

# Student Handbook

# 2025

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## **SHORT COURSES AUSTRALIA**

### **Head Office and Melbourne Training Centre**

Level 1, 350 Collins Street  
Melbourne, VIC 3000

### **Port Melbourne Training Centre**

8 Anderson St  
PORT MELBOURNE VIC 3207

### **Sydney Training Centre**

Level 3 330 Wattle Street  
Sydney NSW 2007

### **Parramatta Training Centre**

Suite 7, 410 Church Street  
Parramatta NSW 2150

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Global Institute of Marketing Pty Ltd trading as Short Courses Australia

ABN: 65 605 690 971 | RTO #41261 |

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## Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Short Courses Australia policy may impact on the currency of information included. Short Courses Australia reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Short Courses Australia.

This handbook has been prepared as a resource to assist students to understand their obligations and, those of Short Courses Australia. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

This document: SH-Student Handbook V2025.1

### Version Control and amendment history

Version	Release date	Details
V2025.1	28.04.2025	Update From Audit Rectification
V2025	21.01.2025	Updated to privacy statement
V2024	05/07/2024	Address Change & New Year
V2023.3	05/07/2023	Validate add Transition logo
V2023.2	15/06/2023	Validate
V2023.1	03/05/23	Validate
V2022	01/03/2022	Old version

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## Welcome

Congratulations on your choice to undertake training with Short Courses Australia (SCA).

We have been delivering training in a range of fee for service short courses since 2019.

## Studying Through Short Courses Australia

Short Courses Australia aims to provide courses which are:

- High quality
- Practical, flexible, and affordable
- Informed by industry needs.
- Delivered by friendly, professional, and supportive staff.

## About Us

Global Institute of Marketing Pty Ltd was established as a registered training organisation (RTO) on 28 August 2015. On 1 July 2019 under the trading name Short Courses Australia (SCA) we started delivery of training. SCA offers a range of fee for service short courses.

In Australia, only RTOs can issue nationally recognised qualifications. Our RTO provider number is 41261. Short Courses Australia brings together an experienced team of vocational education & training (VET) professionals to provide training and assessment services within our training centres and at business or community locations.

In 2019 we opened our training centre at Collins St, Melbourne

In 2021, we opened two new training centres – Anderson St Port Melbourne, Victoria and Wattle St, Sydney.

In 2023 we opened our Church St Parramatta Campus

We are recognised as an authorised training provider by LCV (Liquor Control Victoria), Liquor and Gaming NSW, SafeWork NSW, Work Safe Victoria, NSW Food Authority and the VBA. For more information about any of our courses please go to our website or contact us

## Contact Us

Level 1, 350 Collins Street  
Melbourne VIC 3000

8 Anderson St  
Port Melbourne VIC 3207

W: [www.shortcoursesau.edu.au](http://www.shortcoursesau.edu.au)

P: **1300 747 430**

Level 3 330 Wattle Street  
Sydney NSW 2007

Suite 7 410 Church Street  
Parramatta NSW 2150

E: [info@shortcoursesau.edu.au](mailto:info@shortcoursesau.edu.au)

## Marketing and Advertising

Short Courses Australia will ensure its marketing and advertising of AQF qualifications to prospective students is ethical, accurate and consistent with its scope of registration.

This handbook will inform students, prior to their enrolment, about their rights and obligations and to ensure students can make an informed decision about their enrolment. If at any time you do not understand anything in this student handbook, the Short Courses Australia website or any marketing material delivered by Short Courses Australia you are welcome to speak to one of our team.

## Enrolment

To book your place in a course, complete the Course Booking Form on the website

<https://shortcoursesau.edu.au/>.

**Course Booking Form**

**Course Title:** Provide Responsible Service of Alcohol (VCGLR)  
**Date:** Wednesday, 16 December 2020  
**Time:** 09:30 AM - 01:30 PM  
**Course Location:** Melbourne (Zoom Virtual Training Room) | Online  
**Payable Amount:** \$50.00

First name \*  
 Last name \*  
 Email \*  
 Mobile \*  
 Study Reason: To get a job  
 Date of Birth \* 1 January 2010  
☐ I ACCEPT that I have read and understand the [Student Handbook](#). If there is any aspect of the handbook whereby you seek clarification please contact Short Courses Australia on 1300 747 430 or email [info@shortcoursesau.edu.au](mailto:info@shortcoursesau.edu.au)  
 Book Now  
 Privacy Policy

Once your booking has been completed, you will receive an email and text message confirming your place. These messages will take you to the payment and enrolment page where you can access an online portal for payment, the enrolment form and in some instances the Learner Guide.

<https://www.sca.edu.au/>

Your UEN must match the name and date of birth on your enrolment. If you need to update your name this can be done via the online enrolment below.

**If you are attending online classes:**  
 Upon payment all students will receive links directing them to the specific tools required for their sessions via email:  
 • Each student must complete the UEN form as a requirement for vocational training. This must be completed prior to the commencement of the session.  
 • Zoom must be downloaded onto your device prior to the commencement of your class.  
 • You will require access to our google classroom for your required session.

