

# STUDENT HANDBOOK 2025-2026

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*STATE INSTITUTE OF TRAINING (SIT)*

*RTO 45205 CRICOS 03948A*

[www.sit.vic.edu.au](http://www.sit.vic.edu.au)



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## WELCOME

Welcome to State Institute of Training (SIT)

The purpose of this Handbook is to provide you with all the information that you need to know about studying with State Institute of Training.

### Studying through State Institute of Training

State Institute of Training was established to support the pursuit of quality education. We have a genuine belief that education is the single greatest quality a member of the community can have.

Aligning our capabilities to your learning objectives generates a powerful nexus of ideas and potential solutions that can enhance your career and quality of life, as well as that of the overall community.

### Our Obligation as your Education Provider

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver.

We must comply at all times with:

- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of practice for Registration Authorities and providers of Education and Training to Overseas Students 2018 (the National Code)
- The 2025 Standards for RTOs which are part of the VET Quality Framework.

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As your Education Provider we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

### Our Contact Details

Contact Name: Kesu Basi

Contact Number: 0411025745

Email: [info@sit.vic.edu.au](mailto:info@sit.vic.edu.au)

[www.sit.vic.edu.au](http://www.sit.vic.edu.au)

Level 1, 29 James Street, Pakenham VIC 3810

Level 4, Queen Street, Melbourne VIC 3000

## CAMPUS

State Institute of Training has 2 Campuses:

Campus 1 is located at Level 1, 29 James Street, Pakenham VIC 3810

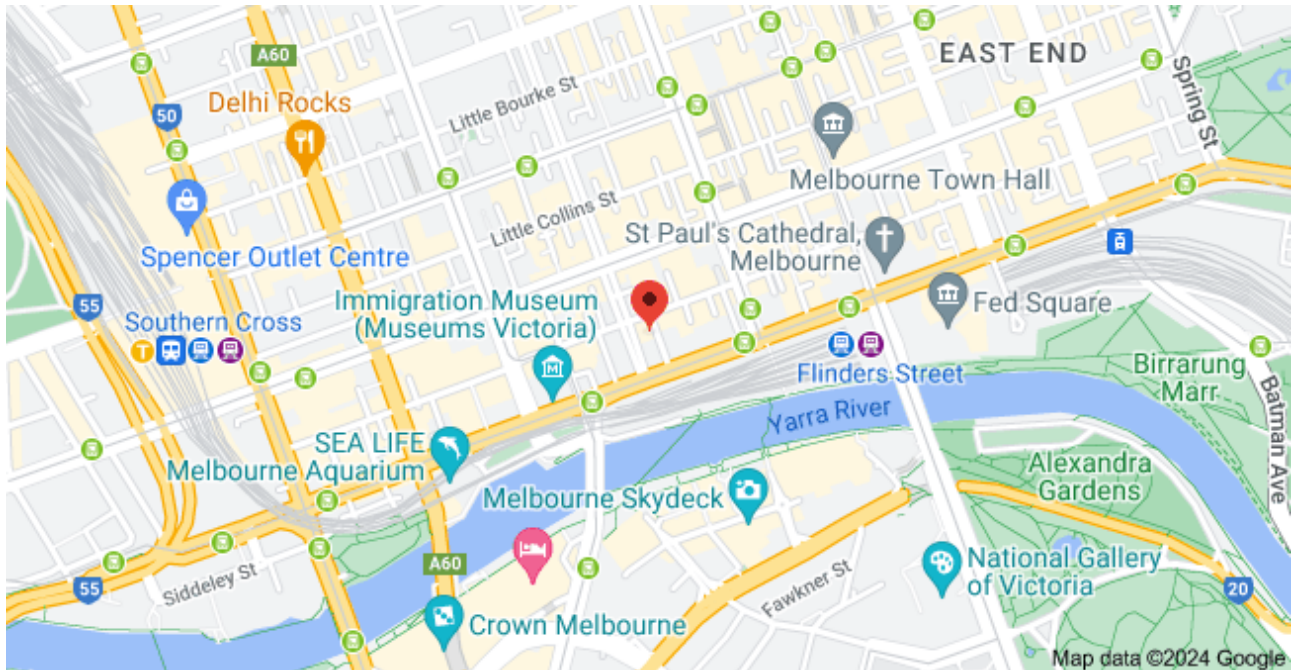


The SIT Campus 1 is centrally located in the Pakenham, which has become a major growth area in Southeastern Melbourne. Pakenham offers a range of Recreation, Sports and Retail facilities.

### Transport options:

- The SIT Campus is a short walk from the Pakenham Train Station. This train station has Metro Trains from Melbourne CBD and V/Line Trains to and from Gippsland.
- The area is also well serviced by Bus Services for different routes.
- Pakenham is also on the Princes Highway. The Pakenham bypass allows road traffic between Melbourne and Gippsland to bypass Pakenham

Campus 2 is located at Level 4, Queen Street, Melbourne VIC 3000.



The SIT Campus 2 is centrally located in the Melbourne CBD.

**Transport options:**

- The SIT Campus is a short walk from the Flinders Street Train Station. It is the busiest train station in Victoria, serving the entire metropolitan rail network, 15 tram routes travelling to and from the city, as well as some country and regional V/Line services to eastern Victoria.
- The area is also well serviced by Tram and Bus Services for different routes.

**Driving**

There is parking availability in car parks in the surrounding streets. These may incur parking fees. It is recommended that when attending classes' students use public transport.

**Facilities and Resources on Campus**

SIT will provide all the required facilities, equipment and learning resources to the students related to their course.

- SIT campus has well equipped training rooms where delivery and assessment of the courses will occur.
- SIT will provide Simulated work environment and related business documentation related to the courses.
- Students will have access to a well-equipped computer lab.
- Students will be provided current and contextualised Learning resources for their course.

**COURSES**

Courses Provided by SIT

- BSB40920 Certificate IV in Project Management Practice (107503K)
- BSB50820 Diploma of Project Management (107504J)
- MEM31922 Certificate III in Engineering - Fabrication Trade (111999B)

MEM40119 Certificate IV in Engineering (108266K)

BSB80120 Graduate Diploma of Management (Learning) (109285K)

See our course outline available through our web site or via email for detailed information.

## Student Information Policy and Procedures

This policy is in accordance with 2025 Standards for RTOs - Outcome 2 – VET Student Support, Division 1 – Information, Standard 2.1, National Vocational Education and Training Regulator and The National Code (Standard 2, Recruitment of an overseas student).

State Institute of Training is committed to providing clear, accurate, current and accessible information to all prospective and enrolled VET students prior to enrolment and throughout their training journey. The information includes essential details about training products, delivery arrangements, support services, fees and charges, third-party involvement, licensing requirements, and any obligations that may affect the student as well as their training.

This State Institute of Training ensures that such information is easily accessible, timely and communicated via multiple channels including the student handbook, website, enrolment documentation, and orientation materials to promote effective and informed decision-making.

### POLICY

The State Institute of Training ensures that:

- All information material created for student access (e.g. training product brochures, website content, student handbooks, other marketing material) is developed by Marketing Officers and reviewed by the Compliance Officer and the Academic Manager.
- The Compliance Officer completes a Marketing Materials Checklist for every information and marketing material and / or document created to conform the accuracy of information and compliance to all regulatory requirements. The CEO then authorises the information for **publication**.
- Once authorised, the Marketing Manager ensures the Marketing Information and Contents Register is updated.
- A quarterly review is conducted by the Marketing Manager and the RTO Manager with a Marketing Information and Online Content Review Tool, to ensure all State Institute of Training information published on the various online platforms and the information being distributed or published by any third parties is up to date, accurate and compliant.

#### Identifying and Communicating Pre-Enrolment Information

State Institute of Training ensures the pre-enrolment information listed below is communicated to all prospective students, in plain English via Training Product Brochures/Guides on State Institute of Training Website and via Pre-Enrolment Pack at the enquiry and application stage.

This aligns with Performance Indicator 2.1(a), which requires students to be provided with accurate and complete course information prior to enrolment.

- **Training Product Details:**
  - Code and title.
  - Duration and delivery mode.
  - Training location and commencement dates.

- Scheduling and assessment requirements.
- Entry requirements including english language proficiency and licensing implications.
- Work placement requirements.
- Third party delivery arrangements.
- **Support Services:**
  - Academic support, LLN support, digital literacy support.
  - Mental health and wellbeing referrals.
  - Contact details and access pathways.
  - Overseas Student Transfer Process
  - Language, Literacy, Numeracy and Digital (LLND) skills support, including pre-enrolment assessment tools aligned with QA2.2.
- **Fees and Charges:**
  - Full list of fees and charges.
  - Fee and Refund policy and payment terms.
  - Student Information Policy and Procedure
  - Availability of subsidies and government entitlements.
- **Student Obligations and Liabilities:**
  - Equipment/materials required.
  - USI requirements.
  - Work placement obligations.
  - Visa conditions and obligations
  - Updates on contact details within 7 days of change.

The **Pre-Enrolment Pack** includes:

- **Student Handbook** - It is the primary comprehensive guide or information instrument for the students that outline essential information about their rights, responsibilities, and the services and policies of the RTO. It supports students to make informed decisions and understand what is expected of them throughout their training journey. The purpose of providing the Student Handbook prior to enrolment is to keep the students well informed and to promote transparency. It contains information on the following topics for the student, but is not limited to:
  - Introduction to State Institute of Training.
  - Location of State Institute of Training and Public Transport options.
  - Step by Step Application Process.
  - Introduction to Australia.
  - Visa conditions (applicable to overseas students).
  - Cost of living in Australia
  - Financial capacity requirements, as of 10 May 2024
  - State Institute of Training obligations and student expectations.
  - Fees and refund policy.
  - Student Support & Wellbeing services (academic, wellbeing, LLN support, etc.).
  - Equity and diversity support arrangements.
  - Health, safety and emergency procedures.
  - Privacy and confidentiality obligations and arrangements.

- Access and equity, including reasonable adjustments and disability support.
  - Student responsibilities (attendance, behaviour, academic integrity).
  - Training safety arrangements.
  - Training Product information (structure, duration, assessment methods).
  - Recognition of Prior Learning (RPL) and Credit Transfer.
  - Work placement requirements (if applicable).
  - Training and assessment policies and arrangements.
  - Academic Misconduct.
  - Complaints and appeals procedures.
- **Training Product Brochures/ Guides** - The brochure/ guide is the primary means of informing prospective students about the details of the training product leading to a qualification or units of competency. This information is displayed on the website and is made available in a downloadable PDF for the student to print and review. A training product brochure/ guide is also sent to the student via email as pre-enrolment information. The brochure/ guide contains the following minimum information:
    - The nationally endorsed training product by code and title.
    - The expected duration of study for the qualification.
    - The entry requirements or prerequisites.
    - The mode of delivery of training and assessment.
    - The units of competency.
    - The assessment requirements.
    - Student resource requirements.
    - The expected locations for delivery.
    - Identify any third-party providers (if applicable).
    - Identify any work placement arrangements.
    - The expected occupational outcomes.
    - Contact details for State Institute of Training.
    - Identify the RTO by its legal name and national code and CRICOS Code.
    - Fee Schedule
    - Intake Calendar

Admission and Student Support Officers are trained to ensure this information is communicated clearly during the enquiry and application stages.

### Orientation Information

The Orientation session reinforces responsibilities, assessment policies and student rights.

All information that is provided to prospective students prior to enrolment and during enquiries via the Student Handbook or the website etc. is disseminated in person at the Orientation or Induction session. During orientation students have an opportunity to interact with the RTO team and discuss or clarify any concerns or queries they may have about the upcoming training.

During this session, the State Institute of Training Student Support Team provides detailed information on the following:

Category	Details Provided
<b>Welcome &amp; Introduction</b>	RTO overview, campus tour, key staff introductions.
<b>Training Product Information</b>	Code, title, duration, delivery mode, structure, assessment overview.
<b>Student Responsibilities</b>	Attendance, academic conduct and progress requirements.
<b>Support Services</b>	Academic support, LLN support, personal/wellbeing services, trainer access.
<b>Assessment Policies</b>	Assessment methods, submission guidelines, resubmission, RPL, Credit Transfer.
<b>Fees &amp; Refunds</b>	Total fees, payment schedule, Fee and Refund Policy, withdrawal procedures.
<b>Complaints &amp; Appeals</b>	How to lodge a complaint or appeal, timeframes, escalation process.
<b>Health &amp; Safety</b>	WHS obligations, emergency procedures, first aid, evacuation points.
<b>Student Handbook &amp; Agreement</b>	Distribution and explanation of Student Handbook and Student Agreement form.
<b>Regulatory Obligations</b>	ESOS obligations, visa conditions, maintaining enrolment and progress (for international students)

At the time of Orientation session, State Institute of Training also provides students with specific, actionable, and training product-related information that builds on what was shared earlier. This ensures students are ready to engage in learning with a clear understanding of academic expectations for progression and conduct, available support and resources, as well as assessment requirements. This detailed information encourages early engagement with students and enables them to navigate the training and assessment with confidence.

Category	Information Provided
<b>Welcome and Induction</b>	Trainer introduction, student introductions, class norms, group communication channels (email, LMS, etc.)
<b>Training Product Overview</b>	Detailed explanation of the structure, packaging rules, units/modules, learning outcomes.
<b>Schedule &amp; Timetable</b>	Weekly timetable, term/semester structure, key dates (assessment due dates, holidays, placements)
<b>Assessment Requirements</b>	Assessment types, due dates, submission procedures, rules (e.g. plagiarism, late submissions), re-submission
<b>Learning Resources</b>	Training materials, prescribed texts, equipment, LMS login instructions, digital tools access
<b>Trainer Access &amp; Support</b>	Trainer/assessor contact details, consultation hours, support processes
<b>Work Placement Info (if applicable)</b>	Placement schedule, supervision requirements, workplace safety, logbook overview
<b>Reasonable Adjustments</b>	How to request adjustments for disability or learning support
<b>Classroom Expectations</b>	Attendance, participation, conduct, WHS protocols, respect and cultural safety expectations
<b>Student Communication</b>	Where and how students will receive training product updates and feedback (e.g. LMS announcements, email)
<b>Reminder of Policies</b>	Brief recap of key policies: Complaints, Appeals, Code of Conduct, Assessment, Academic Integrity

### Information about changes

State Institute of Training will promptly notify students of material changes as required including below:

- Any changes to training product content, delivery, Trainers and Assessors, or delivery locations.
- Transitions to superseded or discontinued training products.
- Changes to policies.
- Updates on third-party arrangements.
- Updates on ownership of the provider.
- A Continuous Improvement Register is maintained by the Compliance Officer to track changes and communication dates.

