STUDENT HANDBOOK 2016

This handbook contains the Code of Practice and Privacy Policy.
We hope that your training will be enjoyable and productive. Please let us know if you experience any difficulties during your course, so that we can take action to assist you.

Our aim is for you to achieve high levels of competency and we will assist you flexibly and fairly to achieve your goals.

Please read this Student Handbook and the Course Information for your course carefully.

If you have any questions after reading this Student Handbook and the Course Information, please consult your trainer.
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1 Code of Practice

1.1 Educational Standards
The organisation will maintain high standards in the provision of vocational education and training and other client services. The organisation has policies and management practices to maintain high professional standards in the marketing and delivery of our services and which safeguard the interests and welfare of clients.

The organisation maintains a learning environment that supports the success of students. We have the capacity to deliver the nominated course(s), provide adequate facilities and use appropriate methods and materials. The organisation ensures that the following are the minimum elements of our Code of Practice (Click for details):

- Sanction
- Legislative Requirements
- Quality Management Focus
- Language, Literacy and Numeracy Support
- Marketing and Advertising
- Access and Equity
- Training and Assessment Standards
- Admissions/Enrolment
- Fees and Charges
- Possible Vocational Pathways
- Refund Policy
- Complaint Policy
- External Complaint Procedure
- Discipline Policy
- Appeal Policy
- Recognised Prior Learning [RPL]
- Credit Transfer
- Assessment Criteria
- Issue of Certification
- Student Services, Welfare and Guidance
- Privacy Policy
- Guarantee

1.2 Sanction
The organisation recognises that registration as a Registered Training Organisation may be withdrawn if it does not honour the obligations of the Code of Practice.

1.3 Quality Management Focus
The organisation is committed to providing a quality service with a focus on a continuous improvement. The organisation values feedback from students, trainers, and industry representatives. Where possible, the organisation designs diagnostic assessment instruments specific to student needs.

1.4 Marketing and Advertising
The organisation will market our training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. The information provided to clients will have no false or misleading comparisons with other providers or courses. The organisation’s marketing strategies will not contravene legislation.

1.5 Guarantee
The organisation will honour all guarantees outlined in our Code of Practice. The Institution will ensure that it will assist a student to complete the qualification once the student has enrolled with the organisation.
2 Admissions/Enrolment

2.1 Client Selection & Recruitment

Recruitment will be responsible, ethical and consistent with any training package requirements at all times. The organisation is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a program due to health and safety or language requirements or the nature of the program. Appropriately qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant’s qualifications and proficiencies. Participation in training is subject to payment of all fees and charges.

2.2 Enrolment Procedure

An enrolment form may be posted or completed on the premises. A completed enrolment form is to advise all details necessary to register a student. All questions should be answered and the student's signature should appear under the certification section.

The enrolment form is signed and dated by the enrolling officer to confirm availability of the course subjects. It also confirms that all required information has been obtained from the student.

The enrolling officer opens a confidential student record file. The student is advised that this is a confidential file and will only be accessed by the student personally or the trainers connected with their course.

If the fees are received in full then the enrolment form and the funds are processed and receipted. If the fees received are a deposit only then the arrangements for the payment of the balance is made before proceeding.

The receipt for fees and a copy of the confirmed enrolment form are given to the student. A copy of the Student Handbook is attached and the student is advised to read the policies prior to commencement. The student is also advised about graduate certification procedures, assessment procedures, complaint and appeal procedures, facilities and equipment and trainee support services.

The original receipted confirmed enrolment form is filed in numerical sequence. The receipt number, date of receipting, total receipted and any further payment arrangements made with the student are kept in the records.
2.3 Induction/Orientation

By the first day of the course at the latest, students are to receive induction and/or orientation appropriate to their course, and which ensures they:

● understand the information contained in the Student Handbook and course booklet;
● understand the Rules and Regulations;
● are familiar with facilities and resources;
● have identified the key training, administration and support people;
● have necessary course materials; and know their timetables;
● know where to access more information.

3 Course Information, Content & Vocational Outcomes

3.1 Course/Program Information

Students should receive the following information prior to enrolment:

● client selection, enrolment and induction/orientation procedures;
● course information, including content and vocational outcomes;
● competencies to be achieved by trainees;
● certification to be issued to the trainee on completion or partial completion of the course;
● assessment procedures;
● arrangements for the recognition of prior learning;
● facilities and equipment;
● fees and charges, including refund policy and exemptions (where applicable);
● provision for language, literacy and numeracy assessment;
● client support, including any external support for clients;
● flexible learning and assessment procedures;
● welfare and guidance services;
● complaints and appeals procedures;
● disciplinary procedures;
● any other information specific to their course

If the student is inactive for three months and no communication is established between both the training organisation and the student, then SIA will send a final letter to the student about the intention of SIA to cancel the enrolment. If SIA does not receive any correspondence from the student within 14 days from the date of this letter then SIA will

3.2 Vocational Outcomes

When graduates have completed their studies with the organisation, a register of the skills of the graduate will be maintained for future vocational reference.
4 Fees and Charges

Policy
This policy/procedure provides all staff and students information on the process for determining fees and charges for all courses provided.

Purpose
It also identifies the processes in place to protect the fees paid by students in advance.

Scope
This policy and procedure includes implementing the fee management mechanisms as outlined below:

Full Fees student courses follow (Clause 7.3):
Sherwood Institute of Australia (here after known as ‘SIA’) will not accept payment of no more than $1500 from each individual student prior to the commencement of the course. Payment is due on the day or prior (Max $1500) to the commencement of the training/recognition and then a weekly amount equal to the calculated weekly cost of the course will be charged.

SIA guarantees completion of training once full fee is paid. Students deemed Not Yet Competent in any unit, have an option to re-sit. Extra charges may apply. Fees for all courses are listed in Table 1.