Booking Details	Personal Details
Booking Reference: 10684-0881	Student Name: <b>Mary Smith</b>
Course Name: Provide Responsible Service of Alcohol (VCGLR)	Date of birth: <b>1st January 2002</b>
Date/Time: Wed, 16 Dec 2020 09:30 AM - 01:30 PM	Mobile Number: <b>0400 123 456</b>
Course Location: Melbourne (Zoom Virtual Training Room) Zoom Virtual Training Room Melbourne VIC 3000	Email Address: <b>12345678@gmail.com</b>
Cost: <b>\$50.00</b>	

**Complete Online Payment** **Complete Online Enrolment** **Download VTA Workbook**

To participate in the course and receive your Short Courses Australia certificate we require full payment of course fees. You can complete Payment Online or call 1300 747 430.

To enable our administrative team to process your short course certificate we need to receive a completed Enrolment Form prior to your short course. You can complete your Enrolment Form Online.

Download an electronic copy of the short course work book prior to your training day. During the class you will be required to access this workbook. Please save the workbook on your phone, tablet or laptop or print a hard copy for your reference and bring along to the short course.

## Fees

The total cost of the course is listed

on the course page of the website and the payment portal when it comes to making payment for the course. The payment portal accepts VISA and Mastercard. An automated receipt will be issued once payment has been made.

## Enrolment Form

An enrolment form (either via paper or digitally) must be fully completed prior to the commencement of training. This includes supplying SCA with your Unique Student Identifier (USI). (See USI below)

Once all enrolment forms have been completed, you will be enrolled into the course and a trainer and assessor assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid as agreed.

A Language, literacy and numeracy tool must be completed prior to commencement of your class. You can complete this either online or in-class prior to commencement of study.

Short Courses Australia operates on a system of rolling start dates for some courses. This means you are able to enrol and start studying straight away. Visit: [www.shortcoursesau.edu.au](http://www.shortcoursesau.edu.au) or call 1300 74 74 30 email: [info@shortcoursesau.edu](mailto:info@shortcoursesau.edu) for more information.

## Entry Requirements

Please check the website or contact Short Courses Australia to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course.
- Levels of language, literacy, and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced.
- Access to an internet capable device that has appropriate software and capacity to access learning and assessment materials.
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade.

## Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student accredited course achievements from 1 January 2015 onwards.

Under the *Student Identifiers Act 2014* and *Student Identifiers (Exemptions) Instrument 2014*, if a USI has not been obtained then AQF certification **cannot** be issued, which means that Short Courses Australia cannot issue a Statement of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

## Student Identifiers Amendment (Enhanced Student Permissions) Act 2020

The Unique Student Identifier scheme commenced on 1 January 2015, following the passage of the Student Identifiers Act 2014.

On 26 May 2020, the Student Identifiers Amendment (Enhanced Student Permissions) Act 2020 came into effect, amending the Student Identifiers Act 2014.

The amendments allow a student or person who has studied VET after 1 January 2015 to choose whether a licensing body, employment agency or potential employer views their authenticated VET transcript.

The student controls:

- Whether to share their transcript or not
- Who gets access
- Which of their VET achievements are displayed
- How long the transcript can be looked at.

The student can remove this access at any time. Giving students this ability and choice increases transparency in the sector and reduces regulatory burden during employment recruitment processes and applications for funding, making it easier to verify VET qualifications.

The amendments also introduce civil penalties to protect the integrity of the student identifier and authenticated VET transcript and to deter persons from doing the wrong thing.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information and instructions on how to apply. If you are unsure as to whether or not you have a USI, please check that box on your enrolment form and we can search for it, on your behalf. There is a *USI Student Quick Guide* in the appendix for your information as well.

## Student Conduct

Just as Short Courses Australia has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Short Courses Australia views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating.
- Harassment, bullying and/or discrimination.
- Falsifying information



- Any behaviour or act that is against the law.
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Short Courses Australia and/or a partner organisation such as a school or workplace.

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused.
- Cancellation of the course without refund and/or credit
- Matter referred to the police.

### **Academic Misconduct**

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

Students found guilty of misconduct have a right to lodge an appeal by following our [Grievance/Complaints and Appeals process](#).

Visit: [www.shortcoursesau.edu.au](http://www.shortcoursesau.edu.au) or call 1300 74 74 30 email: [info@shortcoursesau.edu](mailto:info@shortcoursesau.edu)

## **Regulation and Compliance Requirements**

### **Third-Party Arrangements**

If Short Courses Australia enters a third-party arrangement, for any part of your training and assessment or support services, you will be advised prior to enrolment, including what will happen if that third-party ceases to deliver any part of the agreement.