**Deferment, Suspension and Cancellation**

Students can only apply to State Institute of Training for deferment or suspension of their studies for compassionate or compelling circumstances (defined as those beyond the control of the student and which have an impact on course progress or wellbeing).

Students may request a deferral prior to course commencement. The request must be in writing and addressed to the Student Support Officer. If the deferral is approved the student will receive a revised Letter of Offer and CoE.

All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

State Institute of Training may choose to grant or decline any student's request for deferment or suspension of studies. All documentation including reasons are to be kept on the student file.

If students apply to suspend their studies the maximum allowable period of suspension is six (6) months. Students may be required to apply for a new student visa to continue their course.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
  - a traumatic experience which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
  - where the registered provider was unable to offer a pre-requisite unit; or
  - inability to begin studying on the course commencement date due to delay in receiving a student visa.

State Institute of Training will use our professional judgement to assess each case on its merits. Documentary evidence will be required to support any compassionate/compelling application. All evidence/notes/comments must be kept on the student file.

College Initiated Deferments, Suspensions or Cancellations

- **Suspension**

The College may initiate a suspension of studies on the grounds of misbehaviour of a student, in accordance with the College's Student Code of Conduct / Behaviour / Rules.

Attendance will not be recorded during a period of suspension.

Course suspension will be recorded on PRISMS.

- **Cancellation**

- On the grounds of misbehaviour, in accordance with the College's Student Code of Conduct / Behavior / Rules
- Due to the student no longer holding a Student Visa
- Due to the student's failure to pay course fees

- Students not being genuine/bonafide students, being, they do not attend class or progress in their course.
- Course suspensions/cancellations will be recorded on PRISMS.

State Institute of Training can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation is consistent with State Institute of Training policies and/or Australian Law.

Before suspending or cancelling a student's enrolment State Institute of Training must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process. (See: Complaints and Appeals Policy).

If State Institute of Training intends to cancel a student's enrolment and the cancellation was not requested by the student, the student must be advised of their right to access the complaints and appeals process (regardless of the reason for cancellation).

Students are advised that a deferment or suspension of their studies may affect their visa.

State Institute of Training is not required to wait for the outcome of any external appeals process before notifying DESE of the cancellation of the student's enrolment.

Where State Institute of Training has a reason for concern for the welfare of the student or those with whom the student may come into contact, State Institute of Training will cancel the student's enrolment prior to completion of any appeals process.

Notification on PRISMS will not occur until the result of the internal appeals process is known, unless extenuating circumstances relating to the welfare of the student apply, such as:

- the student is at risk of committing a criminal offence or is the subject of an investigation relating to criminal matters
- the student's actual or threatened behaviour poses a threat to another staff/student/person
- the student has medical or psychological problems that may affect their wellbeing
- the student cannot be located

If State Institute of Training cancels your COE, you must contact DHA within 28 days to inform DHA of your plans (to find another course, return home or access an external appeals process) and take all relevant paperwork (for example, new CoE) to DHA.

## **Student Enrolment Policy and Procedure**

In accordance with Outcome 2 – VET Student Support, Division 1 – Information, Standard 2.2, National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth) and National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) Standard 2 and 3, State Institute of Training is committed to assessing the readiness and suitability of all prospective students prior to enrolment by reviewing their existing skills and competencies in line with training product requirements. This includes evaluating language, literacy, numeracy (LLN), and digital literacy and English language proficiency as applicable. Based on the outcomes of this review, State Institute of Training provides clear advice to help students make informed enrolment decisions and determine whether the training product aligns with their learning needs, goals, and capabilities.

State Institute of Training follows the procedure detailed below to assess whether the prospective student's qualifications, skills and experience are appropriate for the training product in which they wish to enrol, to ensure the student progresses and successfully attains the qualification.

**I. Pre-Enrolment Skills & Suitability Review**

- Prospective students complete an Enrolment Form indicating their educational history, work experience, and training goals and submits with the required supporting documents that may include but not be limited to:
  - Passport
  - Certified copies of all graduation certificates in both the original language and English (not required for currently enrolled students applying to college for another program).
  - Certified copies of academic transcripts and graduation certificates (not required for currently enrolled students applying to college for another program).
  - Any other information or documents that are specified in the training product entry requirements (this may involve a recent portfolio of your work, resume or employment paperwork).

What are certified documents?

A certified copy is a copy of an original document verified to be a true copy by an authorised witness. The person certifying the photocopy must sight the original document and include the following details on all pages that contain information:

- Stamp or write, 'This is a true copy of the document sighted by me'.
- Sign, date and provide contact details (name, address, and telephone number).
- The official stamp or seal of their organisation or their profession and organisation name.

Who can certify my documents?

- State Institute of Training staff.
- Notary of the Public.
- Authorised Education Agents.

Who can translate documents?

- NAATI accredited translator. More details can be found here: <https://www.naati.com.au>
- Post application, State Institute of Training Admissions Officer conducts a Pre-Enrolment Skills and Suitability Review.

The review assesses:

- English Language proficiency
- Language, Literacy, Numeracy and Digital (LLND) capabilities.
- Existing vocational experience or prior qualifications.
- Ongoing principal course at another CRICOS registered provider where six (6) months have not been completed.

The initial review of provided credentials and evidence considers:

- Entry requirements of the training product (e.g. prerequisites, licensing needs)
- Prior qualifications and employment history
- Any declared learning or physical disabilities
- English language proficiency

*Where appropriate, Trainers and Assessors may conduct verbal or written interviews to assess practical experience or contextual readiness.*

**II. English Language Proficiency Review**

- State Institute of Training reviews each international applicant's English language proficiency prior to enrolment to ensure alignment with the entry requirements of the training products.
- All international applicants must have evidence of a minimum score of an internationally recognised English Language proficiency test or equivalent in line with Department of Home Affairs (DHA) guidelines when seeking an enrolment at State Institute of Training as international students. The test results must be from the past 2 years.
- The following international applicants do not require to provide any English language proficiency test evidence.
  - Citizen of and holding a passport from
    - UK (You may be required to provide evidence of an English test score with your visa application if you hold a British National Overseas (BNO) passport.),
    - USA,
    - Canada,
    - NZ or
    - Republic of Ireland.
  - Applicants who have already enrolled into a standalone English Language Intensive Course for Overseas Students (ELICOS),
  - Applicants who have completed at least 5 years' study in English in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland,
  - Applicants who have completed Senior Secondary Certificate of Education in Australia in English in the last 2 years,
  - Applicants who have studied and completed a substantial component of a course in English, leading to an AQF level IV or higher qualification in the last 2 years in Australia while.
- Where applicants are unable to provide verifiable test results, State Institute of Training may administer an approved internal English proficiency test or where English proficiency does not meet the course requirements, the applicant may be guided to a suitable English language program and a record of this guidance will be retained.

*The outcome of this review is recorded in the student file and used to inform the enrolment or recommendation for alternative preparation*

**III. Language, Literacy, Numeracy and Digital Capability Review**

- The Admissions Officer provides access to the online LLND skills assessment to the applicants during the application stage.

- The applicants complete the LLND skills assessment and the State Institute of Training Admissions Officer compares the results to ACSF levels aligned with the training product applied for.

*This review satisfies the requirement of Performance Indicator 2.2(a) by evaluating LLND skills against ACSF levels relevant to the qualification.*

#### **IV. Guidance on Training Product Suitability**

*Based on assessment results and relevant training product entry requirements, State Institute of Training provides prospective students either:*

- A Letter of Offer – where the applicant meets requirements and may proceed to enrolment.
- Alternative pathway recommendations statement - where the training product does not align with the applicant's current skills or goals. (e.g., foundation skills programs, digital literacy training, alternative training product).

#### **V. Enrolment and Written Agreements**

*Post the initial assessment and before accepting any fees, the State Institute of Training Admissions Officer ensures that:*

- A **Letter of Offer and Written Agreement** is issued containing:
  - Training product code, title, duration, mode and location of delivery.
  - Entry requirements (including English language proficiency)
  - All tuition and non-tuition fees, the initial deposit and applicable payment terms
  - Refund conditions (student/provider default)
  - Privacy and data sharing statements
  - Student contact responsibilities and emergency contact requirement
  - Training and assessment schedule and obligations
  - Details of any third-party arrangements
  - Conditions on enrolment and appeals processes
- When this written agreement is signed by the student (or guardian if under 18) and received by the State Institute of Training Admissions Officer, the finance team checks for the initial deposit payments made.
- The agreement and associated payment receipts are retained for **2 years**

#### **VI. Confirmation of Enrolment and Student Preparation**

- When the State Institute of Training receives:
  - signed **Letter of Offer and Written Agreement**, confirming that the applicant has accepted the offer and the terms of the agreement
  - confirmation of payment for **Overseas Student Health Cover (OSHC)** or the OSHC evidence.
  - the initial fee deposit,

*the admissions officer issues an electronic **Confirmation of Enrolment (eCoE)** on PRISMS.*
- An eCoE is the official document issued by State Institute of Training that confirms enrolment. It records exactly what the learner will be studying, including the start and end dates expected for each training product, any fees paid, and total fees required.
- All students must have a valid eCoE while studying on a student visa in Australia.
- *In cases where the applicant is outside Australia, they must apply for a student visa*

- *Visa arrangements may take anywhere from a few weeks to few months to finalise depending on the assessment level of the applicant's country and other requirements set out by the Australian Department of Home Affairs. Applicants should start the process as soon as possible.*
- *Applicants must include in their visa application.*
  - o *Copy of eCoE.*
  - o *Copy of Statement of Purpose.*
  - o *Evidence of access to funds to cover first 12 months in Australia.*
  - o *Answer questions about their knowledge of State Institute of Training, training product they are intending to study, how it will benefit their future career ambitions outside of Australia and that they have a genuine intention to remain in Australia temporarily.*
- **Prospective students must prepare for arrival in Australia**
  - o Research and understand what to expect when clearing customs and what not to bring to Australia.
  - o Scan and make copies of important documents such as passport, eCoE, academic transcripts, reference letters that may assist in their stay in Australia.
  - o Book travel, airport pickup and accommodation in Australia.
- **Once these arrangements have been made, the prospective student is requested to notify the State Institute of Training of the following:**
  - o Confirmation of Student Visa.
  - o Confirmation of temporary accommodation including address.
  - o Confirmation of travel booking and the planned arrival time, carrier, airport, etc.
  - o Contact details on arrival in Australia (must include a mobile phone where possible).
- **This information may be provided to the State Institute of Training directly or via their nominated education agent.**

#### **VII. Acknowledgement**

*State Institute of Training ensures that prospective and current students are clearly informed of their rights and obligations before enrolment. Written agreements are:*

- *Provided in plain English*
- *Signed before any fee is accepted*
- *Inclusive of course details, fees, refund policies, complaint/appeal processes and other relevant policies for the benefit of the students.*

*The RTO ensures:*

- *All information is clear, accurate, current, and consistent across its communications*
- *VET students are made aware of any changes that may affect their training*
- *Enrolment documentation is retained for at least two years post-enrolment*
- *Students are supported through an orientation and induction program that includes essential information and wellbeing support access.*

## Student Identifier Requirements Policy and Procedures

In accordance to Compliance Requirements, Division 2 Integrity of Nationally Recognised Training Products – Student Identifier Requirements (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 (Cth) and Student Identifier Act 2014 (Cth), State Institute of Training is committed to ensuring that all students have a verified Unique Student Identifier (USI) in accordance with national standards prior to the issuance of any AQF certification documentation.

The organisation ensures that:

- No student identifier is printed on any VET qualification or VET statement of attainment.
- The USI is verified against the Registrar's records before being used for any purpose.
- AQF certification documentation is not issued unless the student has been assigned and has provided a verified USI, unless an exemption applies under the Student Identifiers Act 2014.
- Students eligible for exemptions are informed of the implications before either the completion of the enrolment or commencement of training and assessment, whichever occurs first, including inaccessibility of records via the Commonwealth and absence from authenticated VET transcripts.
- Policies are in place to manage exemptions granted under subsection 53(3) of the *Student Identifiers Act 2014*.

### I. Collection and Verification of USI

- A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognized training from 2015. This means that as a student you must either:

1. Provide State Institute of Training with your USI, or

2. Provide State Institute of Training with permission to access or create your USI on your behalf.

- If you are providing us with permission to access or create your USI, we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.
- Student Support or Enrolment officers must follow the **USI Verification Procedure** to verify the USI against the USI Registry System prior to processing results or certification.
- All Students will be provided with a Fact Sheet – USI – Student Quick Guide – as developed by the regulator to create their own USI as part of the student orientation. If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

### II. Exemptions

- Where a student or qualification falls under a Ministerial exemption:
  - Written evidence of exemption is required.
  - Students are notified using the USI Exemption Notification Template prior to enrolment or commencement of training.
  - This communication is recorded in the student's file.

### III. Certification Conditions

- State Institute of Training will verify each USI through their Student Management System
- The Administration Officer must confirm that a valid USI has been verified (unless exempt) and fill the Certificate Documentation Checklist before issuing:

- An AQF qualification (testamur), or
- A Statement of Attainment.
- The USI must not appear on any printed certification documentation.
- Internal student records reference the verified USI for data integrity and audit purposes.

## Credit Transfer Policy and Procedures

In accordance with the Outcome 1 – Training and Assessment, Division 3 – RPL and Credit Transfer, Standard 1.7, National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth) and National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) Standard 2 and 7, State Institute of Training recognises students who have previously completed equivalent units of competency or training products through another RTO where a student is seeking credit transfer for the said training products that are on the State Institute of Training's scope of registration. It is important to note that credit transfer is not an assessment. It is an administrative function that determines the equivalence of a unit of competency or training product the student has been previously awarded to units of competency or training products incorporated into courses being delivered at State Institute of Training. This is not to be confused with the recognition of prior learning which is a method of assessment.