Full Fees Student Courses follow
Given the benefits that training provides to individuals, students undertaking Certificate III Level Training and non-concessional student undertaking lower-level training are required to contribute to the costs of their training through co-contribution fee. The amount of student out-of-pocket expense will vary depending on the course they undertake. The fee maybe paid on student’s behalf by an employer or another third party but cannot be paid by the RTO.

Higher Level Skills Program
Given the increase benefits from higher level training, students are required to contribute to the cost of their training through a student co-contribution fee, payable to SIA. The amount of fees varies depending upon the course student’s undertake. The fee maybe paid on your behalf by an employer or a third party but cannot be paid by the RTO.

Procedure
All fees are to be confirmed prior to enrolment and the commencement of training. The amount to be charged for training and assessment services will be determined by the PEO and this will be consistently documented through all marketing materials and enrolment documentation (Enrolment Form).
Students will be informed of the amount of the course on enrolment and required to pay their course fees/deposit to confirm their enrolment. The collection of the student fees will be documented by Administration in the Student File. Student fees are also protected by the SIA fair and reasonable refund policy and procedure which is provided to students prior to enrolment. The conditions of the Refund Policy and Procedure are outlined in the Student Handbook, the Enrolment Form and are available by request.

Course fees
Sherwood Institute of Australia is able to offer the following types of courses and associated fees:

<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name</th>
<th>Fee For Service Or Full Fee</th>
<th>Queensland Government Funding Under Vet Investment Plan 2014-16 Concession</th>
<th>Queensland Government Funding Under Vet Investment Plan 2014-16 Non-concession</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPP2012</td>
<td>Certificate II in Security Operations</td>
<td>$1,200.00</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>&quot;CPP304111&quot;</td>
<td>Certificate III in Security Operations</td>
<td>$1,500.00</td>
<td>$29.00</td>
<td>$49.00</td>
</tr>
<tr>
<td>&quot;CHC30113&quot;</td>
<td>Certificate III in Early Childhood Education and Care</td>
<td>$3,000.00</td>
<td>$129.00</td>
<td>$139.00</td>
</tr>
<tr>
<td>&quot;FDF30111&quot;</td>
<td>Certificate III in Food Processing</td>
<td>$5,000.00</td>
<td>$89.00</td>
<td>$99.00</td>
</tr>
<tr>
<td>&quot;CPC40110&quot;</td>
<td>Certificate IV in Building and Construction (Building)</td>
<td>$7,000.00</td>
<td>$179.00</td>
<td>$199.00</td>
</tr>
<tr>
<td>TAE40110</td>
<td>Certificate IV in Training and Assessment (Face to Face Training)</td>
<td>$1,499.00</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Certificate IV in Training and Assessment (Online Training)</td>
<td>$990.00</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>BSB51915</td>
<td>Diploma of Leadership and Management</td>
<td>$3,000.00</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>BSB61015</td>
<td>Advanced Diploma Of Leadership And Management</td>
<td>$3,800.00</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>AUR20412</td>
<td>Certificate II in Automotive Electrical Technology</td>
<td>$2,500.00</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>AUR20512</td>
<td>Certificate II in Automotive Servicing Technology</td>
<td>$2,500.00</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>AUR21312</td>
<td>Certificate II in Automotive Braking System Technology</td>
<td>$2,500.00</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>AUR21913</td>
<td>Certificate II in Automotive Tyre Servicing Technology</td>
<td>$2,500.00</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>AUR20612</td>
<td>Certificate III in Light Vehicle Mechanical Technology</td>
<td>$7,500.00</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>CPC30611</td>
<td>Certificate III in Painting and Decorating</td>
<td>$7,500.00</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

This fee includes enrolment charges, tuition, services, material fees and other costs associated with delivering the training and assessment services and awarding the qualification to the participant.

*Under CERTIFICATE 3 GUARANTEE PROGRAM
**Under HIGHER LEVEL SKILLS PROGRAM
5 Refund Policy & Procedure

Policy
The policy of the organization is committed to work within the fair and transparent framework for charging of fees, the provision of protection for fees in advance and the refund of payments. We ensure that these policies will be equitable for the registered students of Sherwood Institute of Australia (here after known as ‘SIA’). This policy and procedure supports Standard for Registered Training Organization 2015, Standard Five Clause 5.3.

Scope
Fees and Refunds Fees are levied on all courses, details of which are contained in the relevant course information sheet. SIA will be responsible for ensuring that fees paid in advance are accounted for in a separate financial control center, and are clearly identified within the Customer Relationship Management (CRM) Software. The policy and procedure of the organisation is at all times to be fair and equitable to registered students. Applications for refunds can be made to the PEO of the organisation.

Purpose
This policy and procedure will be equitable for the registered students of SIA. This is made for students to arrange for a refund request prior to their scheduled training.

Definition
‘Provider Default’ is where the registered provider fails to provide a course or ceases to provide a course to the student.
‘Student Default’ where a student does not start a course or withdraws from a course.

1. Provider Default
In the cases below a full refund will be provided to students within 2 weeks of the course default date:

- The course does not commence on the agreed start date, or

- The course ceases to be provided at any time after it starts but before it is completed, or

- The course is not provided in full to the student because a sanction has been imposed on the registered provider. SIA need to postpone a course for any reason every effort will be made to reschedule the course within the following two months.

In the event that SIA is unable to deliver the course in full, the student will be offered a refund of all the course fees the student has paid to date. The refund will be paid to the student within 2 weeks of the default date. Alternatively, the student may be offered enrolment in an alternative course at SIA at no extra cost to the student than the total cost as advertised or given in the student's offer letter. The student has the right to choose whether to take a full refund of course fees or to accept a place in another course. If the student chooses placement in another course, SIA will ask the student to sign a document to indicate acceptance of the placement.