### **Legislation**

As an RTO, Short Courses Australia is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015

Additionally, Short Courses Australia abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Apprenticeships and Traineeships
- Children and Young People
- Copyright
- Corporations

- Employment and Workplace Relations
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Taxation
- Workplace Health and Safety

Short Courses Australia is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- [www.comlaw.gov.au](http://www.comlaw.gov.au) which is the Australian Government website for Commonwealth Law
- [www.asqa.gov.au](http://www.asqa.gov.au) which is the website for the regulator of Australia's vocational education and training (VET) sector.

## Grievance/Complaints and Appeals

Short Courses Australia (SCA) is committed to providing students the best possible learning experience. SCA understands that on occasion, there may be instances of dissatisfaction and acknowledges that the cause(s) must be addressed and rectified promptly.

Short Courses Australia acknowledges that a complaint may also come from clients, external stakeholders and the general public and will treat each complaint equally as urgent and important.

Short Courses Australia invites feedback from the dissatisfied party so that a resolution can be found. These situations will also be used as an opportunity to improve SCA's policies, processes, and services.

Short Courses Australia will address all complaints in a fair, constructive, and timely manner. The complainant has the right for their grievance to be heard and for an impartial decision to be made at no cost to them (unless the complainant seeks an outside resolution service upon their own accord). Complainants have the right to appeal any decision.

### Key things to know.

If you feel as though you have been unjustly treated or that a member of our staff, student community or other affiliates have in any way acted in a manner that is beyond our code of conduct then you may seek to have this reviewed and actioned by our administration.

Reasons for a grievance may include:

- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the Complaints and Appeals Form, or other written format and sent to Short Courses Australia 's head office at Address attention to the Chief Executive Officer.
- When making a complaint or appeal, provide as much information as possible to enable.
- Short Courses Australia to investigate and determine an appropriate solution. This should include:
  - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
  - Any evidence you have to support your complaint or appeal.
  - Details about the steps you have already taken to resolve the issue.
  - Suggestions about how the matter might be resolved.

### **Timeframes for resolution**

- The complaint or appeal will be acknowledged in writing within 3 business days.
- The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.
- In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

### **Resolution of complaints and appeals**

- Some or all members of the management team of Short Courses Australia will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.

**We understand the importance of Grievance/Complaints and Appeals and promote the actioning of concerns in a timely manner, if you would require further information or to speak with someone.**

Visit: [www.shortcoursesau.edu.au](http://www.shortcoursesau.edu.au) or call 1300 74 74 30 email: [info@shortcoursesau.edu](mailto:info@shortcoursesau.edu)

## Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Short Courses Australia must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Short Courses Australia has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Incident reports are completed for all WHS incidents as per our **Policies and Procedures**
- Ensure you are familiar with Short Courses Australia emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

**We understand the importance of Workplace Health and Safety if you would require further information or to speak with someone.**

Visit: [www.shortcoursesau.edu.au](http://www.shortcoursesau.edu.au) or call 1300 74 74 30 email: [info@shortcoursesau.edu](mailto:info@shortcoursesau.edu)

**Harassment, victimisation, or bullying.**

Under the Anti-discrimination Safety Act 2011, Short Courses Australia must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Short Courses Australia has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

Short Courses Australia is committed to providing all people with an environment free from all forms of harassment, victimisation, and bullying. Short Courses Australia will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades, or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates, or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social, or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised, or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised, or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Short Courses Australia Complaints and Appeals procedure.

**We at SCA take harassment, victimisation, or bullying of a high importance and promote the actioning of concerns in a timely manner.**

Visit: [www.shortcoursesau.edu.au](http://www.shortcoursesau.edu.au) or call 1300 74 74 30 email: [info@shortcoursesau.edu](mailto:info@shortcoursesau.edu)

**Equal opportunity**

Under the *EEO Act 2011*, *Short Courses Australia* must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. *Short Courses Australia* has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

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

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

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

**We at SCA take Equal opportunity of a high importance and promote the actioning of concerns in a timely manner, if you would require further information or to speak with someone.**

Visit: [www.shortcoursesau.edu.au](http://www.shortcoursesau.edu.au) call 1300 74 74 30 email: [info@shortcoursesau.edu](mailto:info@shortcoursesau.edu)

**Smoking, Drugs and Alcohol**

Short Courses Australia is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Short Courses Australia premises, to use Short Courses Australia facilities or equipment, or to engage in any Short Courses Australia activity.

People taking prescription medication have a duty of care to ensure that their own safety, and that of others, is not affected.

**Further Information about our Smoking, Drugs and Alcohol policy is documented clearly on our website at [www.shortcoursesau.edu.au](http://www.shortcoursesau.edu.au) or call 1300 74 74 30 email: [info@shortcoursesau.edu](mailto:info@shortcoursesau.edu)**

## Recognition Processes

Short Courses Australia offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

### Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work.
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency.
- Current – it must demonstrate up-to-date knowledge and skills i.e., from the present or the very-recent past. (*within at least a previous 12-month period*)
- Valid – it must be relevant to what is being assessed.