To support learner progression and eliminate unnecessary duplication of training, State Institute of Training will:

- Provide all VET students information about the Credit Transfer process and access to this policy and procedure.
- Provide all VET students with the opportunity to apply for credit transfer (CT).
- Assess credit transfer applications based on verified and authenticated AQF certification documentation or VET transcripts (unless prevented by licensing or regulatory requirements of the training product).
- Ensure decisions are fair, transparent, and consistent across all applicants.
- Maintain detailed records of all CT decisions in the student management system.
- Provide a written record of the CT decision to the student and retain the same for two years after the student ceases to be an accepted student.
- Create a Confirmation of Enrolment (CoE) that reflects the shortened course duration where CT shortens the course duration.
- Update the Confirmation of Enrolment (CoE), notify PRISMS and the international student as required, where the CT is applied and approved after the enrolment and the course duration is shortened.

Credit transfer will only be granted where equivalency of training products is confirmed and not restricted by licensing or regulatory conditions

### PROCEDURES

#### I. Information and Access

The State Institute of Training ensures that prior to enrolment, during enrolment and at orientation, all students are:

- Informed of their right to apply for Credit Transfer.
- Provided access to the Credit Transfer Policy, Procedure, and Enrolment Form.

- Directed to Student Support staff or the Academic Manager for guidance.

This information is also made available via the student handbook, website, and pre-enrolment materials.

## II. Application

To apply for Credit Transfer, a student must:

- Submit a completed **Credit Transfer Application Form**.
- Provide AQF certification documentation or a VET transcript and a USI transcript.

The State Institute of Training Student Support Officer shall receive the application form and:

- Log the same into the Credit Transfer Register.
- Verify the provided AQF certification documentations or the VET transcript and the USI transcript with the issuing RTO/ Authority.
- Refer the application to the Academic Manager.

## III. Assessment of Credit Transfer

State Institute of Training ensures that:

- Credit is only granted for equivalent units of competency or training products identified through Training Package mapping.
- Licensing or regulatory requirements are checked before granting CT.

The State Institute of Training Academic Manager:

- Reviews the verified AQF certification documentations or the VET transcript and USI transcript for authenticity and equivalence.
- Confirms the units of competency or the training products align with those on the State Institute of Training's scope.

## IV. Credit Transfer Decision and Documentation

State Institute of Training Academic Manager:

- Makes a decision to grant Credit Transfer based on the provided and verified evidence.
- Communicate the decision to the student in writing within 10 working days.

State Institute of Training Student Support Office:

- Enters the Credit Transfer decision into the Student Management System and ensures all relevant documents are saved in the student's file.

## V. Appeals and Reassessments

Students who disagree with the Credit Transfer application outcome may:

- Lodge a formal appeal as per the State Institute of Training Feedback, Complaints and Appeals Policy and Procedures.
- Request a reassessment of the credit transfer application and evidence.

Academic Manager ensures, all appeals are responded to within the timelines specified in the policy.

## Recognition of Prior Learning Policy and Procedures

In accordance with Outcome 1 – Training and Assessment, Division 3 – RPL and Credit Transfer, Standard 1.6, National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth) and Standard 2 National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth), State Institute of Training recognises that students may enter

training with existing skills, knowledge, or experience gained through work, informal study, or life experience.

To support learner progression and promote flexibility, the RTO will:

- Provide all VET students information about the Recognition of Prior Learning RPL process and access to this policy and procedure.
- Provide all VET students with the opportunity to apply for Recognition of Prior Learning (RPL).
- Ensure RPL assessments are conducted in accordance with the principles of assessment and rules of evidence.
- Apply fair, consistent, and transparent decision-making processes.
- Maintain complete and accurate records of all RPL applications, evidence, and decisions.
- Provide a written record of the RPL decision to the student and retain the same for two years after the student ceases to be an accepted student.
- Create a Confirmation of Enrolment (CoE) that reflects the shortened course duration where RPL shortens the course duration.
- Update the Confirmation of Enrolment (CoE), notify PRISMS and the international student as required, where the RPL is applied and approved after the enrolment and the course duration is shortened.

RPL will only be granted where competency is demonstrated to the same standard as required by the relevant unit of competency.

### **Procedures**

#### **I. Information and Access**

The State Institute of Training ensures that prior to enrolment, during enrolment and at orientation, all students are:

- Informed of their right to apply for RPL.
- Provided with access to the RPL Policy, Procedure, and Application Form.
- Directed to support staff or the Academic Manager for guidance.

This information is also made available via the student handbook, website, and pre-enrolment materials.

#### **II. Application**

To apply for RPL, a student must:

- Submit a completed **RPL Application Form**.
- Provide a portfolio of evidence that demonstrates current competency against relevant units.

The State Institute of Training Student Support Officer shall receive the application form and

- Log the same into the **RPL Register** and
- Refer the application to the Academic Manager.

The Academic Manager shall allocate an assessor to complete the RPL consultation, evidence collection and judgement.

The assessor schedules RPL meetings with the students who must participate in an initial consultation with assessor to confirm eligibility and evidence requirements and then subsequent meetings as required.

The student must provide any further information and evidence as required and requested by the State Institute of Training assessor.

#### **III. Assessment of RPL**

State Institute of Training ensures that a qualified assessor:

- Reviews the application and supporting evidence portfolio.
- Conducts competency conversations, workplace observation (if applicable), or provides students to complete other tasks (if required).
- Evaluates the evidence against each element and performance criteria of the unit using the **RPL Assessment Tool**.

All assessments must comply with the Principles of Assessment (fairness, flexibility, validity, reliability) and the Rules of Evidence (validity, sufficiency, authenticity, currency).

State Institute of Training ensures, RPL is granted only where full competency can be confirmed.

#### **IV. RPL Decision and Documentation**

State Institute of Training assessor ensures that all decisions are made:

- Based on sufficient and verifiable evidence.
- Recorded in the RPL Decision Report.
- Communicated to the student in writing within 10 working days.
- RPL outcomes must not be influenced by course completion targets or delivery schedules.

State Institute of Training Student Support Officer enters the RPL decision into the Student Management System and ensures all relevant documents are saved in the student's file.

#### **V. Appeals and Reassessments**

Students who disagree with the RPL outcome may:

- Lodge a formal appeal as per the State Institute of Training Feedback, Complaints and Appeals Policy and Procedures.
- Request a second assessor to review the application and evidence.

State Institute of Training Academic Manager ensures, all appeals are responded to within the timelines specified in the policy.

## **STUDENT CODE OF CONDUCT**

**Students have the right to:**

- Be provided with the Educational and Support Services as outlined in the Enrolment Agreement.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Receive training, assessment and support services that meet their individual needs.
- Access the support they need to effectively participate in their training program.
- To access all SIT services and facilities related to this course of study during the period of their enrolment.
- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to SIT's Privacy Policy.
- Access the information State Institute of Training holds about them.
- To Complain and Appeal about any behaviour or decisions made by SIT that may affect the educational outcomes they are seeking.

- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- To obtain a Refund for services in case of Provider Default and as per Refund Policy.
- Provide feedback to State Institute of Training on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

### **Student Obligations**

Throughout their training and involvement with SIT students are expected to:

- Treat all SIT staff, students and property with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Notify SIT if any of their personal or contact details change.
- Provide relevant and accurate information to State Institute of Training in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Maintain class attendance and course progress requirements
- Make payments for their training within agreed timeframes, where relevant.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

## **ASSESSMENT ARRANGEMENTS**

At the beginning of each unit your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement, which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

### **Submitting your assessments**

- Assessments should be submitted directly to the trainer/assessor.
- You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

- Written work will be marked within 15 days of receipt. Your assessor will provide you with written feedback (as required) and confirm the outcome of the final assessment result on the Assessment Outcome Form.

**Assessment outcomes**

- Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS).
- You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit.
- If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC).
- You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.
- If, after the third attempt, you are still assessed as Not Satisfactory for a task, a result of Not Yet Competent (NYC) will be given.
- Students will then need to re enrol in that unit. This will incur an additional fee for self-funded students as identified in the fees and charges information.

**Reasonable adjustment in assessment**

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

**Appealing assessment decisions**

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

**Strategies for assessing achievement of student outcomes:**

- Student will undertake formative activities, which will not be assessed, so that they will be provided with feedback on these activities by the trainer, prior to commencing the summative assessment activities
- Students will collect evidence as specified in the Summative Skills and Assessment documentation, and will be required to present their evidence to their Assessor so that the evidence can be assessed as either S – Satisfactory or NS – Not Satisfactory (for each piece of assessment)
- If the evidence is assessed as NS – Not Satisfactory the student will given 2 re – submit opportunities

- In all cases the Assessor will provide feedback to the student (e.g. where a student has been assessed as a NS they will be provided with clear and constructive feedback based on the summative assessment decision so that they can improve their skills / knowledge prior to reassessment)
- Only when all assessments have been assessed as S - Satisfactory will a student be deemed C – Competent; if a student does not satisfactorily complete all the assessment tasks they will be deemed NYC – Not Yet Competent (and will be required to re-enrol in the unit)
- Students will have every opportunity to complete all assessment tasks for a unit of competency during the enrolled period.
- The Assessor will use the checklists (which are part of the Skills and Knowledge documentation) to ensure that all the criteria has been assessed; and make comments where appropriate or necessary
- If a student requires allowable adjustments to any assessment activity/task they will be encouraged to discuss their particular requirement with their assessor at the beginning of the delivery for each unit.
- If a student is dissatisfied with an assessment decision they can appeal the decision (as per RTO Standards 6.2).
- After students have submitted the summative evidence of competence (skill and knowledge), the Assessor will provide individual feedback each student, on a unit by unit basis and provide a summary of their feedback on the front page of the Skill and Knowledge Assessment tool.

## **ASSESSMENT RECORDING**

SIT will record results within 10 working days of the completion of a unit of competency.

## **ASSESSMENT MISCONDUCT**

### **Identification of misconduct**

If SIT Assessor believes there has been a serious and/or pre-meditated irregularity or act of misconduct during an assessment, a meeting between the Assessor and the relevant Training Coordinator will be convened to investigate the matter. The student will be advised on the procedures of the investigation. The piece of assessed work in which the irregularity is suspected will be retained by the Assessor until the investigation, including any appeal, is complete or the agreed date for the return of assessed material – but within the student's enrolment period.

### **Disciplinary action**

If the SIT Assessor, in consultation with the relevant Training Coordinator, finds that an irregularity has occurred they may, whilst taking into account the seriousness of the occurrence and the circumstances, decide that:

- a) The case against the student will be dismissed
- b) The student will be required to undertake further assessment
- c) The student may be reprimanded by the SIT CEO
- d) An 'NYC' result will be recorded for the Unit of Competency

The student will be informed in writing of the decision, the reason(s) for the decision and the appeal mechanism within two (2) working days of the decision being made. The relevant Training Coordinator will retain copies of all documentation, including any evidence collected.

## GROUNDS FOR APPEAL

A student who is dissatisfied with the outcome of their assessment review in the first instance should discuss their concerns with the Assessor and/or relevant Training Coordinator. If the issue is not resolved and requires escalation to a higher authority, the student may appeal the decision(s) on one or more of the following grounds according to SIT's Complaints and Appeals process:

- a) That a procedural irregularity has occurred
- b) That evidence was inappropriately assessed

## Assessment Policy and Procedures

This policy has been developed to ensure JMD Business Institute trading as State Institute of Training's compliance with Outcome 1 – Training and Assessment, Division 2 – Assessment, Standard 1.4, National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth). As well as Standard 11 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

## POLICY

**State Institute of Training** is committed to conducting assessments that supports learner success and uphold the integrity of nationally recognised training outcomes. State Institute of Training ensures all assessment practices:

- Enable assessors to make accurate and consistent competency decisions.
- Support equitable assessment opportunities for all students.
- Maintain the integrity and quality of nationally recognised training outcomes.
- All assessments are conducted in accordance with the following **principles of assessment**:
  - Fairness – State Institute of Training ensures assessments accommodate the needs of the student, including implementing reasonable adjustments where appropriate and enabling reassessment where necessary. Assessors at State Institute of Training achieve this through clear communication with students to ensure that the student is fully informed about, understands, and can participate in the assessment process, and agrees that the process is appropriate.
  - Flexibility – State Institute of Training ensures assessment is appropriate to the context, training product and learner cohort, and assesses the student's skills and knowledge that are relevant to the training product, regardless of how or where the student has acquired those skills or that knowledge. The chosen assessment strategies at State Institute of Training employ a range of methods appropriate to the context of the relevant industry, the unit of competency and the learner cohort. These strategies provide for recognition of students' current competence level.
  - Validity – State Institute of Training ensures assessment includes practical application components that enable the student to demonstrate the relevant skills and knowledge in a practical setting. Thus, State Institute of Training conducts assessments against broad range of skills and knowledge identified within each unit of competency and which align with the performance of workplace tasks ensuring that the assessment is transferable to different contexts and situations and all components of the unit of competency are being assessed.

- Reliability – State Institute of Training ensures assessment evidence is interpreted consistently by assessors and the outcomes of assessment are comparable irrespective of which assessor is conducting the assessment. Thus, State Institute of Training seeks to gather and interpret evidence in a consistent manner that provides for reliable assessment both for the student and for assessors. State Institute of Training assessment packs also provide standardized outcomes supported by benchmark answers to guide assessors in their judgments.
- And all assessment judgements are made based on the following **rules of evidence**:
  - Validity – State Institute of Training ensures assessment evidence is adequate, such that the assessor can be reasonably assured that the student possesses the skills and knowledge described in the training product. To achieve this, State Institute of Training collects evidence that directly aligns with the components documented within each unit of competency and the assessment evidence replicates the outputs of tasks as though they were being performed within an actual relevant workplace. This may include observation of the students performing the tasks relevant to the unit of competency or the collection of evidence of completed workplace tasks.
  - Sufficiency – State Institute of Training ensures the quality, quantity and relevance of the assessment evidence enables the assessor to make an informed judgement of the student’s competency in the skills and knowledge described in the training product. The State Institute of Training achieves this by using a range of assessment methods which lead to the collection of evidence over time based on a range of performances.
  - Authenticity – State Institute of Training ensures that the assessor is assured that a student’s assessment evidence is the original and genuine work of that student.
  - Currency – State Institute of Training ensures that the assessment evidence presented to the assessor documents and demonstrates the student’s current skills and knowledge. The State Institute of Training assessors establish that the assessment evidence is based on the student’s performance either at the time of the assessment decision or in the very recent past.

State Institute of Training assessors apply these principles and rules rigorously and consistently across all qualifications on scope and follow consistent processes that ensure the competency of students is assessed with fairness and integrity.