**Student Default**

In the circumstances below there will be no refund of any fees paid.

- Students are not permitted transfer course fees to another student, or
- The course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn), or
- The student failed to pay an amount he or she was liable to pay to the provider in order to undertake the course.

**Procedure**

1. **For Full Paying Students**

   If the student is unable to commence, a refund of 90% of the full fees will be forwarded to the student if 7 or more days' notice is given. Less than 7 days’ notice will attract a 50% cancellation fee.

2. **Queensland Government Funded Programs Student Co- Contribution Fees**

   Refunds must be requested in writing 7 days prior to withdrawal. For Certificate 3 Guarantee co-contribution refunds, this must be requested by writing Student Fees Refund Form seven (7) days prior to withdrawal. This must be signed by the student and must have supporting documents witnessed and approved by relevant 3rd Party. Refunds will be based on the remaining units not completed. Refunds will be processed via Electronic Funds Transfer (EFT) 7 days after a decision is made on the refund request.

   • If a student is disadvantaged and cannot complete his/her course as a result of a situation that is reasonable and instigated by the RTO then a full refund for the non-delivered portion of the course will be made and a Statement of Attainment will be issued for the units completed.

The student will be advised to write a formal letter stating the reasons behind the request for the cancellation of the studies and will have to fill up a Refund Form and will have to wait for the management’s decision after the instigation of the case.
However, Learners are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation occurring.

• For students who were fully paid and were not able to commence until the training was concluded they are not entitled to receive refund unless they gave us a notice 14 days prior to the commencement of the training. In this case, 50% of the course fee will be charged as the cancellation fee.

• If the student does not complete the course or withdrew on their own discretion or desire then the "no refund after commencement of course" will be applied.

• Certificate 3 Guarantee Co-contribution refunds must be requested by writing Refund Request Form 7 days prior to withdrawal. This must be signed by the student and must have supporting documents applicable from relevant referred 3rd Party. Units will be refunded on a unit-by-unit basis for all non-commenced units.

3. In order to access refunds under the circumstances mentioned above, students must:

• Refund request must be made on the Refund Request Form. This must be signed by the student and where applicable, referring 3rd Party.
• Fill out and submit the refund form by means of:

   Emailing a signed form to info@sherwood.edu.au
   Or
   Posting directly it to our Head Office:
   Room 124, Level 1, 20 Otter Street
   Collingwood VIC 3066
   Phone: (03) 90880287

• Assessment on the request will be conducted and SIA will recommend promptly of the Refund outcome.
• If refund is applicable, the student will get a payment receipt.
• If the refund is not granted, then the student will be notified with a letter on the reasons for the outcome.
• If student is not satisfied on the result, the student can access our Complaints and Appeals form via our website (www.sherwood.edu.au).
6 Language, Literacy & Numeracy Support

Students may be assessed in order to ascertain if their Literacy and Numeracy skills are sufficient to successfully undertake the training program. This is usually via interview or completion of an exercise contained in the enrolment form. Those who require further assessment or remedial support will be referred to a qualified expert. Any costs incurred will be the responsibility of the student.

7 Student Support

7.1 Student Services, Welfare and Guidance

The organisation uses quality management practices to ensure effective student services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National guidelines. All student results and documentation is recorded, kept confidential and securely archived. Records are also uploaded and maintained in the student management system. Students can access their files by request, with 14 days notice in writing. All relevant organisational documents carry a version number and date. Records of updated version numbers are kept on file.

The organisation has student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are referred to relevant qualified experts. Any fees incurred are the responsibility of the student.

The organisation has access to personnel with experience in developing diagnostic assessment services for diverse client needs.

The organisation informs students of all fees and charges prior to enrolment. Students are advised of course content, outcomes, and assessment procedures before training commences.

The organisation’s quality focus includes access and equity, recognition of prior learning, fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of the organisation’s expertise or control, the organisation will make every attempt to refer the student to the relevant agency or expert.

7.2 Procedure for Student Support/Counselling

The organisation is at all times concerned with the welfare of our students. Staff will counsel students as appropriate and/or refer them to qualified counsellors. The staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance.
8 Flexible Learning & Assessment

8.1 Training and Assessment Standards
The organisation’s staffs have appropriate qualifications and experience to deliver the training and assessment offered. Assessment will meet National Assessment Principles including recognition of prior learning and credit transfer. The organisation complies with the international Code of Conduct for Assessors developed by The National Council for Measurement in Education. Sufficient training materials and physical resources are utilised to achieve the learning outcomes of the training product. Appeals procedures are in place for students who are not satisfied with assessment or training. All assessment processes are valid, reliable, flexible and fair.

Students are advised of assessment requirements before training commences.

8.2 Flexible Learning
The organisation provides students with learning flexibility by taking their personal situations into consideration so as (a) to maximise learning outcomes, and (b) to optimise access to learning activities. Any flexible arrangements must at all times adhere to the course assessment standards and requirements.

Sherwood Institute of Australia also provides students with learning flexibility (option available in Queensland), this option allows participants to complete their workbooks at home, self-paced, prior to course commencement. The one day training covers revision of the law, practical components and role plays. This course is designed for persons who have had prior experience in security, policing, corrections or the military. However, the student should provide a valid document stating their prior experience.

8.3 Assessment
The assessment policy and procedures for each course are detailed in its Course Booklet. The organisation applies the principles of validity, reliability, fairness and flexibility in all assessments.