You may be eligible to apply for RPL on one or more Units of Competency in your course. As part of the Short Courses Australia enrolment policy, trainers will advise students of the availability of RPL policy, explain what the process involves and how it relates to the attainment of the qualification in some circumstances. Trainers will remind students of this option progressively throughout their time in training, in order to provide multiple opportunities for students to engage in the RPL process.

**Please note** some courses and course content we offer sit outside and are ineligible for RPL (Recognition of Prior Learning) for example NSW Food Authority (FSS Certificates)

#### When approached by a student seeking RPL, trainers will:

- Provide the student with copies of an RPL Introduction Letter;
- Provide the student with information about the types of evidence that can be used to support an RPL application.

#### Recognition of prior learning fee

The student will be charged 100% of the scheduled course fee. This includes the initial application, consultation either in person or via phone with the suitably qualified assessor, the RPL assessment and (if successful) certification.

Where the student is not able to achieve the full qualification through RPL and gap training is required, a training plan and costing structure will be mutually agreed upon. The basis of the cost structure will be pro-rata on a unit by unit basis based on the scheduled course fee.

## Recognition of Current Competencies

Recognition of Current Competencies is a recognition process like RPL. It applies if a student has "...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained".

**We understand the importance of recognising prior/current education (learning) if you would require further information or to speak with someone. Visit: [www.shortcoursesau.edu.au](http://www.shortcoursesau.edu.au) or call 1300 74 74 30 email: [info@shortcoursesau.edu](mailto:info@shortcoursesau.edu)**

## Credit Transfer

Short Courses Australia recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer **\*may** be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statement)

Please Note: *Your Credit Application may be returned to you if you don't provide the required information.*

There is no charge to apply for Credit.

To apply, fill in the **Credit Application Form** and submit it as part of your enrolment/application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront, and you are not required to do any work that you otherwise may not have needed to do.

\*Please note, some jurisdictions credit transfer is not accepted due to additional unit components or clustering of units:

- NSW Food Authority (FSS Certificates) SCA can only accept SITXFSA005 as a direct credit (Certificate must be issued from any external registered training organisation and verified accordingly to be accepted into the SITXFSA006 course)
- Austroads Traffic Management, no credit transfer due to clustering of units and skill sets

**Information about Credit Transfer is documented on our website Visit: [www.shortcoursesau.edu.au](http://www.shortcoursesau.edu.au) or email a copy of your certified transcript including your booking information to: [info@shortcoursesau.edu](mailto:info@shortcoursesau.edu)**



## Support and Progression

### Access and Equity

Short Courses Australia will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. Short Courses Australia prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

Short Courses Australia will work to ensure all participants have the right resources available to allow successful completion of course requirements.

Short Courses Australia recognises that life can throw up many challenges that can hinder your ability to participate and complete your studies. Short Courses Australia will work with you overcome those challenges, and support may include:

- Allowing extra time to complete studies or undertake assessments.
- Providing extra teaching support
- Adjusting assessment activities to accommodate disabilities.
- Refer you to outside support organisations.

It is the responsibility of all staff at Short Courses Australia to uphold our commitment to Access and Equity principles, the policy can be found on the Short Courses Australia website.

**We understand the importance of supporting and aiding our students if you would require further information or to speak with someone.**

Visit: [www.shortcoursesau.edu.au](http://www.shortcoursesau.edu.au) or call 1300 74 74 30 email: [info@shortcoursesau.edu](mailto:info@shortcoursesau.edu)

### Other Support Services

Short Courses Australia is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. These services are free to access and are independent from Short Courses Australia. These include:

Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au) & Beyond Blue: 1300 22 4636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)

## Your Course

### Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format. You will need to supply your own stationery materials. A welcome email will be sent with log-in details so you can access Short Courses Australia's online learning platform if applicable.

You will be given an outline for training appointments which may be:

- Workplace visits
- Classroom sessions
- Online modules
- A combination of the above

### Duration

Most of Short Courses Australia are less than one day long. There are a couple of exceptions to this, which means that you may be required to work outside of the in-class times assigned to you. How long your course will take depends on several factors.

These are: your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e., full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications, whether or not assessment is conducted in a workplace.

Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

### Course start times

Students are required to either arrive at the venue or log on to Zoom at least 10 minutes prior to the start of the training session. This allows for troubleshooting, should it be necessary, and to complete the Language, Literacy and Numeracy Indicator tool (LLN) prior to the beginning of training.

If, for some reason, you are unable to be at the venue or logged onto Zoom within 10 minutes after the start of the session, the trainer may not allow you entry into the class. Due to the nature of the courses held at SCA, there is a short timeframe to deliver a lot of content and allowing students late entry will disrupt and impede the learning of the other students in the class.

If you are not allowed to attend the class or Zoom session, you will be given an opportunity to rebook for another session at no cost.