#### **PROCEDURES**

##### **I. Preparing for Assessment**

State Institute of Training understands that assessment activities must be appropriate to the learning as well as the unit of competency requirements and must allow students to demonstrate practical application of knowledge and skills. Thus, the State Institute of Training assessors review the assessment tools and confirm their currency and adequacy in meeting the principles of assessment and the rules of evidence. Assessors ensure each task and tool aligns with the Principles of Assessment and Rules of Evidence in accordance with Standard 1.4.

The Academic Manager ensures that the assessors provide students with information about the unit of competency, assessment strategy and the evidence requirements to establish the context and purpose of the assessment. Assessment context refers to the physical and non-physical environment in which skills and

knowledge are assessed such as a simulated training kitchen or a manufacturing workshop and access to workplace policy and procedures.

To achieve this, State Institute of Training uses the following strategies:

- Incorporation of the common workplace policies and procedures into the assessment scenario or activity.
- Integration of relevant industry codes of practice and other industry information into the assessment activity.
- Incorporation of industry job descriptions for students to align with during realistic simulated workplace scenarios and case studies.
- Incorporation of regulatory information relating to licensing which applies to the unit of competency.
- Creating assessment activities that require the student to conduct specific research relating to industry situations and occurrences where applicable.
- Tailoring the program outcomes to meet the organisational training needs of the enterprise without compromising the Training Package requirements.
- Provide a realistic simulated workplace within State Institute of Training facilities.

#### **I. Competence of assessors**

In accordance with the Standards for Registered Training Organisations, assessors are required to hold the minimum competencies for training assessment and the vocational competencies at least to the level being assessed. State Institute of Training has appropriate systems in place to ensure that all staff members are appropriately qualified to meet our requirements under the Standards for Registered Training Organisations. Further information can be found in this manual within the Trainer & Assessor Recruitment Policy and Procedure.

Where an assessor does not hold the required training and assessment competence, but is a recognised industry expert, we will put appropriate supervision arrangements in place to support the gathering of valid evidence. Further guidance on supporting these assessors can be found in this manual in the policy on Assessment Partnerships.

#### **II. Conducting Assessment and Gathering Evidence**

Assessment tasks are conducted in line with the **Training and Assessment Strategy (TAS)** and the unit assessment requirements as well as conditions. The **State Institute of Training** assessors ensure that:

- Students are informed of assessment expectations, criteria, assessment due dates and appeal processes.
- Assessment tasks are presented and explained in ways that allow for fairness and flexibility.
- Reasonable adjustments are implemented when required (Refer QA2.3 & 2.4 Student Support and Intervention Policy and Procedures)
- Students have access to the required facilities, equipment and resources for completing the assessment tasks as required.
- Students have the opportunity for resubmission where initial evidence is insufficient or not satisfactory or reassessment where the students have been deemed Not Yet Competent.

The students complete and submit assessment tasks by the due date advised, according to the assessment instructions and guidelines provided by the State Institute of Training assessors.

- State Institute of Training requires students to submit completed assessment task evidence within one week of the unit of competency end date advised on their respective timetables.
- The assessors collect evidence in various forms (e.g., written responses, practical demonstrations, workplace documents).

The assessors ensure the evidence is authentic, sufficient, valid, and current.

### **III. Academic Integrity and Plagiarism**

State Institute of Training is committed to promoting a culture of academic integrity and fostering independent learning. All students are expected to complete assessments honestly and ethically, demonstrating their own understanding and original effort.

#### **Academic Integrity**

Students are expected to:

- Complete all assessments independently, unless group work is specifically required;
- Apply critical reasoning and workplace-relevant thinking in assessment tasks;
- Reference all sources used, including textbooks, digital content, and AI tools;
- Avoid dishonest practices such as plagiarism, collusion, and cheating.

#### **What is Plagiarism?**

Plagiarism is the act of presenting another person's ideas, research, or content as your own without proper acknowledgment. This includes copying:

- Text from published or online sources without citation;
- Images, designs, statistics, sounds, or computer code;
- Work from another student or submitting another's work as your own;
- AI-generated responses (e.g., ChatGPT) without clear citation.

Plagiarism can be intentional (cheating) or unintentional (poor academic practice). Both will be addressed according to State Institute of Training's academic misconduct procedure.

#### **Use of Artificial Intelligence (AI)**

Students may use AI tools responsibly to support their learning. However:

- Any use of AI-generated content must be clearly referenced;
- Final assessment responses must be written in the student's own words;
- Blind copying of AI output is a form of plagiarism and is unacceptable.

#### **Referencing Requirements**

State Institute of Training uses the **Harvard Referencing System**. All sources must be acknowledged both in-text and in a final reference list. Students are expected to demonstrate understanding by synthesising information and expressing it in their own words.

#### **Cheating in Assessments**

Cheating includes:

- Using unauthorised materials during tests;
- Submitting work completed by someone else;
- Copying another student's responses;
- Collusion with others where individual work is required.

Trainers and assessors are responsible for educating students about academic integrity and monitoring assessment conduct.

#### **Dealing with Plagiarism**

Cases of suspected plagiarism will be reviewed by the **Academic Manager** in consultation with the trainer/assessor. Depending on the nature of the offence:

- **Poor academic practice** may lead to a request to revise and resubmit the task;
- **Deliberate misconduct** may result in formal warnings, re-assessment requirements, or cancellation from the program.

Repeat or severe cases of plagiarism will be considered **academic misconduct** and may result in disciplinary action, including course termination.

Students have the right to appeal any decision in accordance with the **Feedback, Complaints and Appeals Policy and Procedures**.

#### IV. Assessment Judgement, Feedback and Record

All assessors at **State Institute of Training** make assessment judgments based on the Principles of Assessment.

- Assessors use benchmark answers in the **Assessor Guides** for each task with the assessment book for the units of competency to make judgements and complete the **Assessment Result Record** to record the same for each task within the unit of competency.
- Assessors provide clear and constructive feedback to students that includes information about:
  - Assessment gaps (if any) and the assessment judgement or outcomes for each task.
  - Information on ways of overcoming any identified gaps in the assessment tasks.
  - Opportunity to further discuss the assessment outcomes/ results.
  - Opportunity for resubmitting individual tasks where gaps have been identified.
  - Reassessment of all tasks if gaps identified in all or when submission was not made by the due date.
  - Assessment appeal process (if applicable).
- When assessment results for all tasks are recorded, the assessors complete the feedback comments and competency judgement as 'Competent' or 'Not Yet Competent' on the **Unit Result Record** sheet.
- The assessors are required to submit the **Unit Result Records** along with the assessed **Student Assessments** for the unit of competency within two (2) weeks of the unit of competency end date advised on the respective timetables.
- The Student Support Officers record the Assessment Results in the Student Management System (SMS) within one (1) week after the assessors submit the Unit results for the students.

#### Assessment and Feedback Workflow

Who	Action	Details	Timeline
<b>Assessor</b>	Assessment Judgement	Use benchmark answers in the Assessor Guide to judge each assessment task and complete Assessment Result Records.	<b>Within 2 weeks</b> on the Unit end date
<b>Assessor</b>	Feedback	Provide clear and constructive feedback to students	
<b>Assessor</b>	Finalise Unit Result Record	Record judgement for each assessment task and accordingly	

		finalise the Unit outcome as 'Competent' or 'Not Yet Competent' and add final comments.	
<b>Assessor</b>	Submit Result Records	Submit Unit Result Record & assessed tasks to Student Support.	
<b>Student Support Officer</b>	Enter Results in SMS	Input student results in Student Management System	<b>Within 1 week</b> of receiving assessor submissions.

#### V. Assessment Appeal and Reassessment

The students at **State Institute of Training** are offered reassessment opportunity if:

- Evidence provided is insufficient.
- Evidence provided was incorrect or unsatisfactory.
- An error in judgement or procedure is identified.
- Reasonable adjustment was not correctly applied.

All reassessments are documented and conducted as per the **State Institute of Training** Reassessment and Appeal procedure detailed below:

The State Institute of Training students are provided two (2) opportunities to resubmit their assessment task evidence/ answers to their respective assessors if they have been marked 'Not Yet Satisfactory' for any assessment tasks, before the assessor finalises the Unit of Competency assessment outcome within two (2) weeks of the unit of competency end date advised on the respective timetables.

Where resubmission is granted, assessors may require students to either:

Resubmit the original task with corrections based on feedback (where the integrity of the task is still preserved), or

Complete an alternate version of the assessment task to ensure authenticity and fairness in the reassessment process.

The Academic Manager and Lead Trainer will determine whether a new version of the tool is required, based on the risk of academic misconduct, assessment design, and the nature of the evidence gap.

These opportunities are provided by the assessors via face-to-face assessment discussions or feedback or via emails where the assessors provide feedback on the identified gaps in the assessment answers/ evidence. The assessors provide due dates for the resubmissions for the same.

When the Unit of Competency assessment outcome is finalised and if any student has been marked 'Not Yet Competent' for the said Unit of Competency, they can apply for Reassessment via Reassessment and Appeal Form. This reassessment will have a fee of \$100.

The State Institute of Training assessor must:

- Report any assessment decision that is disputed by the student to the Academic Manager.
- Participate in the reassessment or appeal according to the policies and procedures of State Institute of Training

The State Institute of Training provides students with opportunities to appeal against assessment conduct, assessment judgement and/ or the outcome of the assessment. Post review, the Academic Manager shall conduct meeting with the student to finalise and close the appeal.

## Student Support and Intervention Policy and Procedures

In accordance with Outcome 2 – VET Student Support, Division 2 – Training Support, Standard 2.3 and 2.4, National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth) and National code of practice for providers of education and training to overseas students 2018 (cth). Standard 10, State Institute of Training is committed to providing all VET students equitable access to training support services, academic staff, and learning resources throughout the student lifecycle to ensure timely academic assistance and to maximise participation and achievement. This policy supports RTO compliance with Outcome Standards 2.3 and 2.4 by ensuring equitable training access and reasonable adjustment

In order to foster an inclusive and equitable training environment State Institute of Training ensures:

- **All students have access to training support services** tailored to the individual needs of each student, including language, literacy, numeracy and digital literacy (LLND) support, study skills, and wellbeing referrals.
- **All students receive clear and timely communication** about how and when training support can be accessed, including consultation hours, digital platforms, referral options and any other queries raised by students.
- **All students get opportunities to disclose** any disability needs in a safe and confidential manner without any discrimination.
- **Reasonable adjustments implemented** that are purposeful and tailored to the identified disability needs while maintaining the integrity and requirements of the training product.
- Transparency in disclosing where adjustments are not possible due to regulatory or training product constraints as soon as practicable with documented justification.

Under Standard 8 of the National Code 2018 of Practice for Providers of Education and Training to Overseas Students 2018, Overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa.

At State Institute of Training we understand and acknowledge that registered providers must:

- monitor the overseas student's course progress and attendance according to the requirements of their sector.
- identify and offer support to those at risk of not meeting course progress or attendance requirements.
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa.
- only deliver online learning following the online learning requirements for their sector.

This policy outlines the steps State Institute of Training will take to ensure adherence to the above. All students enrolled/willing to enrol with State Institute of Training are informed about the requirements to achieve satisfactory course progress and attendance requirements, where applicable before they begin a course. This is done by navigating the student through the website policies section.

At State Institute of Training we understand that the expected duration of study specified on the overseas student's Confirmation of Enrolment (CoE) must not exceed the Commonwealth Register of Institutions and Courses for Overseas Students Standard 8: Overseas Student Visa Requirements (CRICOS) registered

duration for the course. This means that we will need to monitor the progress of overseas students to ensure they can complete the course within the expected duration specified on the CoE.

This policy aims to identify, notify, and assist overseas students who are at risk of not meeting course progress. At State Institute of Training we shall ensure that there is sufficient evidence from the overseas student's assessment tasks, participation in tuition activities, or other indicators of academic progress, to indicate the overseas student is at risk of not satisfying these requirements.

This policy will also determine the point at which the overseas student has failed to meet satisfactory attendance or course progress requirements.

State Institute of Training records and assesses the progress of each student for each unit and cumulatively at the end of each study period. A study period is defined as one study term as per the intake schedule.

Satisfactory progress is achieved when an international student completes the assessment requirements for each unit or cluster of units within the timeframes specified in the course timetable/ information.

Where a student is identified at risk of not making satisfactory course progress, State Institute of Training will contact the student and arrange a meeting with the Academic team to implement State Institute of Training's intervention strategies as outlined later in this document.

### **Procedures**

#### **I. Identifying Training Support Needs**

Training support needs are identified through a range of methods in accordance with Performance Indicators 2.3(b) and 2.4(a).

Disability disclosure is voluntary, private, and supports a tailored response, consistent with PI 2.4(a).

- Training support needs may be identified by Admissions Officers, Student Support Officers or Trainers and Assessors and Assessors through:
  - Pre-Enrolment Review
  - LLND assessment and support plan
  - Trainer observations during early study periods
  - Student-initiated requests via Academic Support Request Form
  - Academic progress monitoring.
- Where training support needs are identified, the Student Support Officers or Trainers and Assessors and Assessors schedule a Support Needs Meeting between the student and the Academic Manager.
- The Academic Manager discusses the training support needs and appropriate training support plan.
- The agreed upon Training Support is then documented in the Individual Support and Adjustment Plan (ISAP) and the Training Support Log.
- Students are invited (not required) to disclose disability:
  - During enrolment (via application form).
  - Anytime via a Disability Disclosure Form and a confidential discussion with Student Support Officers.
  - All disclosures are treated confidentially and in line with privacy laws.
  - When a disability is disclosed, a Support Needs Meeting is conducted by the Academic Manager with the student consent to identify required adjustments.
  - The Academic Manager documents the support needs and the support to be provided in the Individual Support and Adjustment Plan (ISAP) to be saved in the student file on LMS and the Training Support Log.

- Input may be requested from medical practitioners, allied health, or previous education providers if appropriate and agreed to by the student.