The objective of assessment is for the student to show that they have achieved the unit’s competencies. Students may be assessed by one or more of the following methods:

- **Observation** – the completion of a specified task or set of procedures, normally performed under close supervision, using a detailed checklist.
- **Oral questioning** – a response is provided to a series of questions presented in order to demonstrate understanding of principles or reasoning behind the action taken.
- **Case study** – an opportunity to display problem solving and decision making skills is provided in a simulated context.
- **Multiple choice** – a question or incomplete statement followed by several options [usually 4–5] from which the trainee selects the appropriate answer/s.
● **Project** – an exercise or investigation based on a real life situation, generally requiring a significant part of the work being carried out without supervision, and involving the completion of a project report.

● **Or any other method outlined in the course information**

Students will be advised of the assessment methodology before training commences.

# 9 Complaints and Appeals

## Policy and Procedure

### Policy

Sherwood Institute of Australia (hereafter known as ‘SIA’) is committed to ensuring the highest quality support for our students. This policy and procedure supports Standard for Registered Training Organization Standard 6 Clause 6.1-6.6 in providing a process for complaints and appeals to be heard and actioned.

### Purpose

The intent of this document is to communicate the complaints and appeals processes, and provide provision regarding corrective actions.

### Scope

The policy and procedure applies to all staff, contractors, and other personnel employed with SIA. SIA will provide students with access to a clear and consistent Complaints and Appeals process. Our staff will communicate an individual’s rights, the RTO responsibilities and provide acknowledgement of any concerns as they arise. All staff will also ensure that a student does not feel intimidated or victimised for the lodgment of a complaint or appeal.

This policy and procedure relates to complaints and appeals related to:

- SIA
- SIA’s staff
- Learners/Students
- Third parties

The policy and procedure is not implemented where complaints are anonymous.
Definitions

What is a complaint?
Any student (either enrolled or considering enrolling) that has a concern or complaint should first approach an appropriate SIA Staff. This may be their trainer, SIA’s Compliance Manager or a member of the student services team. This person will either work with the student to resolve the problem, or involve another person who is appropriate for resolving the problem. The complaint must be dealt within a reasonable time. Student Grievance/complaint is logged in to SIA complaints register by the SIA staff member. These details are also entered in the student relationship management software (VETTRACK).

Step 2: Grievance/Complaint Lodgement
A complaint can be defined as a person’s expression of dissatisfaction with any aspect of SIA’s services and activities, including both academic and non-academic matters. Examples of complaints would be where a member of the public or a student considers that there has been:

- Harassment, bias or unfair discrimination.
- Dissatisfaction about the enrolment, induction/orientation process.
- Dissatisfaction about the quality of education provided.
- Academic issues, including student progress, assessment, curriculum and awards in a VET course of study.
- Unauthorised handling of personal information and access to personal records.
- Failure to provide a service at the right time or to the standard expected of the service.
- Dissatisfaction in answering a query or responding to a request for a service.
- Failure to follow SIA’s agreed policy, or procedures.
- Failure to take proper account of relevant matters in coming to a decision.
- Discourteous or dishonest behaviour by a member of staff.

If you are dissatisfied or have concerns about the standard of service, actions or lack of action by SIA or its staff, we have a formal complaints procedure.

What is an appeal?
An appeal is where a member of the public or student seeks a review of the decision made by the SIA. An appeal could relate to:

- Any decisions made in relation to a complaint outcome.
- Any decisions made in relation to a refund application.
- Any decisions made in relation to an academic decision, for example, about admission (or re-enrolment) to study, an assessment, a certificate, progression within a course of study or termination of study, etc.

Our service standard is to contact the complainant within 2 business days to acknowledge in writing receipt of their complaint/appeal.

Procedure
1. Complaints Handling
SIA is committed to developing and maintaining an effective, timely, fair and equitable complaint handling system which is easily accessible to all complainants. SIA will investigate any complaints or appeal lodged for
In handling complaints, SIA will maintain strict confidentiality to protect all parties involved in the complaint. The complainant and all parties involved will be informed of the complaint resolution procedures and outcomes. Exceptional case: if it effects the safety and wellbeing of the third parties involved, SIA reserves the right not to issue the notification. A complainant has the right to withdraw the complaint at any stage.

If a defendant is involved in the complaint, he/she will be made aware of the allegations and will be given the opportunity to present his/her side of the matter. SIA will ensure that the defendant is kept informed of the process and outcomes during the complaints and/or appeals process, except where there is an “Exceptional Case” as explained above.

Formal complaints must be submitted in writing to info@sherwood.edu.au or the address below:

HEAD OFFICE:
Level 1, 20 Otter Street
Collingwood VIC 3066
PHONE: (03) 90880287

Formal complaints must be submitted by filling in the Complaints/Appeal Form available on our website.

The complaint handling process commences upon receipt of a formal complaint and SIA will address all complaints as a matter of urgency. SIA processes the complaint/appeal within 10 working days of lodgment. SIA gives complainant every opportunity to present their case during this process and try to resolve the issue to the satisfaction of the complainant where possible.

If the complainant is dissatisfied with the outcome of a formal complaint they may escalate it further by making an appeal. If the appeal cannot be resolved using SIA’s complaints and appeals process, then mediation by an external mediator (e.g. Training Ombudsman) is available. If there is a cost involved, the cost of the external mediator will be shared equally between SIA and the complainant. For financial complaints and appeals, information pertaining to financial matters will be provided. (See also Refund Policy and review Statement of Fees).

2. Complaint Process
● Initiate complaint process (as above)
● The complaint must be logged into our Complaint Register.
● Investigate complaint
Acknowledge the complaint and investigate the matter with all concerned parties. A written receipt will be sent to the complainant. For complaints regarding assessment, organize, remarking or reassessment as necessary. For non-assessment complaints, ensure that the investigation is appropriate to the nature and seriousness of the complaint. In all cases the investigation is to be conducted, fairly, openly, and impartially.