Due to SCA delivering courses in partnership with certain government agencies (LCV, L&G NSW, NSW Food Authority, Work Safe Vic, Safe Work NSW), we have strict cut off times for these courses of (15) fifteen minutes post course commencement, if you are running late for a session, please contact us on 1300 74 74 30 or email [info@shortcoursesau.edu](mailto:info@shortcoursesau.edu)

### **Courses we offer.**

Short Courses Australia runs a number of courses. A list is detailed below, for the most up to date list of courses, dates and times please visit our website [www.shortcoursesau.edu.au](http://www.shortcoursesau.edu.au)

- [SIT20322 Certificate II in Hospitality](#)
- [SIT30622 Certificate III in Hospitality](#)
- [SIT30821 Certificate III in Commercial Cookery](#)
- [CPCWHS1001- Prepare to work safely in the construction industry.](#)
- [CPPUPM3008 - Inspect for and report on timber pests.](#)
- [CPPUPM3010 - Control timber pests](#)
- [HLTAID009 - Provide cardiopulmonary resuscitation.](#)
- [HLTAID011 - Provide First Aid](#)
- [ICTWEB306 Develop web presence using social media.](#)
- [RIICOM201E Communicate in the workplace.](#)
- [RIIHAN301E Operate elevating work platform.](#)
- [RIIWHS205E Control traffic with stop-slow-bat.](#)
- [RIIWHS206 Control traffic with portable traffic control devices and temporary traffic signs.](#)
- [RIIWHS302E Implement traffic management plans.](#)
- [TLIF0020 Safely access the rail corridor.](#)
- [TLILIC003 Licence to operate a forklift truck.](#)
- [VU22523 Undertake basics market research and promotion for a small business product or service.](#)
- [SITHFAB021 Provide responsible service of alcohol.](#) ([L&G NSW](#) + [LCV](#) approved)
- [New Entrant Liquor License Training](#) ([LCV](#) approved)
- [SITHGAM022 – Provide responsible gambling services.](#) ([L&G NSW](#) approved)
- [SITXFSA005 – Use hygienic practices for food safety.](#) (NSW Approval No. 65101)
- [SITXFSA006 - Participate in safe food handling practices.](#) (NSW Approval No. 65101)
- [VBAISP2020 – Course in Swimming Pool and Spa Inspection](#)
- [RIISS00058 Traffic Controller Skill Set](#) **for Urban Streets and Low Volume Rural Roads** and
- [RIISS00060 Traffic Management Implementer Skill Set](#) **for Urban Streets and Low Volume Rural Roads**

## Fees and Charges

Information about fees and charges is documented clearly on our website at <https://shortcoursesau.edu.au/compliance/fees-and-charges> or can be obtained by contacting Short Courses Australia.

Short Courses Australia operates as a fee for service training business. This means all training programs attract fees. All fees will be paid at or prior to the commencement of training unless prior arrangements are made with Short Courses Australia Management.

Each course fee includes all course materials, training session by a highly skilled and qualified instructor, and an electronic version of the statement of attainment. Except for the NSW Food Safety Supervisor certificate which printed on special certificates supplied by the NSW Food Authority.

### 2023 Course Fees

See the Short Courses Australia website for our current fees - [www.shortcoursesau.edu.au](http://www.shortcoursesau.edu.au). These are listed on the information page for the course and next to the relevant booking button.

### Other Fees

**Printing of Qualification:** Short Courses Australia **emails** all students an electronic copy of their qualification within five (5) business days so that they have timely access to their certificates. If you require a *physical or hard copy* of your certificate (this includes wallet sized business card) for employment you will be charged a fee of **\$30.00** to print and post a copy of your qualification or certificate to you. Please speak with your trainer or contact us on **1300 74 74 30** if a *hard copy* of your qualification is required.

**Replacement of Training Materials:** Short Courses Australia will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your trainer or contact us on **1300 74 74 30** if replacement materials are required.

**Re-issue of Transcripts:** An administration fee of **\$30.00** applies for Short Courses Australia to re-issue a copy of your Certificate or Statement of Attainment.

**Payment Options:** Payment of course fees can be made to Short Courses Australia via:

- Credit card (Visa or Mastercard)
- Online Portal Payment

Fees must be paid *before* commencing training. Please note that outstanding fees may result in cancellation of your enrolment and/or Short Courses Australia withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on [info@shortcoursesau.edu.au](mailto:info@shortcoursesau.edu.au).

## Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, Short Courses Australia may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery. No certificates will be issued until full payment has been made.

If you are experiencing financial difficulty, please contact Short Courses Australia as early as possible to discuss options.

**Cancellation Fee:** A cancellation fee may apply for \*withdrawing from a course within 48 hours of course commencement. *(This includes attending after the scheduled class cut off time)*

## Refunds

Refunds are available to students if they cancel the booked course 48 hours prior to course commencement date. *(If you are late for a course, your booking is listed as cancelled)*

Alternatively, the student can reschedule the course to an alternative date. Should a student \*withdraw from a course for any reason, a full or partial refund may be applicable. Applications for a refund are considered by Short Courses Australia on an individual basis and must be in writing.

\* Withdraw - must be in writing and completed prior to the commencement start time of the course enrolled into.