## II. Provision of Support Services

State Institute of Training ensures:

- VET students are informed of the availability of Trainers and Assessors and other student support teams by:
  - Welcome emails at Course Commencement
  - Ongoing LMS Announcements
- Training support (e.g. additional tutoring, study skills support)
- Academic staff availability through:
  - In-person consultation hours
  - Email
  - Scheduled online appointments
  - LMS forums
- Digital literacy support (e.g. training on navigating the LMS/ digital learning and assessment tools).
- Administrative assistance with digital forms and LMS access.
- Wellbeing support, including referral to external services where specialised counselling or wellbeing support is needed.
- Where Individual Support and Adjustment Plan (ISAP) has been documented, the Academic Manager coordinates the provision of recommended support by the Trainers and Assessors and Assessors.
- The Trainers and Assessors and Assessors are provided with the following information to be able to provide the appropriate academic support to the students:
  - LLND assessment and support plan
  - Individual Support and Adjustment Plan (ISAP) and
  - Training Support Log

## III. Reasonable Adjustments

- Based on the required support needs, reasonable adjustments may include:
  - Alternative assessment formats (e.g. oral instead of written)
  - Assistive technology or accessible formats
  - Extra time in assessments
  - Modified learning materials
  - Adjusted practical tasks (where competency requirements allow)
- Adjustments are documented in an Individual Support and Adjustment Plan (ISAP) by the Academic Manager.
- If an adjustment is deemed not reasonable (e.g. training package/ licensing constraint, compromises assessment integrity or workplace competency):
  - The rationale is documented.
  - The student is advised in writing of the reason, and alternatives are discussed.
  - A grievance process is available for students who wish to appeal.
- The Trainers and Assessors implement the recommended adjustments with reference to:
  - Individual Support and Adjustment Plan (ISAP) and
  - Training Support Log

## COURSE PROGRESS REQUIREMENTS

In accordance with The National Code (Standard 8- Overseas student visa requirements), JMD Business Institute trading as State Institute of Training (SIT) must inform overseas students before they begin a course about the requirements to achieve satisfactory course progress and attendance requirements, where applicable.

Overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa.

### Academic Course Progress Requirements

To progress satisfactorily, students must demonstrate competency in fifty per cent (50%) or more of enrolled units of competency for **each term**.

Academic progress is monitored by trainers and administration staff to enable appropriate intervention strategies to be implemented as soon as progress issues emerge for individual students who are identified as 'at risk'. The Academic Manager is responsible for the overall review of the ongoing progress for students who are in danger of not achieving satisfactory progress.

A student who has not demonstrated satisfactory course progress for two consecutive study periods is not meeting the college's course progression requirement and will be unable to complete their course within the duration specified in the student's COE. This will be a breach of their student visa condition.

### Identifying Students 'At Risk'

Early identification of students' 'at risk' is critical to ensure that early intervention strategies can be provided to support and assist the student's academic success. Training and administration staff use a variety of indicators or assessments to identify any students who are 'at risk' of making unsatisfactory progress.

These may include but are not limited to, the review of:

- Class participation and level of engagement
- The student's attendance record
- Formative assessment completions
- Completion of self-study activities
- Late submissions of assessments
- Number of resubmissions
- Requests for extension of classwork or assessments
- Requests for additional help with assessments or classwork
- Feedback from other training staff
- Not Competent for the unit assessments
- English ability
- Results of assessments and unit

Student support staff have the responsibility, in consultation with trainers and the Academic Manager, for identifying individual students who are 'at risk' of not meeting satisfactory course progress. A final review of student academic performance will occur following the unit results release after each term. Any student who is identified as at risk as an outcome of this process will receive a formal warning, which will be issued by the administrative staff.

The Course Progress Warning Letter will require the student to meet with the Academic Manager (or other designated staff) to discuss their course progress. During this meeting, the Academic Manager in

consultation with the student and trainer will establish a support/intervention program to help the student improve their course progress. Strategies will be determined on a case-by-case basis and will consider the student's current and previous results, attendance records, and any previously implemented intervention/counselling strategies. The resulting strategy will be communicated to the student in writing via letter/email.

Strategies may include but are not limited to any of the following:

- Extra Classes for the missed/ Not competent units with other groups
- One on one session with the trainer during the term breaks/ after scheduled sessions for the current term to address the gaps identified in previous submissions
- Assistance with academic skills such as writing essays and report writing may include additional time with Learning Support Officer at State Institute of Training
- Attending a study group with other peers on campus; the trainer may assign groups in this case
- Additional access to the current trainer via email/ phone for any queries
- Additional recommended practical workshops for identified gap areas
- Providing a mentor or study buddy
- If the student requires any additional assistance/ student welfare arrangements for example, if a student is not able to concentrate on their studies because they are homesick, the student will be referred to Student Support Services at State Institute of Training who can further assist them to contact external agencies as suitable.

Intervention strategy will be implemented as early as possible. If the student is deemed as making unsatisfactory course progress at the end of term (study period), the intervention strategy will be required to commence within the first two weeks of the following term. Student/trainers may request an interim or early intervention if they are struggling to achieve the required course progress during a term. The academic Manager is responsible for addressing any such concerns/ requests promptly.

**Student "at Risk" is defined as follows:** If at the end of the first (1) term (study period), the student's course progress i.e., the (total number of Competent units / Total Scheduled Units) as scheduled on the timetable for the study period is below 50%; then the student will receive the First (1) Warning Letter. This letter may be generated by the student support staff at State Institute of Training, however, the decision to issue a warning letter will be based on the End of Term Report finalised & approved by the Academic Manager. Students will need to attend an Intervention meeting with the Academic Manager to discuss a plan to address the not competent unit results.

If the student does not attend the intervention meeting and/or is not contactable or fails to comply with the agreed Intervention Plan during the second term (study period), the Academic Manager and/or student support staff can issue the Notice of Intention to Cancel without issuing another formal warning to the student. However, if the student attends the Intervention meeting, and shows improvement, the student results will be reviewed again at the end of the second term (study period).

If the student is still recorded at less than 50% of course progress against the total scheduled units for the subsequent term (study period), they will receive a second formal warning. At the end of the second term, course progress is calculated for the individual term i.e., the (total number of competent units for that term/total scheduled units for that term) as well as the total number of competencies achieved during the first (1) term & the second (2) term/ total scheduled units in first (1) & second (2) study period.

The Academic Manager will be responsible for maintaining a record of intervention plans in the form of a report or on the student management system. This report will be reviewed by the Academic Manager regularly to ensure all students are on track with the Intervention Plan provided to them.

### **Unsatisfactory Course progress**

Unsatisfactory course progress is defined as a student failing to complete and achieve competency in at least 50% of the course requirements in any term (study period) i.e., if the (total number of Competent Units / Total Scheduled Units) as scheduled on the timetable for the study period is less than 50%.

At State Institute of Training each study, the period is one study term as per the intake schedule.

Where an international student is assessed as having made unsatisfactory progress **for two consecutive study periods** even after implementation of the support/intervention strategy and if the internal appeal period has exhausted, then the administration team in consultation with the Academic Manager have the right to issue a Notice of Intention to Cancel the Students Enrolment prior to the end of the third study period.

Students will have 20 working days to access the college's appeals process before being reported. During any such period, the student's enrolment will remain active.

A student will not be reported for unsatisfactory progress until after the support/intervention strategy has been implemented and enough time has been allowed for the strategy to run its course. The student will also be given ample time (minimum of 20 working days) to make an internal appeal and the student will only be cancelled and reported once all internal and external appeals are exhausted, or if the student does not access the appeals process during the 20-day notice period.

State Institute of Training will only report a breach of course progress in Provider Registration and International Student Management System (PRISMS) if:

- the internal and external complaints processes have been completed and the breach has been upheld.
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period.
- the overseas student has chosen not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals process by notifying the registered provider in writing.

The student may appeal the decision to report them to the Department of Education, Skills and Employment on the following grounds:

- A competency decision has been inaccurately recorded or calculated.
- Compassionate or compelling circumstances.
- The intervention strategy has not been implemented according to the college's own documented policy and procedure.

<b>Intervention Strategy &amp; Responsibility Table</b>		
<b>Timing</b>	<b>Action</b>	<b>Responsibility</b>
<b>Low attendance in the first 2 weeks – refer to the attendance policy</b>	Early intervention/ Contact student/ Email	Trainer
<b>End of First (1) Study Period: Less than 50% Course Progress</b>	1 <sup>st</sup> Warning Letter/ Intervention Meeting	Academic Manager/Student Support Team
<b>End of 2<sup>nd</sup> Study Period: Less than 50% Course Progress</b>	2 <sup>nd</sup> Warning Letter/ Intervention Meeting	Academic Manager/Student Support Team
<b>End of 3<sup>rd</sup> Study Period: Less than 50% Course Progress</b>	Notice of Intention to Cancel Enrolment	Academic Manager
<b>No Show at (any) Course Progress/ Intervention Meeting</b>	Notice of Intention to Cancel Enrolment	Academic Manager
<b>Do not comply with the agreed intervention strategy</b>	Notice of Intention to Cancel Enrolment	Academic Manager
<b>20 Days lapse after Intention to cancel: Internal Appeal not accessed by the student</b>	Cancel Enrolment on non-Course Progress and report the same to DESE- DHA via PRISMS	Student Support team upon approval from Academic Manager

## Attendance Policy and Procedures

State Institute of Training expects that the students should attend all the classes within their course to facilitate optimum learning. However, if students have valid reasons for absence, a minimum of 80% of their course contact hours must be maintained to avoid being reported to the Department of Education, Skills and Employment (DESE) / Department of Home Affairs (DHA).

Students must contact the college every time they will be absent prior to the regular class time, via email, phone, or SMS to a member of State Institute of Training staff.

Students who do not advise the college of absences will be contacted/counselled by their trainer/ student support officer or another nominated State Institute of Training staff member.

Maintaining satisfactory attendance is a student visa requirement.

Class attendance is essential for students to progress satisfactorily in their course and to be deemed as genuine/bonafide students.

State Institute of Training will report students for non-attendance via PRISMS as per the conditions outlined in this policy. Reporting a student for non-attendance via PRISMS may lead to the cancellation of a student visa.

State Institute of Training believes good attendance is important to achieve desired educational outcomes.

State Institute of Training will at a minimum contact and counsel students who:

- have been absent for more than five consecutive days without approval; or
- are at risk of not attending at least 80% of the scheduled course contact hours.

All phone conversations, copies of letters, emails and notices relating to attendance will be kept on the student file/Student Management System and student attendance is monitored daily by trainers. Student absences are tracked and monitored at the end of each week.

All absences due to illness should be accompanied by a medical certificate.

## **Procedures**

### **Identifying Training Support Needs**

Attendance is recorded by the trainer & assessor twice daily, for the morning and afternoon sessions. Any **absences longer than 5 consecutive days of the assigned timetable** without approval will be investigated as a matter of urgency.

- The Student Support Officer will attempt to contact the student.
- If a student is not contactable, their agent will be contacted.
- The Student Support Officer will counsel the student on the importance of notifying the college when absent.
- If contact cannot be made, the Student Support Officer will discuss the issue with the Academic Manager and the relevant authorities will be notified (e.g., police, DHA, next of kin).

The formal process for addressing attendance issues is as follows:

Attendance Monitoring –State Institute of Training would monitor the student’s attendance every 5 weeks via an attendance monitoring tool. This tool alerts State Institute of Training student support team when a student’s attendance falls below 90% or less so that the relevant warnings can be issued.

**90% Attendance – WARNING 1:** Students whose attendance falls below 90% will be contacted by letter/email and/or SMS to alert them that their attendance is at risk. Students will be advised to discuss the matter with a Student Support Officer and attend all future class as per the schedule.

**85% Attendance – WARNING 2:** Students whose attendance fall below 85% will be contacted by letter/email and SMS warning them that they are now at risk of being reported to DHA and they must make an appointment with the Academic Manager ASAP for assistance/advice.

**Less than 80% Attendance – Intention to Report:** As soon as State Institute of Training is aware a student will not achieve 80% attendance, State Institute of Training will send students an 'Intention to Report letter' which shall inform the student that they have 20 working days in which to access State Institute of Training’s complaints and appeals process.

If a student chooses NOT to access the complaints and appeals processes within the 20-working day period, withdraws from the process or the process is completed and the decision is not in the student’s favour, State Institute of Training will notify- as soon as practical- the Secretary of DESE via PRISMS that the student is not achieving satisfactory attendance.

State Institute of Training may decide **not** to report a student where attendance has fallen below 80% if State Institute of Training is satisfied, they are a genuine/bonafide student and where the student provides:

- Documentary evidence demonstrating compassionate or compelling circumstances for their absence s e.g., medical illness supported by a medical certificate, AND
- Attendance has not fallen below 70%, AND
- Academic progress is satisfactory.

Where a student with low attendance can demonstrate (and provide evidence of) compassionate or compelling circumstances, the CEO will assess whether a temporary suspension of studies is in the best interest of the student. Refer Student Information Policy and Procedure and Student Enrolment Policy and Procedure.

**In all circumstances, if the student's attendance drops below 70%, students will be reported to DESE/DHA via PRISMS.**

If a student ceases attending a course or does not return from leave, and/or is unable to be contacted, under Section 19(1) of the ESOS Act, State Institute of Training will notify DESE and DHA via PRISMS of termination of the student's studies within 14 days of the event via a Student Course Variation.

State Institute of Training in this instance does not have to give students access to the appeals process.

Students would not be entitled to a refund unless at the discretion of the CEO.

## Diversity, Inclusion and Cultural Safety Policy and Procedures

In accordance with Outcome 2 – VET Student Support, Division 3 – Diversity and Inclusion, Standard 2.5, National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth) and National code of practice for providers of education and training to overseas students 2018 (cth).standard 6, State Institute of Training embraces the diversity of its VET student community and is committed to creating a safe, inclusive, and culturally respectful learning environment for all students. State Institute of Training recognises that a diverse cohort enriches learning and upholds principles of equity, respect, and cultural recognition.

This policy and associated procedures are built on the following principles:

- **Equity and Access:** All students have the right to equal access and participation.
- **Respect for Identity:** Cultural, linguistic, gender, and ability diversity is valued and celebrated.
- **Cultural Safety for First Nations Peoples:** The learning environment actively supports cultural recognition, understanding and safety.
- **Zero Tolerance for Discrimination:** Discrimination, harassment or exclusion on any grounds will not be tolerated.