Resolve complaint

- Notify all parties-complainant and defendant- of the complaint investigation decision
- Ensure that results of the investigation include any corrective actions necessary to prevent similar complaints, and ensure that the changes are implemented.
- Advise all parties of the complaints process and/or any external organisations that may assist, e.g. Police, Counselling Organisations, and Consumer Affairs etc. if the complaint is unresolved.

Update records on the Complaints and Appeals Register. Update records on the Continuous Improvement Register in accordance to the Continuous Improvement procedures. Monitor the area of complaint to ensure that corrective action is taken and the problem resolved, any changes are implemented and that there is no recurrence of the problem.

The procedure makes sure we properly look into the complaint and give the complainant a fair, objective and considered response.

3. Appeal Process

Initiate appeal process

- The complainant lodges an appeal in writing to info@sherwood.edu.au or the address below within 28 days of being advised of the outcome of a decision, complaint or assessment.

  HEAD OFFICE:
  Level 1, 20 Otter Street
  Collingwood VIC 3066
  PHONE: (03) 90880287

- Formal appeals can also submitted by filling in the Complaints/Appeal Form available on SIA website.

Resolve appeal

- Acknowledge the appeal and alert all concerned parties – written receipt must be sent to the complainant
- For appeals regarding assessment, organise remarking or reassessment acceptable to all parties to the appeal. Either the PEO or the appellant may seek reassessment, mediation or arbitration by a 3rd party/panel that is acceptable to all parties
- For non-assessment appeals, first meet all parties to seek conciliation. If unsuccessful, refer the matter to a 3rd party/panel acceptable to all parties.
In all cases the appeal is to be conducted, fairly, openly, and impartially.

The Appeals handling process commences upon receipt of a formal appeal and SIA will address all appeals as a matter of urgency. SIA processes the complaint/appeal within 10 working days of lodgement. SIA gives the appealing party every opportunity to present their case during this process and try to resolve the issue to the satisfaction of the complainant where possible.

Notify appeal decision

- Notify all parties-complainant and defendant- of the appeal decision.
- Advise all parties of any external organisations that may assist, e.g. Police, Counselling Organisations, and Consumer Affairs etc. if the appeal is unresolved.
- Recommend the use of external mediator if the complainant choose to engage one.

Update records on the Complaints and Appeals Register.

- Update records in accordance to the Continuous Improvement procedures. Monitor the area of the appeal to ensure that corrective action is taken and the problem resolved, any changes are implemented and that there is no recurrence of the problem.

- The procedure makes sure we properly look into the complaint’s appeal and give the complainant a fair, objective and considered response.

10 Disciplinary Procedure

10.1 Discipline Policy

Students at all times must maintain appropriate behaviour and follow the organisation’s rules. Penalties for breaches of rules or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given and penalties imposed for subsequent breaches. In the case of major or repeated breaches, penalties may be imposed immediately and the student may be requested to leave the course.

All disciplinary matters will be handled by the PEO.
10.2 Rules & Regulations

The following apply to all persons, staff and students:

- An individual’s property is to be respected and not interfered with without prior consent. Look after your own possessions, the organisation accepts no responsibility for personal property lost or stolen at training sessions.
- Nobody has the right to interfere with another’s ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons.
- Smoking is not permitted inside training facilities.
- Drinking alcohol is not permitted inside training facilities.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate and not cause offence to anyone.
- Mobile phones are to be turned off during classes and in study areas.

11 Access And Equity Policy

Procedure

Policy Purpose

The purpose of this policy is to ensure that Sherwood Institute of Australia (hereafter known as ‘SIA’) provides fair and equitable access and opportunity to its student and staff. This policy also includes:

- Opportunities for reasonable adjustments are made to students.
- Students are given equitable access to facilities and services on and off campus.
- Staff members deal with all students fairly by considering the relevant circumstances of the individual. This does not necessary mean that all students will be rated the same. Fairness is considered in the context of relevant circumstances.
- Decisions regarding student’s entry to, progression through and completion of the courses are made on case – by – case basis.
- All relevant policies, procedures and forms are accessible to all staff and students working with in the SIA and that these policies and procedures are implemented in a fair way.
- The student admissions process is based on entry requirements of each course. These entry requirements are published on our website and our marketing materials.
- Individuals raising concerns, complaints or grievances are treated with respect and are not discriminated.
● Students can access relevant policies, procedures and form through SIA website and a hard copy can be requested from the Australian state offices.

● Students are also provided with all relevant policies, procedures and forms during induction process in the form of ‘Student Handbook’.

● Staff can access relevant policies, procedures and form through SIA website and Version Control Software.

● Staff is inducted in relation to all relevant policies and procedures during their induction process.

● Staff is updated with any new changes and updates in relevant policies and procedures by staff meeting, emails and memos.

Scope
This policy applies to all enrolled students and prospective students in all modes of delivery.

Policy

1. Supporting students to succeed
   ● SIA acknowledges the diverse background of its students and commits to make its practices as inclusive as possible and not unreasonably prevent its students from accessing learning.
   ● SIA undertakes to be responsive to the individual needs of students, whether they relate to age, gender, cultural or ethnic background, health, sexuality, employment, location or other personal circumstance, and not unreasonably present barriers to their learning.

2. Recruitment, admissions and enrolment
   ● Recruitment and admissions processes and policies are free from discrimination and are based on the requirement that students meet pre-requisites for a course. Access and equity issues are considered when setting course entry requirements and prerequisites. Course design and assessment can be flexible to make reasonable adjustments. Teaching and learning documents are non-discriminatory, using inclusive language and examples.