**We understand the importance of our fee schedule and refunds if you would require further information or to request a refund speak.**

Visit: [www.shortcoursesau.edu.au](http://www.shortcoursesau.edu.au) or call 1300 74 74 30 email: [info@shortcoursesau.edu](mailto:info@shortcoursesau.edu)

## Training and Assessment

Short Courses Australia staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer (CT).

### Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

### How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements the student is marked as 'Not Competent', while successful performance will result in the student being deemed 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities.
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study.
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples

- A combination of the above

Short Courses Australia has a Training and Assessment Strategy for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies.

## **Foundation Skills**

All training and assessment delivered by Short Courses Australia contain Foundation Skills which are embedded into Units of Competency.

These are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

## **Flexible Learning and Assessment**

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

## **Submitting Assessments**

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

## **Plagiarism**

All work that you submit must be your own. You are required to sign a declaration at the start of each assessment.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Short Courses Australia. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from.
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response.
- Presenting work that was done as part of a group as your own.
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from.

## **Where to Get Help for Your Assessment**

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office.

**We welcome any questions that you may have around your studies and promote the importance of actioning any concerns in a timely manner.**

Visit: [www.shortcoursesau.edu.au](http://www.shortcoursesau.edu.au) or call 1300 74 74 30 email: [info@shortcoursesau.edu](mailto:info@shortcoursesau.edu)

## **Resubmissions**

If you receive feedback to say your submission was 'Unsatisfactory', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. Short Courses Australia charges a fee for resubmission of assessments. If, after two resubmissions your work is still 'Unsatisfactory', you will be awarded a result of 'Not Competent' and required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification. All of the staff at Short Courses Australia will take every reasonable effort to help you succeed in your course.

## **Assessment Feedback**

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Feedback can be offered in a multitude of ways, including but not limited to verbal, written and internal and external surveys

## **Student Feedback**

Short Courses Australia is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study.

**We welcome student feedback and promote the importance of actioning any concerns in a timely manner.**

Visit: [www.shortcoursesau.edu.au](http://www.shortcoursesau.edu.au) or call 1300 74 74 30 email: [info@shortcoursesau.edu](mailto:info@shortcoursesau.edu)



## Completion

### Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Short Courses Australia and other RTOs under the Standards for RTOs 2015.

If for some reason Short Courses Australia ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements.

## Privacy Policy

### Personal Information

SCA understands the importance people attach to their personal information (such as name, address, date of birth, personal email address, etc.). SCA is committed to managing and protecting the personal information anyone (potential or existing learner) who shares it with SCA .

Through this policy SCA seeks to ensure that everyone will be able to deal with SCA confidently, knowing that their personal information is only used in a manner that is legal, ethical and secure.

The National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020. Under the Data Provision Requirements 2020, Short Courses Australia is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

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

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

Or any other relevant or authorised parties, including regulatory bodies or jurisdictions that SCA are associated with (Including Liquor & Gaming NSW, Liquor Control Victoria, Safe Work NSW, Work Safe Victoria, NSW Food Authority, Austroads, Victorian Building Authority)

**Why we collect your personal information**

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

**How we use your personal information**

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

**How we disclose your personal information**

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

**How the NCVER and other bodies handle your personal information**

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

## **Surveys**

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted

## **Contact information**

At any time, you may contact Global Institute of Marketing Pty Ltd Trading as Short Courses Australia to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

## **Access to Personal Records**

All matters in relation to course enrolment, assessment results, course fees or any other issue can only be discussed with the student unless the course enrolment form is signed by a third party (such as a parent or guardian for students under the age of 18), or a letter (*email*) of permission allowing access to the student's information is provided by the student for their file.

When the requested information may breach the privacy of others, the details will be provided to the student requesting the information in a format (written, verbal, statistical) that meets their needs but ensures the privacy of others is maintained.

Requests to view personal files must be made in writing detailing the specific information required. Requests can be submitted to Short Courses Australia via email: [info@shortcoursesau.edu.au](mailto:info@shortcoursesau.edu.au) or at [www.shortcoursesau.edu.au](http://www.shortcoursesau.edu.au)

## **Information Storage**

SCA is required to securely retain, and be able to produce in full at audit or by the National Regulator the Australian Skills Quality Authority (ASQA) if requested to do so, all completed learner assessment items for a period of six (6) months from the date on which the judgement of competence for the

learner was made. After this timeframe records will be destroyed with only the evidence of how the judgement outcome was reached by the assessor.

All records are stored on SCA's dedicated servers, and a backup copy of the data is stored offsite and in the cloud.

Restricted access is enforced on files that hold sensitive information to ensure authorised access only.

SCA will at all times, take reasonable steps to ensure the security of physical files (including student files), computers, networks and communications are maintained.