### I. Fostering a Safe and Inclusive Learning Environment

- **Staff Awareness and Training**
  - All State Institute of Training staff receive induction and refresher training on inclusive practices and unconscious bias.
  - Trainers and Assessors are supported with inclusive teaching strategies that consider language, accessibility, learning preferences, and identity.
- **Inclusive Practices and Curriculum**
  - All marketing and student-facing materials reflect inclusive values and non-discriminatory language.
  - Orientation sessions introduce students to diversity and inclusion expectations at State Institute of Training.
  - The Code of Conduct includes expectations of respect, equity, and inclusion among students and staff.
  - Delivery methods cater for diverse learning styles, including visual, verbal, practical, and self-directed approaches.
  - Assessment tasks are flexible where possible, without compromising competency requirements.
  - Students are consulted regarding preferred pronouns, communication needs, and learning adjustments.
  - Students are consulted through optional learner profile forms at enrolment to identify preferred names, pronouns, access needs, or cultural considerations.
- **Student Code of Conduct**
  - Students are expected to treat others with respect and dignity.
  - Any incidents of bullying, harassment, or discrimination are handled swiftly through the Behaviour Misconduct Procedure.
- **Facilities and Resources**
  - Learning spaces are accessible to students with mobility, sensory, or health needs.
  - Gender-inclusive amenities and quiet rooms are provided where feasible.
  - Visual signage and online materials reflect diversity and inclusion.
- **Trauma informed Practice**

- Staff are briefed on trauma-aware learning strategies.
- Students can request flexible participation where trauma or wellbeing is affected.
- Sensitive topics are flagged in content with alternative learning options offered.

## II. Cultural Safety and Intersectionality

- Recognise how overlapping identities (e.g. culture, gender, disability) influence learner experiences.
- Acknowledgement of Country is embedded in formal events and ceremonies.
- Partnerships with local Aboriginal or Torres Strait Islander communities are established where possible.
- First Nations student voices are sought through surveys or advisory input.
- **Culturally Safe Delivery**
  - Trainers and Assessors are provided with professional development in First Nations cultural awareness.
  - Curriculum includes recognition of First Nations perspectives where relevant.
  - First Nations flags and symbols are visibly displayed in training environments.
- **Support Services for First Nations Students**
  - First Nations students are offered culturally appropriate support through internal services or external referrals.
  - Where available, a First Nations Liaison or identified contact person is assigned.

## III. Monitoring and Addressing Diversity and Inclusion Issues

- Diversity and Inclusion Feedback Survey is conducted annually.
- Feedback from students is reviewed regularly to identify barriers or areas for improvement.
- Adjustments to teaching or service delivery are implemented in response to student input.
- Students may raise concerns about discrimination or cultural safety via the State Institute of Training Feedback, Complaints and Appeals procedure.
- The Student Support Officer and Compliance Officer ensure that such issues are addressed promptly and documented.
- All incidents and concerns are monitored and used to inform continuous improvement processes

The feedback and complaints are monitored for continuous improvement of diversity, inclusion and cultural safety procedures.

## Student Wellbeing Support Policy and Procedures

In accordance with Outcome 2 – VET Student Support, Division 4 – Wellbeing, Standard 2., National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth) and National code of practice for providers of education and training to overseas students 2018 (cth). Standard 6, State Institute of Training recognises that student wellbeing is essential to successful participation and progression in training. The organisation is committed to identifying the wellbeing needs of each VET student cohort through analysis of training product content, student demographics, and learning modes, including any factors that may affect mental, physical, or emotional health.

State Institute of Training also to fostering a supportive training environment that prioritises the wellbeing of all students by putting in place appropriate, accessible strategies to support the students' personal, emotional, and psychological wellbeing including internal and external referral pathways, resources for mental health, safety guidance, and student engagement initiatives.

This policy supports the creation of a safe, respectful, and inclusive learning environment, enabling all students to engage fully and successfully in their training.

All students are informed of wellbeing supports during orientation, including internal services and external crisis contacts [PI 2.6(b)].

Trainers and Assessors and support staff are trained to identify distress signs and refer students for support [PI 2.6(d)].

## I. Identifying Wellbeing Needs of Student Cohorts

### • Review of Training Product Content

- Each training product is reviewed by the Academic Manager and Student Services Team to assess potential wellbeing risks or challenges (e.g. emotionally confronting content, physical demands, high-stress assessment components).

### • Cohort Analysis

- During course planning and induction, the following cohort characteristics are considered:
  - Age range, gender diversity, cultural background.
  - Mode of delivery (on-campus, blended, online).
  - Work placement or industry exposure.
  - Known life or study pressures (e.g. full-time employment, parenting, previous disengagement from education).

### • Risk Identification Matrix

- The organisation maintains a Wellbeing Risk and Response Matrix for training products that identifies:
  - Common challenges experienced by students.
  - Recommended internal support responses.
  - Suggested referral or escalation pathways.

## II. Critical Incident Management

State Institute of Training is committed to the safety, welfare, and wellbeing of its students and staff. In line with Standard 6 of the National Code, a **critical incident** is defined as a traumatic event—or threat of such—that causes extreme stress, fear, injury, or harm. These incidents may involve individual or group harm and can occur on or off campus.

### Examples of critical incidents include:

- Serious injury, illness, or death of a student or staff member
- Physical or psychological assault
- Fire, explosion, bomb or gas threats
- Natural disasters in Australia or a student's home country
- Severe verbal abuse, sexual assault, or drug-related incidents
- Missing persons or students lost during excursions or placements

### Immediate Response:

- Any staff member made aware of a critical incident must notify the CEO or senior staff immediately.
- Emergency Services (000) must be contacted if there is a threat to life, safety, or the law is breached.
- A designated Critical Incident Team will be formed to coordinate the response, communication, and support services.
- A Critical Incident Report will be completed and managed in accordance with internal protocols.

### Ongoing Support:

- State Institute of Training ensures affected students and staff receive timely counselling, cultural or translation assistance, and referrals as needed.
- The wellbeing of students remains a priority throughout the recovery phase.

- Family members and overseas authorities (e.g., embassies) may be contacted where appropriate.
- De-briefing sessions and continuous improvements to procedures are conducted following each incident.

**Policy Access and Review:**

- This policy is available on the RTO website and covered during student orientation.
- Emergency drills will be conducted each term for all students.
- The Critical Incident Policy is reviewed regularly as part of State Institute of Training continuous improvement processes.

**III. Advising Students of Wellbeing Services and Strategies**

• **Orientation and Student Handbook**

All students are informed of wellbeing supports during orientation, including:

- Internal support services (e.g. Student Support & Wellbeing Officers, Academic Counsellors)
- Contact details for crisis lines and mental health services (e.g. Lifeline, Beyond Blue)

• **Ongoing Promotion**

Wellbeing resources are promoted via:

- Posters, flyers and digital displays on campus
- Dedicated wellbeing section on the LMS and student portal
- Ongoing LMS announcements
- Wellbeing Awareness Weeks (e.g. R U, OK? Day, Mental Health Week)

• **Encouraging Help-Seeking Behaviour**

Trainers and Assessors are encouraged to log early signs of disengagement or distress, such as poor attendance or abrupt changes in participation, to support proactive referrals.

Trainers and Assessors and support staff are trained to:

- Recognise early warning signs of distress
- Refer students to appropriate wellbeing support
- Foster an open-door culture for conversations

• **Referral to External Services**

Where students require specialist or clinical support, they may be referred to:

- Lifeline (13 11 14)
- Beyond Blue
- Headspace
- Local mental health or GP services
- Multicultural or LGBTQ+ support networks

**IV. Notifying Authorities and Families**

**Informing the Police**

All unexpected deaths or serious injuries must be reported to police. Police actions may include:

- Notifying the **coroner** for official investigation;
- Locating and informing the **next of kin**;
- Conducting official **identification** (by someone who knew the deceased for over one year); and
- Interviewing witnesses and coordinating relevant legal procedures.

**Next of Kin Communication**

When contacting a student's family following a death or serious injury:

- Consider the **most appropriate method of contact** (e.g., phone, in-person, via a liaison officer).
- Assess whether the family will require cultural, language, or emotional support.
- Be mindful of privacy, confidentiality, and the **circumstances of the tragedy** before making contact.

## STUDENT SAFETY

- SIT will take all reasonable steps to provide a safe environment on campus and advise students and staff on actions they can take to enhance their personal security and safety
- SIT will provide information to overseas students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents
- SIT will provide students general information on safety and awareness relevant to life in Australia.

For more information on general Health and Safety advice, please visit

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety>

## Feedback, Complaints and Appeals Policy and Procedures

In accordance with Outcome 2 – VET Student Support, Division 5 – Feedback, Complaints and appeals, Standard 2.7 and 2.8, National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) Standard 6 and 10.), State Institute of Training is committed to fostering a culture of openness, fairness, and continuous improvement where students and other stakeholders feel safe to provide feedback, raise concerns, or appeal decisions without fear of disadvantage or reprisal. The organisation recognises that both **informal and formal complaints** play a crucial role in enhancing the quality of services, ensuring student satisfaction, and maintaining accountability.

This policy outlines processes for:

- **Informal complaints and feedback**
  - Encourages open communication between students and staff to resolve issues at the earliest opportunity, informally and at the local level.
  - Supports VET students to raise concerns directly with Trainers and Assessors, assessors, support staff, or the RTO Manager (with appointment), allowing for timely and flexible resolution.
  - Promotes a culture where feedback (both positive and constructive) is welcomed as part of day-to-day interactions and regular feedback surveys.
- **Formal complaints and feedback**
  - Provides a structured and documented process for VET students or other stakeholders who wish to escalate concerns that were not resolved informally or that require a formal review.
  - Ensures that formal complaints are handled impartially, fairly, and within reasonable timeframes by designated personnel who are independent of the issue.
  - Guarantees that procedural fairness is maintained, outcomes are documented, and students are informed of resolution avenues, including external escalation options.

Furthermore, State Institute of Training ensures that:

- VET Students are fully informed of their rights to provide feedback, lodge complaints, and appeal decisions through multiple accessible channels.
- All complaints and appeals, whether informal or formal, are treated confidentially and are used as valuable inputs for continuous improvement.
- Feedback, complaints, and appeals can relate to any aspect of the student experience, including services provided by third parties delivering training or assessment on behalf of State Institute of Training.

This policy strengthens State Institute of Training's commitment to a fair, respectful, and supportive learning environment where student voices are heard and acted upon.

## **Procedures**

### **I. Access and Support**

Complaints procedures and the student's rights to access both internal and external complaints and appeals process are explained:

- During orientation
- In the Student Handbook and on the website
- Within the Student Written Agreement
- On request from staff

Complainant may seek help from Student Support and Welfare Officers or bring a support person.

#### **Support Services for First Nations Students**

- First Nations students are offered culturally appropriate support through internal services or external referrals.
- Where available, a First Nations Liaison or identified contact person is assigned.

### **II. Feedback and Complaints Management System (Standard 2.7)**

#### **• Receiving Feedback and Complaints**

- Feedback and complaints may be submitted:
  - Verbally to a staff member (Informal complaint/ feedback)
  - In writing through the Complaints and Feedback Form
  - Anonymously via suggestion boxes
- Complaints can relate to:
  - Services provided by the RTO
  - Behaviour of staff or other students
  - Conduct of third parties or RTO contractors
- Complaints about a particular incident should be made as soon as possible after the incident occurs.
- When making a complaint, complainant must provide as much information as possible to enable State Institute of Training to investigate and determine an appropriate solution. This should include:
  - The issue relating to the complaint, describing the incident and how it affected the complainant.
  - Any evidence to support the complaint.

#### **• Complaint Handling Process**

- All complaints are acknowledged in writing within 5 business days by the Student Support Officer and forwarded to the RTO Manager in accordance with Performance Indicator 2.7(b).
- Investigation is completed within 15 business days of the receipt of the Complaints and Appeals form, depending on complexity of the complaint.
- Procedural fairness is upheld at all stages:
  - o Both parties can present evidence
  - o Conflict of interest is avoided
- The complainant (and support person if required) will be invited to attend a meeting to discuss at no cost to them. This meeting is to be conducted by the RTO Manager or the delegated staff for non-academic complaints and the Academic Manager for academic complaints.
- The State Institute of Training must provide a written outcome of the complaint/investigation to the complainant and the Chief Executive Officer within 15 business days of receipt of the formal complaint or earlier if practicable.

### **III. Appeals Management System**

- **Appeal Rights and Scope**

- If the complainant is not satisfied with the outcome of the complaint resolution process, they may appeal. Appeals may also be made for decisions relating to:
  - o Assessment outcomes
  - o Disciplinary actions
  - o Fee or refund disputes
  - o Any other decision adversely affecting them
- Appeals must be lodged via the Complaints and Appeals Form within 10 business days of the outcome/ decision.
- If a complaint or appeal is not resolved internally, students may access an external body such as the Overseas Students Ombudsman ([www.ombudsman.gov.au](http://www.ombudsman.gov.au)) at no cost.

- **Appeal Handling Process**

- Appeals will ordinarily be investigated by the Chief Executive Officer and must be acknowledged within 5 business days of receipt of the Complaint and Appeals Form.
- The Chief Executive Officer can request further information and evidence as required conducting the appeal.
- The appeals process is completed, and resolution is reached within 15 business days unless extended for valid reasons.
- Procedural fairness is observed.
- The outcome of the appeal is provided in writing to the appellant within the advised timeframe.
- If the appeal is not resolved internally, the student may:
  - o Access an external resolution body (e.g. Ombudsman).
- Where a student has lodged an appeal against a decision to report them for course progress or attendance or non-compliance with student written agreement, State Institute of Training will not report the student until the appeal process, including external appeals, is completed.

### **IV. Documenting and Communicating Outcomes**

- All complaints and outcomes are recorded in the Complaints & Appeals Register.

- If the internal complaint or appeal process results in a decision that supports the complainant, State Institute of Training will implement any decision and/or corrective and preventative action required.
- Written outcome is provided to all involved parties, with reasoning and resolution steps within the given timeframe.

## Fee and Refund Policy and Procedures

In accordance with Compliance Requirements, Division 3 Accountability– Prepaid Fee Protection Measures (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 (Cth) and National code of practice for providers of education and training to overseas students 2018 (cth). Standard 2 and 3, State Institute of Training acknowledges its responsibility under the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 to protect VET students from financial loss where prepaid fees exceed the threshold of \$1,500 per course per individual.

To comply with the regulatory requirements, State Institute of Training has adopted the following principles:

- Prepaid fees will only be collected in accordance with approved fee protection arrangements.
- Students will be provided with clear information about all applicable fees and refund arrangements.
- Where fees exceed the threshold, a formal and approved fee protection strategy will be implemented and maintained.