3. Student services
   ● Students have equal access to learning and assessment materials and support services.

4. Academic and learning support
   ● Reasonable adjustments can be made to accommodate students needing supplementary academic and learning support. Reasonable adjustments may include:
   ● Additional academic and learning support, including literacy and numeracy support.
   ● Alternative methods of assessment where reasonable. Extra time to complete assessments.
   ● Assessments are designed to be fair, reliable, and consistent. Students are given details on required assessments for each subject at the beginning of each study period. Assessments for subjects delivered online are adapted to flexible delivery.
Students may appeal assessment decisions through the Complaints, Grievance and Appeals Policy and Procedure.
● Special consideration may apply for extenuating circumstances.

12 Recognition of Prior Learning (RPL) and Course Credit Policy and Procedure

Policy
Sherwood Institute of Australia (hereafter known as ‘SIA’) is committed to ensuring the highest quality support for our students. This policy and procedure is under the provision of Standards for Registered Training Organisation 2015, Standard Three Clause 3.5 implementing a procedure for SIA to process student’s applications for Recognition of Prior Learning (RPL) and Course Credit, and document the results. It will provide a process that ensures that students will receive a written copy of the outcome of RPL and Course Credit application. Records will be kept through Customer Relationship Management (CRM) Software.

Purpose
This policy and procedure is made to provide students with the opportunity to apply for an RPL and Course Credit. Learners who have completed appropriate training or who through prior learning and experience have gained the required skills/competencies stipulated for the modules of the course may be granted credit upon substantiation of that claim. Students may make an application on request.

The organisation advises all applicants of RPL opportunities and procedures on enrolment

The performance criteria of the course module set the RPL benchmarks.

Evidence for credit of prior learning may include:
● Evidence of current competence;
● Performance, demonstration, or skills test;
● Workplace or other pertinent observation;
● Oral presentation;
● Portfolio, logbook, task book, projects or assignments;
● Written presentation;
● Interview;
● Simulations.
Scope
This policy and procedure applies to all Australian citizens and permanent resident of Australia who does not come from any colleges/or have not taken up college; and student from other college/RTO who wants to continue the course with SIA. A special assessment will be conducted by a training recognizing their existing skills and knowledge on the course they prefer to take up with SIA.

SIA recognises Australian Qualification Framework qualifications and Statements of Attainment which are issued by any other Registered Training Organisation. Students may be entitled to a credit transfer in the following circumstances:

- Completed units of competency from a relevant National Training Package.
- Approved units of competency from a National Training Product.
- Successful RPL application and Course Credit

Definition
‘RPL’ is the acknowledgment of skills and knowledge that have been gained through training, work or life experiences into formal competencies. The assessment of RPL is made from the evidence provided against the learning outcomes of the current course or training package.

‘Course Credit’ on the other hand, is for students who took courses or units from other college/RTO and did not finish or those who withdrew from the course, yet they want to continue their course with SIA. Assessment on this will include evaluating a previously completed unit of competency to determine if it provides equivalent outcomes to those specified in the current training package of SIA.

Procedure
1. RPL (Recognition of Prior Learning)
RPL is managed by qualified staff. A candidate may receive recognition for all competencies required for the course module or recognition of high standing. High standing recognition indicates that some but not all competencies for the course module have been attained. The benchmarks for RPL are the learning outcomes of the module.

Evidence considered for assessment is the Application Form plus a wide range of supporting evidence. Initial assessments are conducted with candidates self-assessing against the learning outcomes of the modules. Assessments are evaluated by the PEO or a panel consisting of a course/subject expert and the PEO.

If further evidence is required then this is negotiated with the candidate. The process may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility.
It may include a further interview, written assignment, workplace assessment or collection of other material. Assessment must be conducted by a qualified assessor. The RPL applicant is advised promptly of the RPL outcome. If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms. “Gap Training” learning options prior to a second assessment will be suggested. “RPL” is recorded on the student’s record if recognition is granted.

2. Course Credit
record if reCourse Credit is applicable to students from other RTO who wants to continue their course with SIA. This includes evaluating a previously completed unit of competency to determine if it provides equivalent outcomes to those specified in the current training package of SIA. If the student has a verified statement of attainment from the other RTO for the exact same course or unit, then credit will be given automatically. The course credit applicant is advised promptly of the outcome. If the application is not successful, the reasons are given and unsuccessful applicants are advised of the appeal mechanisms from SIA’s Admission Officer.

13 Human and Physical Resources

13.1 Human Resources
The organisation is committed to a high standard of training through high quality trainers with:
● a thorough knowledge of their subjects through formal study and practical on-the-job learning;
● extensive experience in industry in their field; and
● appropriate qualifications in training and assessment.
Trainers keep current with industry developments through release to industry and participation in industry training programs. In addition they participate in an ongoing basis in training to enhance their training and assessment skills.

13.2 Physical Resources
Students have access to or provision of necessary facilities/materials/equipment. These include:
1. Training Room Facilities:
● adequate ventilation, heating/cooling to maintain a temperature at which people can work for sustained periods;
● provision of comfortable chairs, designed for use over a sustained period;
● adequate lighting for normal viewing, writing and reading but avoidance of glare, brightness and competing visual stimuli;
● tables that are suitable for writing and which do not cramp students for space;
● clear sight and hearing from all points and to the point of presentation;
● audio visual equipment that is not intrusive;
● strategically placed power points;
● clearly accessible amenities such as toilets and drink stations;
● telephones placed away from training rooms;
● rooms located away from external noise of any kind likely to disturb proceedings;
● pleasing overall aesthetics; and
● shape and size of the room(s) and the type of furniture conducive to varied layouts.

2. Reference Materials

3. Refreshment Facilities

14 Procedure for Issuing Certificates

The student will be issued with a certificate on completion. If the student completes only one or more modules but not a complete qualification, a Statement of Attainment will be issued. A Statement of Attainment may be issued where appropriate.