## Appendix 1

### USI Student Quick Guide

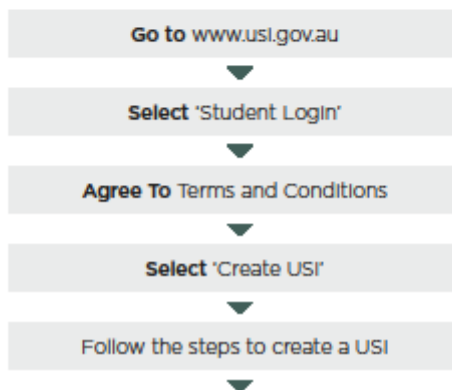


**USI** Unique Student Identifier



## STUDENT QUICK GUIDE

### HOW TO CREATE A USI



You will need a form of ID to create your USI such as a:

- Driver's Licence
- Medicare Card
- Passport (Australian)
- Non-Australian Passport (with Australian Visa)
- Birth Certificate (Australian)
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard



If your account is not activated you won't be able to view your transcript

You will need a current form of ID if you want to change your name(s) or date of birth

Your password must be at least 9 characters long, contain a lowercase letter, an uppercase letter and a number or special character

Enter all of your name(s) as they appear on the form of ID you are using to create your USI



Your USI is yours for life and you will need to take it with you every time you enrol in training

If your ID does not verify click "Next" two more times to show the Request Help link. Create a Help Request and write down your HR number

Your Help Request will be sent to the USI Office so that we can help you with the creation of your USI

### HOW TO ACTIVATE YOUR USI ACCOUNT

If a training organisation created a USI for you, activate your USI account by:

1. Clicking on the link that was sent to either your e-mail address or mobile number.
2. Once you have clicked on the link you will be asked to set up a password and two check questions.
3. You will then be able to login to your USI account. Your training organisation cannot do this part for you.

### HOW TO UPDATE PERSONAL OR CONTACT DETAILS

You can change your personal and contact details by logging in to your USI account and selecting either 'Update Personal details' or 'Update Contact details'.

If you have given your training organisation permission to update your details they can make the changes for you.

## Appendix 2

### The Grievance/Complaints Procedure

Step	Procedural steps for general complaints	Responsible Person
1.	Short Courses Australia may receive complaints from students, stakeholders and members of the public through a variety of means e.g.: verbally, written documentation, electronically (email).	Complainant
2.	Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the complainant's issue. Both staff and complainants are encouraged to approach the complaint openly and honestly so as to resolve problems through fair and reasonable means	All SCA Staff  Complainant
3.	Any staff member can be involved in this informal process to resolve issues but once an individual has placed a formal complaint /appeal the following procedures must be followed.	All SCA Staff
4.	Any complainant or third party may submit a formal complaint by completing a SCA Complaint form and submitting it to Short Courses Australia. This submission constitutes a reasonable expectation that the complaint will be treated with integrity and privacy.	Complainant
5.	Complaints are to include the following information: <ul style="list-style-type: none"> <li><input type="checkbox"/> Submission date of complaint</li> <li><input type="checkbox"/> Name of complainant</li> <li><input type="checkbox"/> Nature of complaint</li> <li><input type="checkbox"/> Date of the event which lead to the complaint</li> <li><input type="checkbox"/> Attachments (if applicable)</li> </ul> The complaints form is available on the Short Courses Australia website at <a href="http://www.shortcoursesau.edu.au">www.shortcoursesau.edu.au</a> or can be sent to the complainant on request.	Complainant
6.	Once a formal complaint is received, the RTO Manager will acknowledge receipt of the complaint in writing to the complainant and will seek to identify the issue and resolve the concern so as to avoid any further disruption to the complainant (where applicable).	RTO Manager

Step	Procedural steps for general complaints	Responsible Person
7.	<p>Once the complaints and appeals form is received the details are recorded on the complaints and appeals register which is reviewed and maintained by the Short Courses Australia RTO Manager.</p> <p>Information recorded on the complaints and appeals register includes:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Submission date of the complaint/ appeal</li> <li><input type="checkbox"/> Name of the complainant</li> <li><input type="checkbox"/> Description of the complaint</li> <li><input type="checkbox"/> Determined resolution (outcome)</li> <li><input type="checkbox"/> Date of outcome</li> </ul>	RTO Manager
8.	<p>The RTO Manager will send a written receipt to the complainant. Where a complaint refers to an individual, the individual will be informed of the complaint and invited to respond to the allegation either through discussion, or (written) correspondence.</p> <p>Any discussion regarding the Formal Complaint must be documented via minutes and these minutes kept on file along with details of the original complaint.</p>	RTO Manager
9.	<p>The RTO Manager will investigate the complaint and the proposed resolution will be communicated to all parties involved in the complaint within ten (10) working days and agreement to the proposed resolution sought.</p> <p>Upon receipt of the agreement, the RTO Manager will:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Provide the complainant with written confirmation of the resolution</li> <li><input type="checkbox"/> Record the action(s) taken to resolve the complaint on the Complaints Register</li> <li><input type="checkbox"/> Where applicable communicate the outcome of the complaint resolution to the relevant SCA staff member</li> <li><input type="checkbox"/> If applicable, document the need for amendment of policy and/or procedure documentation in the continuous improvement register and implement the necessary improvement</li> <li><input type="checkbox"/> Within the notification of the outcome of the formal complaint the complainant shall also be notified that they have the right of appeal.</li> <li><input type="checkbox"/> To appeal a decision SCA must receive, in writing, grounds of the appeal. Complainants are referred to the appeals procedure.</li> </ul>	RTO Manager