### Fee information includes:

- All costs for the course including any materials fees
- Any other costs payable to the RTO including costs for recognition of prior learning if applicable
- Payment terms and conditions including deposits, refunds, and payment plans if applicable

The Student Agreement and the Student Handbook which are provided before enrolment includes this Fees and Refunds Policy and inform the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgment of the terms and conditions of the enrolment and this policy.

Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms, and schedule of payments applicable.

No cooling-off period applies as State Institute of Training does not use unsolicited consumer agreements (such as telemarketing, door-to-door selling, or direct approach marketing in public places).

Course fees as applicable to each course are detailed on the Student Agreement and include:

- All the training and assessment as well as educational support services are required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
- Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol into the unit or units in question and will be charged a pro-rata course fee based on the number of units required to be undertaken.
- Learning materials for each student unless otherwise stated on the Course Outline.

Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a **Statement of Attainment (in the case of withdrawal or partial completion)**.

- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined in the Student Agreement.
- Stationery such as paper and pens or other personal use items such as computers or internet access that may be required to complete homework tasks.
- Printing costs (if required).
- Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee (Please refer to the Fee Schedule for details).

State Institute of Training cannot guarantee that students will complete the course in which they enrol regardless of whether all fees due have been paid.

Please refer to the fee schedule for a detailed schedule of fees.

Payments can be accepted by electronic transfer, cheque, money order, or in person at the head office.

Students who having trouble in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Debts may be referred to a debt collection agency where fees are more than 40 days past due.

State Institute of Training reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments **have** not been received and no alternative arrangements for payment have been made.

## **Procedures**

### **I. Tuition Fee Protection**

State Institute of Training complies with its obligations under the *Education Services for Overseas Students Act 2000 (ESOS Act)* by participating in the **Student Tuition Protection Scheme (TPS)**, managed by the Australian Government via the **Overseas Students Tuition Fund (OSTF)**.

The TPS is designed to protect the interests of international students on student visas in the event that a provider is unable to deliver the course in which the student is enrolled. In such cases:

- The TPS will offer the student a place in a **suitable alternative course** at no additional cost; or
- If a suitable course cannot be found or the student does not accept the offered course, the TPS will provide a **refund of the unused portion of prepaid tuition fees** paid to State Institute of Training.

Importantly, students **do not need to submit a refund application** in the case of provider default. The TPS process is automatic.

#### **Key Principles of TPS Fee Protection:**

- Tuition fees are collected according to the agreed **Student Fee Payment Schedule**.
- State Institute of Training contributes to the **TPS Levy** as a CRICOS-registered provider.
- In the event of provider default, the TPS will initiate placement or refund actions on behalf of the student.

### **2. Fee Protection for Domestic Students**

In accordance with **Clause 18** of the *Compliance Standards 2025*, State Institute of Training ensures that domestic students are also protected from financial loss:

- State Institute of Training will **not collect more than \$1,500 in prepaid fees** per course per student unless approved fee protection measures are in place. (Refer II)

### **3. Access to Fee Information**

To support transparency and informed decision-making, State Institute of Training provides the following to all prospective and current students:

- A comprehensive **Student Agreement** outlining all tuition fees, materials fees, payment schedules, and refund conditions;
- A **Course Outline** summarising the applicable course fees;
- Information published on the **State Institute of Training website**;
- State Institute of Training lists all tuition fees payable by the student for the course (Refer Fee Schedule), and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences).
- Confirmation of fee details prior to enrolment or the collection of any fees, in line with **Standard 2.1** of the Outcome Standards and **Clause 5.3** of the former Standards.

## II. Choice of Fee Protection Measures

As a non-government, non-university RTO, State Institute of Training must implement one or more of the following protective arrangements:

### (A) Bank Guarantee

- State Institute of Training maintains an unconditional financial guarantee from a bank operating in Australia.
- The guarantee covers the total prepaid amount exceeding \$1,500 per individual, across all applicable students.
- The guarantee:
  - Is maintained at all times.
  - Is updated quarterly or when new prepayments are received.
  - Has no expiry unless replaced or updated.
  - Costs are borne by the RTO and not passed to the student.

### (B) Tuition Assurance Scheme

- As an alternative or additional measure, State Institute of Training may maintain membership with an approved tuition assurance scheme operator.
- If services cannot be delivered, the scheme ensures:
  - Students are placed into an equivalent course at no additional cost, or
  - Refunds are issued for services not yet delivered (in excess of the threshold).
    - The scheme operator must be approved by the National VET Regulator (ASQA).

### (C) Other Approved Measures

- Where applicable, the RTO may implement other protection measures approved in writing by ASQA.
- These must meet the intent of the legislation and be formally documented.

## III. Documentation and Monitoring

- The Finance Officer tracks all prepaid fee transactions through the Prepaid Fees Account.
- The Compliance Officer reviews prepaid balances monthly from PRISMS Protected Fee Amount report and ensures maintenance of required Protected amount in the nominated bank account.
- Evidence of compliance (bank guarantees, scheme membership certificates) is kept in the Fee Protection Register.

- State Institute of Training will ensure that its accounts will be certified, at least annually, by a qualified accountant who is a member of Certified Practicing Accountants (CPA) Australia, or otherwise registered as an auditor of the Australian Securities and Investment Commission (ASIC), and on request, the report must be made available to the state or territory registering body that has registered the organisation.
- Below is Schedule 1 of the Email/ Notice issued to students towards fee payment during their enrolment at State Institute of Training.



#### **IV. Failure to Provide Services**

- If State Institute of Training is unable to provide prepaid services:
  - The CEO must initiate one of the following actions within 5 working days:
    - Arrange for placement into an equivalent course at a suitable location and at no additional cost, *or*
    - Refund prepaid fees for undelivered services (exceeding \$1,500 per course).
- A record of the student outcome and corrective action is maintained in the Fee Protection Account.

**V. Process for claiming a refund**

- The specified person(s), other than the student, who can receive a refund in respect of the student identified in the written agreement.
- A plain English explanation of what happens in the event of a course not being delivered, including the role of the Tuition Assurance Scheme
- A statement that "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".
- There is no requirement to set out the length of study periods or the tuition fees that apply to study periods in ongoing invoices and billing cycles. As there are no longer restrictions on the collection of further tuition fees after the student commences, as agreed initially on a payment plan with students setting out when any remaining fees are due to be paid once the student starts their course.

All course fees for fee-for-service students include an Enrolment Fee (or non-refundable deposit) which will only be refunded where State Institute of Training is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

RPL application fees are non-refundable.

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Student Refund Application Form. The application must include the details and reason for the request. Students who have not completed a Student Withdrawal Application Form are not eligible for consideration of a refund or reduction in fees.

In the unlikely event that State Institute of Training or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of the course that was not provided. This includes the following situations:

- Where State Institute of Training or any third parties delivering training and assessment on its behalf ceases to operate.
- Where State Institute of Training ceases to deliver the course in which a student is enrolled, and the agreement is terminated.
- Where State Institute of Training needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

In any of the above situations, State Institute of Training will automatically conduct a refund assessment of all affected students and issue the refund to the Fee Payer accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

The refund assessment will be based on reviewing the services and/or materials provided to the student and the costs incurred by State Institute of Training in their provision such as:

- Textbooks or other materials provided.
- Training already provided (e.g., number of meetings/classes/visits etc.).

- Individual support is provided by the trainer/assessor.
- Assessments marked or feedback provided (including RPL).

The outcome of the refund assessment will be provided in writing to the student’s registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed by following State Institute of Training Feedback, Complaints and Appeals Policy and Procedures.

**Recording and payment of refunds**

General Refund Conditions

- The original fee payer (student or employer/guardian) is the party eligible to receive any approved refund, as specified in the Student Agreement.
- All refund claims are managed in accordance with the terms set out in this policy and the Fee Schedule provided at the time of enrolment.
- A statement is included in the Student Agreement confirming:
- “This written agreement, and the right to make complaints and seek appeals of decisions and actions under various processes, does not affect the rights of the student to take action under the Australian Consumer Law where applicable.”

Provider Default

If State Institute of Training, or any third party delivering training and assessment on its behalf, is unable to deliver the agreed services, the following applies:

Situations Covered:

- State Institute of Training ceases operations or course delivery.
- A material change is made to the student agreement and no revised agreement can be reached.
- A course is cancelled due to insufficient enrolments or external disruptions.

Process:

- Students will be automatically assessed for refund eligibility.
- Refunds are made without requiring an application form.
- State Institute of Training will issue a refund for the unused portion of prepaid fees within 28 calendar days.

Refunds will be calculated based on:

- Unused tuition services
- Any materials/resources not yet provided
- Hours of training not yet delivered
- If the student was an international student:
- The Tuition Protection Service (TPS) may intervene to offer:
- A suitable alternative course at no additional cost; or
- A refund of unspent prepaid tuition fees, if no suitable alternative is available.

Student-Initiated Withdrawal or Cancellation

<i>Withdrawal Scenario</i>	<i>Refund Eligibility</i>

<i>Visa Refusal (prior to course start)</i>	<i>100% refund of all unused prepaid tuition fees (excluding enrolment fee)</i>
<i>Withdrawal &gt; 28 days before start date</i>	<i>Full refund of tuition fees minus enrolment fee</i>
<i>Withdrawal &lt; 28 days before start date</i>	<i>50% refund of tuition fees minus enrolment fee</i>
<i>Withdrawal after course start</i>	<i>No refund (unless due to serious illness or hardship)</i>
<i>Visa cancelled due to student actions</i>	<i>No refund</i>

*Note:* Enrolment fees are **non-refundable** under all circumstances.

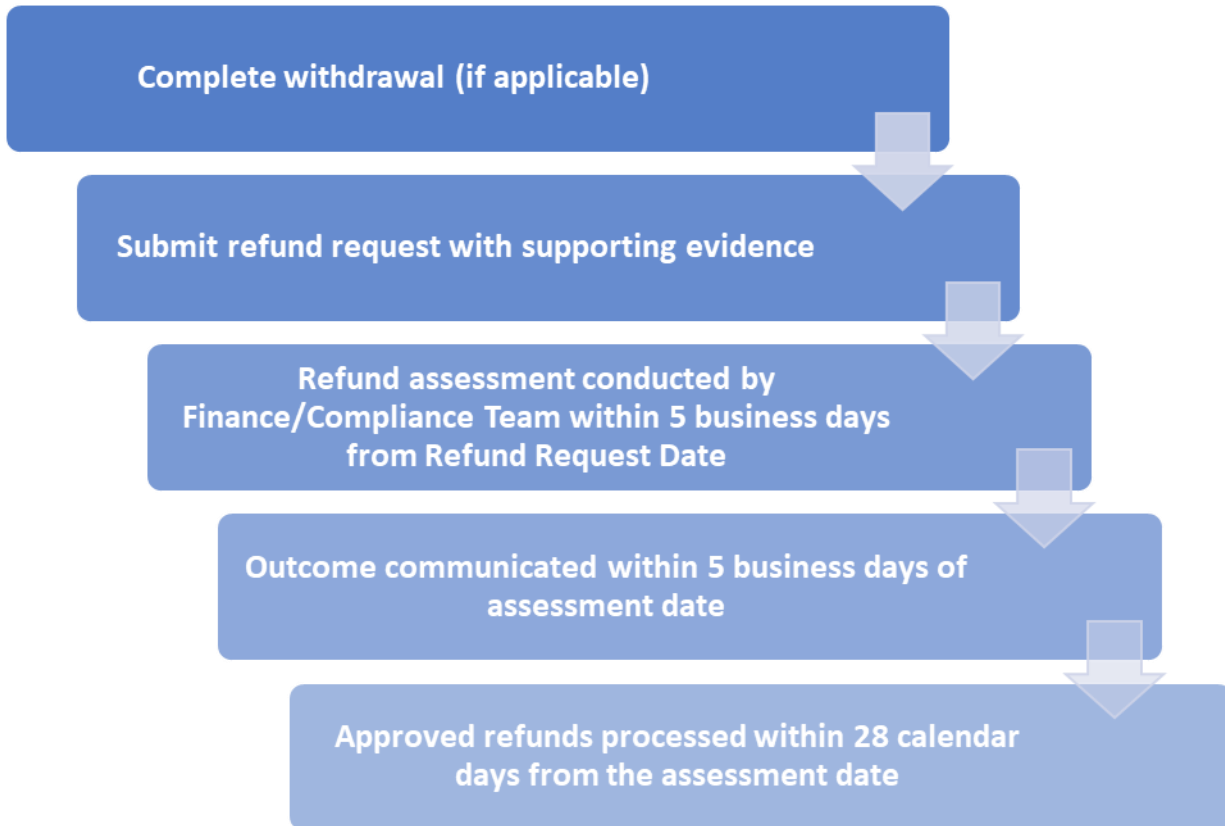
#### Refunds Due to Compassionate or Compelling Circumstances

- Students unable to commence or continue studies due to serious illness, injury, or personal hardship may apply for a pro-rata refund. Requirements include:
- Written request submitted using the Student Refund Application Form
- Supporting medical certificate or evidence
- Refund eligibility is assessed case-by-case and may be offered as:
- A partial refund
- A credit transfer toward a future course (valid for 12 months)

#### Non-Refundable Items

- The following are non-refundable:
- RPL application fees (regardless of outcome)
- Enrolment/administration fees
- Fees for services already rendered (e.g., assessments marked, feedback provided)
- Fees for textbooks or materials already supplied
- If a student fails to achieve competency due to exhausted assessment attempts, no refund is applicable. The student may re-enrol in the unit at a pro-rata fee.

### How to Request a Refund



### Appeals Process

- Students may appeal refund decisions under the Feedback, Complaints and Appeals Policy and Procedures.
- International students may also escalate to the Overseas Students Ombudsman if unsatisfied.

### Recording and Audit Trail

- Refund decisions, calculations, and supporting evidence are:
- Stored securely on the student's file
- Recorded in the Fee Protection and Refund Register
- Audited periodically to verify compliance with Clause 18

### Special Notes on Fee Scheduling and Study Periods

- State Institute of Training does not define formal study periods for the purpose of restricting fee collection, as current legislative instruments no longer impose these restrictions.
- Payment plans clearly outline when fees become due post-commencement, ensuring transparency in all transactions.

## STUDENT TRANSFER POLICY

### Overseas Student Transfers

State Institute of Training is committed to upholding the integrity of Australia's international education sector by managing overseas student transfer requests in accordance with Standard 7 of the National Code 2018. The transfer of international students between CRICOS registered providers within the first six months of their principal course is restricted to ensure students are making informed decisions and receiving adequate support from their provider before transitioning.