Before certification is issued the PEO verifies competency has been properly assessed, all tasks completed, and all fees paid. Once all is in order, the PEO issues the relevant certificate.

When a student has completed their course and a certificate has been issued, the student’s file is archived. A reference is made of the student name, student number and certificate number in the archive filing register.
15 Legislation

The organisation identifies and complies with relevant State or Territory laws including Commonwealth or State legislation:

- Workplace Injury Management and Workers’ Compensation Act 1998
- Anti-Discrimination Act 1991
- Disability Discrimination Act 1992
- Equal Employment Opportunity 1987
- Vocational Education, Training and Employment Act 2000
- Health Rights Commission Act 1991
- Building Fire and Safety Regulations 1991
- Commission for Children and Young People Act 2000
- Aged Care Act 1997 (including Aged Care Accreditation Standards)
- Home and Community Care Act 1985
- Health (Drugs & Poisons) Regulations 1996
- Nursing Act 1992
- Education Services for Overseas Students (ESOS) Act 1991
- Occupational licensing requirements
- Relevant local council regulations (e.g. physical access, hours of operation)
- Apprenticeship and traineeship requirements where appropriate.

The various acts are held on site and are accessible on the Internet at the Australian Legal Information Institute website: www.austlii.edu.au. Staff and students should keep aware of the above requirements through such means as orientation, staff and student meetings, handbooks, bulletins and noticeboards.

16 Recognition of Prior Learning (RPL) and Course Credit Policy and Procedure

Policy

Sherwood Institute of Australia (hereafter referred to as ‘SIA’) is committed to protecting the privacy of individuals who interact with any aspect of our business, and will handle personal information in accordance with the Australian Privacy Principles set out in the Privacy Act 1988 (Cth). In providing products and services, SIA will be transparent about how and why information is collected and used. SIA will take all reasonable steps to protect individual information from loss, misuse or unauthorized disclosure or destruction.
Scope
This Privacy Policy applies to the collection, storage, use and disclosure of personal information by SIA. It also sets out information about how SIA may give access to personal information but certain information will not be available under freedom of information laws. This will include private information related to another individual, SIA’s internal working documents and material obtained in confidence.

Collection of Personal Information
SIA only collect personal information that is necessary or directly related to its functions and activities as a VET provider.

Personal information collected is:

From Students
When enrolling into a course of study, SIA will collect personal information such as name, address, contact details, date of birth, citizenship, educational history and prior academic results, work history (if required as a basis of admission), emergency contact details, details of parents or guardians and credit card details. Additional information may be collected during a course of study and dealings with SIA.

SIA may collect other personal information which may identify racial or ethnic origins (including proficiency in languages other than English), information about health or disability (where this is relevant to accommodating specific needs) and membership of professional or industry associations (where required as a basis of admission or for credit transfer/recognition of prior learning).

SIA may collect government related identifiers, such as a tax file number, passport number, student concession number and residency proof and Unique Student Identifier, which may be necessary to verify a person’s identity, to confirm eligibility for enrolment or to administer entitlement to financial assistance.

SIA may collect personal information because it is required to do so by laws that require SIA to report to Commonwealth, State and Territory government agencies for planning, evaluative, administrative and funding purposes.

SIA may collect personal information from other educational institutions where necessary to verify qualifications and course credits for enrolment and assessment purposes:

● From organizations where a work integrated learning placement, internship or practical component is completed as part of a SIA course
● From an employer if a course of study is being supported or incorporated into employment.
● From other organizations that work with SIA to recruit students into courses of study
● from third parties for the purpose of direct marketing of services
**Employees, contractors and staff**

When making an enquiry about or applying for a position with SIA, the following information may be collected: name, home address, educational and work history and contact details (including telephone, fax and personal email address).

Information may be collected from third parties such as referees. When providing contact details of referees, consent is being given to SIA to collect personal information from the named referees.

When SIA is proposing to offer an employment position, additional personal information may be collected, such as date of birth, tax file number, emergency contact details, ABN (if relevant), bank account, superannuation information, visa, passport and license details (if relevant), qualification information, awards, publications, copies of transcripts and details relating to working with children and police checks. For unsuccessful candidates, résumés may be maintained on file for future opportunities, only when a candidate has provided permission to do so.

During employment with SIA other personal information may be collected, including records of work performance, medical certificates, nationality, membership of a professional or industry association, trade union membership, overseas health cover and information concerning any disputes relating to employment.

**SIA website and its Content**

SIA uses cookies and measurement tools on our websites, as do third parties such as analytics, advertising or advertisement serving partners who may monitor unidentifiable statistics relating to website access and usage. SIA uses and discloses the unidentifiable information collected through the use of cookies and measurement tools in accordance with this Privacy Policy. This includes using the information to report statistics, analyze trends, diagnose problems and improve the quality of SIA’s products and services.

SIA may combine our cookies and information (collected through the cookies and measurement tools) on the SIA websites with other information (including information collected by third parties using their own cookies and measurement tools) to provide better or more relevant services and information.

If an individual does not want information collected through the use of cookies and/or measurement tools, they may be able to delete or reject cookies and/or some of the measurement software features through their browser or the settings section of their mobile or tablet device. Disabling these features may cause some of the functions on the SIA websites to work less effectively.
SIA provides links to external websites, as well as to third party websites that allow interaction and sharing of content including social media buttons such as Facebook share, Twitter, and Google+. These linked sites, applications and widgets are not under SIA’s control and SIA does not accept responsibility for the conduct of companies linked to SIA websites, or their collection of information through these third party applications or widgets. Before disclosing information on any other website, or using these applications or widgets, users are advised to examine the terms and conditions of using that website and the relevant third party’s data collection practices and privacy policy.

