 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.
- 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.

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:

- Opportunities to identify an individual's particular language, literacy and numeracy requirements or physical capabilities needed to complete a course
- 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 San College of Education may include:

- 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. San College of Education 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.

Student Guidance and Welfare

We want to give guidance where possible to assist in meeting your learning needs. Support could include:

- 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 Work Health and Safety (WH&S) 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 Work Health and Safety Act 2011(NSW) and accompanying regulations and codes of practice.

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 and drinking alcoholic beverages whilst on SAH premises.

Footwear

Learners must wear suitable footwear at all times. Suitable footwear has been described as:

- a) Non-slip soles, e.g. vulcanized nitrile rubber or PVC blends to prevent slipping
- b) Enclosed and waterproof or leather uppers to prevent exposure to chemicals, body fluids or other spills, and to allow easy cleaning
- c) Low heels (less than 5cm) to increase friction co-efficient, and to provide a stable base from which to work
- d) Laces, straps or buckles (or similar) to prevent shoes from falling off

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.

The National VET Regulator, ASQA (Australian Skills Quality Authority) can accept complaints about:

- The quality of training and assessment services being delivered by ASQA-registered providers, and
- The marketing and advertising practices of registered training organisations (RTOs) and organisations claiming to be RTOs.

For further information see the ASQA website:

<http://www.asqa.gov.au/complaints/making-a-complaint.html> or phone the ASQA

ASQA Complaint Team 1300 701 801

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.

- If a client wishes to appeal his/her assessment result, he/she may first discuss the outcome of the assessment with the respective trainer/assessor
- After discussions with the trainer/assessor, if the client would like to proceed with a formal complaint, a formal writing outlining the reason(s) for the appeal must be sent to San College of Education within 14 days
- The Principal Executive Officer (PEO) will acknowledge the complaint (appeal) within five (5) working days
- San College of Education will conduct an investigation into the assessment decision, in consultation with the trainer/assessor and provide an opportunity for the trainee to formally present his or her case
- The PEO who will take responsibility for implementing a formal [Appeals Process](#)
- Each client will be given a written statement of the outcome of their appeal, which will include the reasons for making the decision
- If an appeal (including review process) will take longer than 60 days to resolve, San College of Education will write to the client informing them of the reasons behind the delay and keep them informed regularly of progress.
- A further appeal may be made within 14 days of notification of the result, to an independent mediator. Please note: Australian Skills Qualification Authority (ASQA) does not act as a mediator.
- San College of Education securely maintains records of all complaints and appeals received
- San College of Education retains the outcomes of all appeals in a quality improvement register

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.

All participants must abide by all policies of Sydney Adventist Hospital, and all reasonable instructions given to them.

San College of Education will enforce SAH's Conduct and Discipline policy:

[Disciplinary Process - Policy](#) HRD-AHC-S01-D006

If a participant is acting in an unsafe manner, disrupting or impairing the rights of other students to learn, harassing or intimidating other participants, is 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. Progressive disciplinary actions may be taken if the participant fails to correct the problem as directed by the College or workplace manager.

Progressive discipline may involve:

- Informal discussion
- Counselling which may include warning of termination of employment
- Review meetings at end of warning period
- Suspension without pay up to and including termination of employment

If unacceptable behaviour continues the participant may be counselled by San College of Education. The participant may have to “show cause” as to why they should not be excluded from further participation in the program.

The following serious conduct may lead to instant suspension or summary dismissal, or being banned from participating from taking further part in the training program:

- Dishonesty and falsification of records.
- Being under the influence of alcohol/drugs or consuming alcohol or drugs whilst on duty.
- Insubordination or abusive language to patients, visitors and/or staff.
- Negligence
- Unauthorised use of confidential information.
- Theft of Hospital, staff or patients' property.

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

Learner Surveys / Questionnaires

San College of Education requires all course participants to complete an AQTF Learner survey when learning and assessment is conducted on SAH premises.

The survey takes approximately 5 minutes to complete, and will be distributed the week before the final class. Surveys are to be returned in the last class and placed anonymously in the feedback box (found in the back of the classroom).

Data collected from the surveys, will help support continuous improvement processes ensuring that:

- We continue to provide quality training and assessment across all our operations
- We adhere to principles of access and equity and continue to maximise outcomes for our clients
- Our Management systems continue to be responsive to the needs of our clients (you), staff and stakeholders

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.
- 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.

Loss of learning materials

If a participant loses their learning materials they will be liable for the full cost of replacement learning materials, plus a \$30 administration charge.

Withdrawal from a Course or 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 at any time.

Payment Policy

Course Fees

- All course fees published online and in advertising materials are the full course price, including GST
- Course Fees are payable as per the table below unless otherwise negotiated and approved by SanCE:

Course fee size	Days until start	Payable (immediately)	Notes
\$1- \$1500	Any time before course	Full fee	Pay in full on booking
\$1,500 - and over	On booking	100% of fee up to \$1,000	Max of \$1,500 can be collected up front
	50% of course completion	100% of fee	Regardless of whether the course is completed or not

N.B: SanCE has a facility for scheduled payments for courses with fees above \$1500 in total. Please call the College to discuss this method of payment

Concessions

- AHCL staff and Avondale Students are granted concessional rates on courses as per the SanCE Current Course Pricing Schedule.
- No other concessions are granted
- Any variations to this policy are at the discretion of SanCE

Cancellation Fees

- Where a course is cancelled by The College, all fees received will be refunded in full within 14 days.
- The following fees will apply to clients who cancel their enrolment in a course / workshop:
 - Where the course is run internally and the participant \ individually book into to it and where course commencement is:

Greater than 4 weeks ahead.	No fee.
Between 2 – 4 weeks ahead	50% of course fees received (or due) to date are non-refundable
Less than 2 weeks ahead	100% of course fees received (or due) to date are non-refundable

Course Deferments

- Where a course is deferred to another date by SanCE, any received funds will be held in trust until the commencement of the course
- Any fees still payable will be due, with regards to the new course
- commencement date

Corporate / Group Bookings

Corporate Clients / Group Bookings – Contract Terms

Any course run internally by SanCE or externally with a third party will require a contract or list of terms and conditions to be signed that outlines the fees and billing process as outlined in this policy

Corporate Client / Group Bookings – Cancellation Fees

Where the course is run externally and the participants are booked into it as a single group, and where course commencement is as per the table below:

Greater than 4 weeks ahead	25% of course fees received (or due) to date are non-refundable
Between 2 – 4 weeks ahead	50% of course fees received (or due) to date are non-refundable
Less than 2 weeks ahead	100% of course fees received (or due) to date are non-refundable

Billings and Debtors

Billings Process

The current schedule for billings is tabled below and will be updated as required. Any course run internally by SanCE or externally with a third party will require a contract or list of terms and conditions to be signed that outlines the fees and billing process as outlined in this policy. This includes bookings made online.

Debtors

Debtors are followed up on the following basis:

Debt Age	Requirement	Expectation	Authorisation
Under 30 days	No follow up	Debt paid as per Appendix A	Nil
30 – 60 days	1 st debtors' letter sent	Pay o/s within 14 days	Accounts Clerk
61 – 90 days	2 nd debtors' letter sent	Pay o/s immediately	Finance Manager
91 – 100 days	3 rd debtors' letter sent	Pay o/s immediately or further action to be taken	College Principal
Over 100 days	Final debtors' letter sent	Pay o/s within 7 days or debt handed to collector and 25% fee added	Board Chair
Over 110 days	Handed to debt collector	Debt & fee collected. Total less Collectors' fee given to SanCE	College Principal