Step	Procedural steps for general complaints	Responsible Person
10.	<p>Where the RTO Manager feels the complaint may take longer than 60 days to resolve, they will:</p> <p>Inform the complainant in writing, including reasons why more than 60 calendar days are required</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Provide regular updates to the complainant on the progress of the matter.</li> <li><input type="checkbox"/> The RTO Manager will act immediately on any substantiated complaint.</li> <li><input type="checkbox"/> If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, SCA will act immediately to implement any decision and/or corrective and preventative action that is required and advise the complainant of the outcome.</li> </ul>	RTO Manager
11.	Any documentation including written notes of the progress of a complaint, outcomes, actions and resolution, will be kept by SCA and stored in the dedicated Complaints and Appeals folder maintained by the SCA Quality team.	RTO Manager
12.	<p>Complainants have the right to access advice and support from a nominated third party representation (e.g. a family member or friend, counsellor, professional representation or support person) if they require.</p> <p><b>Use of external services will be at the complainant's expense unless authorised by the RTO Manager</b></p>	Complainant
13.	<p>Complainants will observe strict confidentiality during all stages of the complaint's resolution process.</p> <p>All communications and proceedings arising from the complaints process will remain confidential at the conclusion of the complaint's resolution process.</p>	Complainant
14.	The complaints resolution process will be reviewed annually as part of the RTO continuous improvement process.	Quality Assurance and Compliance



## Appendix 3

### The Grievance/Appeals Procedure

Step	Procedural steps for appeals	Action Responsibility
1.	<p>Students are entitled to formally appeal the outcome of their assessment decision by completing the Appeals Form, stating their case and providing as much detail as possible, and submit this to the SCA RTO Manager either by email or post.</p> <p>Students are to include the following information:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Submission date of appeal</li> <li><input type="checkbox"/> Name of appeal</li> <li><input type="checkbox"/> Nature of appeal</li> <li><input type="checkbox"/> Supporting documentation regarding their assessment outcome</li> <li><input type="checkbox"/> Attachments (if applicable)</li> </ul> <p>The Appeals Form is available on the website at <a href="http://www.shortcoursesau.edu.au">www.shortcoursesau.edu.au</a> or can be sent to the complainant on request.</p>	<p>All SCA Staff</p> <p>Appellant</p>
2.	<p>Once the Appeals Form is received the details are recorded on the Complaints and Appeals Register which is reviewed and maintained by the RTO Manager. Information recorded on the Complaints and Appeals Register includes:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Submission date of the appeal</li> <li><input type="checkbox"/> Name of the appellant</li> <li><input type="checkbox"/> Description of the appeal</li> <li><input type="checkbox"/> Determined resolution (outcome)</li> <li><input type="checkbox"/> Date of outcome</li> </ul>	<p>RTO Manager</p> <p>Appellant</p>
3.	<p>The RTO Manager will seek details from any relevant parties. A decision will be made regarding the appeal.</p> <p>When the appeal relates to that of an assessment decision, the decision outcome will be that either decision stands or re-assessment by a third party will occur. The third party will be another Assessor appointed by the RTO Manager.</p>	RTO Manager

Step	Procedural steps for appeals	Action Responsibility
4.	<p>Once the process is completed, the RTO Manager shall then inform the Appellant of any decisions or resolutions reached in writing and the reasons for the resolutions.</p> <p>Resolutions can include but are not limited to:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Written undertaking or apology</li> <li><input type="checkbox"/> Written agreements in regard to future behaviour or actions</li> <li><input type="checkbox"/> Remedial action (e.g., improved practices, corrected records)</li> <li><input type="checkbox"/> Issue of new or amended policies, procedures or guidelines</li> <li><input type="checkbox"/> Conciliation/mediation between the parties under the guidance of a mutually accepted impartial third party (internal or external)</li> </ul> <p>The Appellant will also be provided the option of activating the external appeals process if they are not satisfied with the outcome. They are required to <i>notify</i> the SCA RTO Manager if they wish to proceed with the external appeals process.</p>	<p>RTO Manager</p> <p>Appellant</p>
<b>External Appeals</b>		
	<p>If not satisfied with the decision in either the formal complaints or appeals procedures, the Appellant may request that the matter be further reviewed by an external dispute resolution body. For this purpose,</p> <p>The TAFE and Training Line is a Victorian government service offering help and free advice about training courses, qualifications and training providers.</p> <p>8.30am to 5.30pm,</p> <p>Monday to Friday (closed on public holidays)</p> <p>Phone: 131 823 or (03) 9651 4701 (outside Victoria)</p> <p>Email: <a href="mailto:tafe.courseline@edumail.vic.gov.au">tafe.courseline@edumail.vic.gov.au</a></p>	Appellant