The Internet is not always a secure method of transmitting information. While SIA takes reasonable steps to ensure all information it receives is maintained securely, SIA cannot ensure that communications conducted via the Internet will be secure.

**Purpose of collecting and holding personal information**
SIA collects and holds personal information for the purpose of providing educational products and services and requests information to manage and administer those products and services. When SIA collects personal information about individuals who are not students, SIA generally does so for the purposes for which the information was provided. All appropriate personal information will be held by SIA to satisfy recordkeeping obligations.

**Anonymity**
SIA will provide individuals with the option of remaining anonymous or using a pseudonym in their dealings with SIA where it is lawful and practicable (for example, when making an enquiry). Generally is it not practicable or lawful for SIA to deal with individuals anonymously or pseudonymously on an ongoing basis (for example, if the individual wishes to enrol in a course of study).

**Security of Information**
SIA maintains personal information in paper-based and electronic records and systems. Personal information may be collected in paper-based documents and converted to electronic form for storage (with the paper-based document either being archived or securely destroyed).

**Electronic Records**
All student enrolment information is uploaded on the student management system once the student commences the course. All electronic records are backed up with OZ Soft Solution Trading as VETTRAK.
**Storage of records**

To ensure records are maintained in a safe and suitable condition, the following is implemented:

- Records are kept securely in filing cabinets to prevent them from being accessed by any non-authorised personnel.
- All student enrolment records are scanned and uploaded on SIA CRM (Customer relationship Management) Software, once the student complete his/her qualification.
- Records are kept confidential to safeguard information and to protect the privacy of students and SIA staff.
- Student results and Qualification /Statements of Attainment are automatically uploaded in the awards section of a client’s profile in VETTRAK.
- Electronic data storage is safe from destruction by fire or flood given it’s backed onto the VETTRAK Server.

**Retrieval of Records**

All active and archived records will be retrieved on receipt of a correctly authorised permission to access client files in accordance with the Personal Information and Privacy Policy & Access and Equity Policy.

**Disposal**

SIA Documents/Records are retained and disposed after the retention expiry period as except where it is known that it will be needed as evidence in a legal action or external audit. Confidential records may only be disposed of by shredding or placing in a receptacle for collection for secure document disposal.

SIA uses physical security, password protection and other measures to ensure that all personal information is protected from misuse, interference and loss; and from unauthorized access, modification and disclosure.

**Use and disclosure of personal information**

SIA uses and discloses personal information for the purposes disclosed at the time of collection, or otherwise as set out in this Policy. Personal information will not be used or disclosed for any other purposes, unless consent has been given or SIA is authorized or required to do so by law.

Personal information will generally only be used or disclosed as follows:

- To provide the products, services or information requested from SIA (including enrolment, assessment and issuing certificates of completion and tetramers).
- Personal information may also be disclosed to third parties (where applicable) to assist SIA with functions such as recruitment of students, work integrated learning placements.
To register and administer events, promotions or competitions
To verify personal information details upon request from third parties, such as completion of courses, a request from a potential employer verifying a qualification and further enrolment into another institution.
To comply with SIA’s legal and regulatory obligations, including disclosure and reporting to Commonwealth, State and Territory government agencies for planning, evaluative, administrative and funding purposes. This may include:
- disclosure and reporting to Commonwealth and State government agencies (including State Training Authorities) for the purpose of administering entitlements to financial assistance under Commonwealth and State government programs for supporting students.
- disclosure to government agencies responsible for administrating and regulating education and training providers in Australia, such as Australian Skills Quality Authority (ASQA), Department of Education, and
- To assist SIA to make its sites, service and products more accessible and valuable to students
- To perform various administrative or management functions including administering billing and debt recovery; training of staff and contractors and managing their work performance and career progression, quality assurance and evaluation; maintenance and testing of information technology systems; obtaining advice from consultants and professional advisers; management of legal liabilities and claims (including liaising with legal representatives and insurers)

Direct Marketing
SIA uses and discloses the personal information it collects for direct marketing purposes. Individuals may contact SIA to request not to receive direct marketing communications. Direct marketing may include providing individuals with information regarding products, services and new developments. If an individual does not wish to receive marketing material, please note SIA will still contact them in relation to the ongoing relationship. For example, SIA will still send individuals invoices and information that are relevant to their course of study.

Access and Correction of Personal Information
For simple enquiries regarding personal information (such as confirming current contact details or confirming results) please contact the relevant Student Services team.

To request access to personal information, please contact SIA’s Office at info@sherwood.edu.au. In limited circumstances, access to personal information may be declined in accordance with the Australian Privacy Principles.
SIA endeavours to keep all personal information accurate, up-to-date and complete; however, if information held by SIA is considered to be inaccurate, out-of-date, incomplete, irrelevant or misleading, a request can be made for a correction of the information. Please contact SIA’s Office at info@sherwood.edu.au. After receiving such a request, SIA will take reasonable steps to correct the information.

A request to remove or delete personal information may not be possible to comply with where the personal information must be retained by SIA for a period specified by applicable legislative and regulatory requirements.

SIA may refuse a request to access, correct or delete personal information in certain circumstances. In such instances, SIA will provide a reason for the decision.

Enquiries and Complaints
All privacy enquiries and complaints should be directed in writing to SIA’s Office using the Request for Access to Personal Information form. SIA will respond to a complaint within a reasonable period of time. The contact details for SIA are:

**HEAD OFFICE:**
Level 1, 20 Otter Street
Collingwood VIC 3066
PHONE: (03) 90880287
Email: info@sherwood.eu.au

**QUEENSLAND OFFICE:**
Level 2, 8 Clunies Ross Court,
Eight Mile Plains QLD 4113
PHONE: (07) 3180 2300
Email: info@sherwood.eu.au