State Institute of Training assesses all transfer requests fairly, consistently, and in a timely manner, with consideration of the student's individual circumstances, including compassionate or compelling reasons and the best interest of the student. The RTO ensures that students are informed of their rights to request a transfer, the conditions under which transfers may be granted, and the process for appealing a decision. All decisions are made transparently, recorded and communicated in writing, and are actioned in PRISMS as required. This policy contributes to student wellbeing and provider accountability while maintaining visa compliance and course progression integrity.

The State Institute of Training makes this policy available in the **Student Handbook** and on the State Institute of Training's website.

#### **Transferring from another registered provider**

State Institute of Training will not knowingly enrol a student transferring from another provider within the first six months of their principal course unless:

- The releasing provider or course is no longer registered
- A sanction prevents continuation of the course
- The releasing provider grants and records the release in PRISMS
- The student is government sponsored, and the sponsor supports the transfer in writing.

#### **Transferring to another registered provider**

State Institute of Training will consider transfer requests before six months of the principal course if:

- The student is at risk of being reported for unsatisfactory progress at the level they are studying despite intervention.
- There are compassionate or compelling circumstances.
- The course is not being delivered as agreed
- The student's reasonable expectations are not being met
- The student was misled in their decision to enrol, and the course does not meet the student's long-term goals and aspirations.
- An appeal decision (internal or external) supports or recommends the transfer.

#### **Decision to decline the transfer request**

The transfer may jeopardise the student's progression through a package of courses.

Transfers will not be granted if:

- The student seeks to avoid being reported for breach of visa conditions such as attendance and course progress requirements.

- The request is not supported by evidence of legitimate compassionate or compelling circumstances
- The student has just commenced study and not accessed the full range of training support services. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.

### **Transfer Request Process**

- For a request for transfer to be considered and a letter of release provided, students must provide a valid course offer from another registered provider with the completed **Student Transfer Application Form**.
- The application, circumstances and evidence are reviewed as per the policy.
- The outcome of the students' application is provided in writing within 10 working days of receipt of the application.
- Where a student's application is refused, the reasons for the decision and the right and process to appeal are communicated to the student in writing in accordance with the Feedback, Complaints and Appeals Management Policy and Procedures.
- Where a student's application is approved and release is granted, State Institute of Training advises the student in writing that they must contact Immigration to seek advice on whether a new student visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website, [Explore visa options for studying in Australia](#)
- The overseas students do not incur any cost for release. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be assessed and paid in accordance with State Institute of Training's Fees and Refunds Policy and Procedures.
- State Institute of Training waits for the applicant to access the appeals process for twenty (20) working days after the application decision is provided before making any further updates on RPISMS.
- All records relating to overseas student transfers will be kept for two (2) years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

### **Change to another course offered by State Institute of Training**

Students may transfer to another course offered by State Institute of Training in the following circumstances:

- Where it is considered that the course that the student wishes to transfer to.
  - better meets the study capabilities of the student; and/or
  - better meets the long-term goals of the student, whether these relate to future work, education, or personal aspirations; and/or
- Where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

A transfer to another course within State Institute of Training will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.
- The student seeks to avoid being reported for breach of visa conditions such as attendance and course progress requirements.
- The student has just commenced study and not accessed the full range of training support services. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.

For a request for transfer to be considered, students must complete a **Course Change Application Form**.

## **AQF Certification documentation and Records Policy and Procedures**

In accordance with Compliance Requirements, Division 2 Integrity of Nationally Recognised Training Products – Issuance of AQF certification documentation, Records of AQF certification documentation and assessments, Issue of VET qualifications and VET statements of attainment (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 (Cth), AQF Qualifications Issuance Policy and National code of practice for providers of education and training to overseas students 2018 Standard 3, State Institute of Training is committed to issuing AQF qualifications and statements of attainment in accordance with the AQF Qualifications Issuance Policy, AQF Qualifications Register Policy, and NRT Logo Conditions of Use Policy. All certifications issued reflect genuine student achievement and are managed securely and transparently.

State Institute of Training ensures that:

- AQF certification documentation is only issued to students who have been assessed as meeting all requirements of the training product or VET accredited course either through completion of State Institute of Training courses or Recognition of Prior Learning (RPL). RPL assessment will be conducted in accordance with State Institute of Training's Recognition of Prior Learning (RPL) Policy & Procedures and inherent competency evidence requirements.
- AQF documentation complies with the mandatory content and formatting requirements including RTO name/code/logo, NRT logo, authorised signatures, qualification titles, industry descriptors, and applicable statements (e.g., "delivered in [language]").

- Certification is issued within 30 calendar days of successful completion of assessment, subject to payment of all agreed fees.
- Records of AQF certifications are retained securely:
  - Certification records – 30 years
  - Assessment evidence – 2 years
- Students (current and past) can access their certification documents upon request.

## **PROCEDURES**

### **I. Certification Documentation Templates**

- State Institute of Training uses an approved templates for Certification documentation, qualification or statement of attainment.
- Each certification document includes:
  - the name, registration code and logo of the organisation.
  - the code and title of the AQF qualification.
  - the NRT logo – in accordance with the requirements of the NRT Logo Conditions of Use policy.
  - the signature of an individual who the organisation has authorised to sign the AQF qualification.
  - the organisation’s seal, corporate identifier or unique watermark.
  - the following statement: “The qualification is recognised within the Australian Qualifications Framework”, or any Australian Qualifications Framework logo authorised by the Conditions for the use of the Australian Qualifications Framework Logo policy.
  - where the AQF qualification has an industry descriptor as listed on the National Register in the corresponding training product – the industry descriptor.
  - where the AQF qualification has an occupational or functional stream listed on the National Register under the corresponding training product– the title of the stream in brackets after the code and title of the AQF qualification.
  - where the AQF qualification has been obtained by a VET student in the course of undertaking an Australian apprenticeship – the statement: “Achieved through Australian Apprenticeship arrangements”; and
  - where any part of the AQF qualification has been delivered in another language – the statement: “these units of competency/modules have been delivered and assessed in [insert relevant language]” followed by a list of all units of competency or modules that have been delivered in the relevant language.

### **II. Issuance of AQF Certification Documentation**

- Trainers/Assessors confirm the student has successfully met all assessment and training requirements.
- Student Support Officer verifies that the student has paid all agreed fees and student USI is verified unless an exemption applies under the Student Identifiers Act 2014.
- Student Administration uses the approved templates to prepare:
  - Testamur and Record of Results (for full qualifications).
  - Statements of Attainment (for partial completions).
  - Ensuring all documents meet requirements under the AQF Issuance Policy.
- Authorised signatory signs the documentation before release.
- Certification must be issued within 30 calendar days from completion, subject to conditions above.
- AQF certification documentation will only be issued directly to the students, not to another party, such as an employer or an agent.

### III. Record Keeping

- **Records Ownership, Access, Retention and Security**
- All business and academic records created, processed, or received by State Institute of Training—or by individuals acting on its behalf—are the sole property of State Institute of Training and are subject to its control and governance. This includes student enrolment records, assessment evidence, surveys, internal and external reports, and correspondence.
- To ensure a **compliant, accountable, and secure record-keeping system**, State Institute of Training adheres to the following procedural principles:
  - All records must be reliable, authentic, accessible, and systematically maintained.
  - Records must be retained for the period prescribed by legislation or business need.
  - Staff must store and manage all records using authorised systems such as the **Student Management System** and the **college's server-based electronic folder structure** with version control safeguards.
- State Institute of Training maintains an auditable Register of AQF qualifications and statements of attainment issued, including:
  - Graduate's name.
  - Full title of qualification or unit/module.
  - Date of issue.
- Certification records are retained for 30 years, which will include full AVETMISS data.

- Assessment evidence is retained for 2 years post-completion.
- If State Institute of Training ceases being an RTO, it will provide this information to ASQA in digital form within the stipulated period.

#### **IV. Access and Verification**

Copies of certification documentation are made available to students upon request. State Institute of Training shall ensure that current and past students can access records of their achievements. All students who hold a verified USI, and whose results have been reported into the USI system, will be able to access their records through the USI system. If a student's achievements have not been recorded through the USI system, the students can request for the unit to be updated on the USI system by contacting Student Services – [info@sit.vic.edu.au](mailto:info@sit.vic.edu.au) or the current college contact details as published on its website and marketing materials. If the student has misplaced/lost the issued testamurs, then he/she may request to reissue the documents by contacting the student support services of the college. Such requests must be submitted along with supporting documents (e.g.: police report, statutory declaration etc). Reissuance fee may apply as per the college's current Fee Schedule published on its website – [www.sit.vic.edu.au](http://www.sit.vic.edu.au).

- The State Institute of Training is responsible for authenticating all issued and replaced AQF certification documents.
- If requested by the National VET Regulator, records of all issued certifications are provided within the specified timeframe.

#### **V. Data and Reporting of Quality Indicators (QIs)**

The Data Provision Requirements 2012 requires all registered training organisations (RTOs) registered with ASQA to provide an annual summary report of their performance against the learner engagement and employer satisfaction quality indicators to ASQA.

State Institute of Training will use the required Learner Questionnaire and the Employer Questionnaire to collect the data for the learner engagement and employer satisfaction quality indicators.

State Institute of Training will use the following systems to report the learner engagement and employer satisfaction quality indicators to ASQA:

ASQA's Quality indicator annual summary report template (DOC)

State Institute of Training will compile and report its learner engagement and employer satisfaction QI survey response rates, survey information feedback and improvement actions for reporting.

State Institute of Training will submit its quality indicator data reports (previous year) in full to [qidata@asqa.gov.au](mailto:qidata@asqa.gov.au) latest by close of business on 30 June any given year.

State Institute of Training is also required to collect and report all delivery activity/ Total VET Activity data to NCVER at least annually. This includes full Australian Vocational Education and Training Management Information Statistical Standard (AVTEMISS) data. Procedure

#### **VI. Procedure for Issuance of Statement of Result**

- All student academic records are verified and updated by the Student Support Services from the official results submitted by the Course Coordinator at the end of each academic term.
- At the end of every semester (two academic terms), all completed Statement of Result are printed by the Student Support Officer.
- USI for all students must be verified on the college's Student Management System before any result or testamur is issued to the student.
- Statement of Results are checked, approved and signed by the CEO.
- Copies are made for the student file.
- For the current students, Statements of Results are distributed to students in class at the beginning of following semester.
- For students who have finished their course, Statements of Results are provided to students together with their Awards.
- Students may also request their Statement of Result at other times using Request for Issuance of Academic Results, Attainment and Awards Form.

#### **VII. Procedure for Issuance of Statement of Attainment**

Where an AQF qualification is partially completed through the achievement of one or more endorsed units of competency, State Institute of Training will issue a Statement of Attainment upon student's request.

- Students complete and submit a Request for Issuance of Academic Results, Attainment and Awards Form to the Student Support Officer.
- Student Support Officer obtains and verifies student results from the respective Course Coordinator.
- Statement of Results is checked, approved and signed by the Academic Manager.
- Ensure the USI is provided and verified by State Institute of Training prior to issuance of any results
- Statement of Attainment is issued and signed by the CEO.
- Copies are made for the student file.
- Statement of Attainment is issued to the student

#### **VIII. Procedure for Issuance of Award**

- Students complete and submit a Certificate Request Form to the Student Support Officer.
- Student Support Officer obtains and verifies student results from the respective Course Coordinator.
- Statement of Results is checked, approved, and signed by the Academic Manager
- Ensure the USI is provided and verified by State Institute of Training prior to issuance of any results
- Student Support Officer prepares the Award and Statement of Attainment/Transcript using officially approved template
- Each Award is assigned a unique number
- The CEO signs the Award and records the award details in the "Register of Testamurs"
- The Award along with Statement of Attainment is issued to the student

## YOUR FEEDBACK

- Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.
- All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.
- We also welcome feedback from you at any time by email and phone. Describe any other ways students can submit feedback.

## NOTIFYING YOU IF THINGS CHANGE

- As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.
- This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.
- If this occurs, State Institute of Training will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.
- Depending on the type of change, we may send a letter to your home address, send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.
- You can let us know of any changes to your details by using the Change of Details Form.

## ESOS FRAMEWORK AND YOUR RIGHTS

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code (2018).

### Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course, that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at: <http://cricos.det.gov.au/> CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course including its location and match the information on CRICOS.

### Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course. Your right to know:
  - How to use your provider's student support services;
  - Who the contact officer or officers are for overseas students;
  - If you can apply for course credit;
  - When your enrolment can be deferred, suspended or cancelled;
  - What your provider's requirements are for satisfactory progress in the courses you study;
  - If attendance will be monitored for those courses;
  - What will happen if you want to change providers; and
  - How to use your provider's complaints and appeals process.

### **Your responsibilities**

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions;
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- Meet the terms of the written agreement with your provider; Inform your provider if you change your address;
- Maintain satisfactory course progress;
- If attendance is recorded for your course,
- Follow your provider's attendance policy; and
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements.

The ESOS Framework can be found at;

<https://internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation.aspx>

The ESOS Act 2000 is an Australian Government Act that controls the delivery of international education in Australia that was introduced to provide a legislative framework to ensure the quality of programs and services provided to international students and to ensure that the rights of international students are protected. The National Code 2018 of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code) is part of the ESOS legislative framework and it provides nationally consistent standards for the conduct of registered providers of international education and the registration of their courses.

The National Code can be downloaded here; <https://www.legislation.gov.au/Details/F2017L01182/Download>

The ESOS Act only applies to international students studying in Australia on a student visa. It is not applicable to students who are studying in an offshore location who are not studying under a student visa as issued by the DIBP.

The Department of Education and Training has released a new fact sheet for international students containing important information about their rights and responsibilities while studying in Australia. <https://docs.education.gov.au/node/39586>

## LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

### **Workplace Health and Safety**

Under the Workplace Health and Safety Act 2011, State Institute of Training 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. State Institute of Training 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.
- Complete an incident report as required.
- Ensure you are familiar with State Institute of Training 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).

### **Harassment, victimisation or bullying**

- State Institute of Training is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. State Institute of Training 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 State Institute of Training Complaints and Appeals procedure and detailed in this Handbook.

### **Equal opportunity**

- The principles and practices adopted by State Institute of Training aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with SIT.
- All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.
- State Institute of Training 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.

### **National VET Regulator Act 2011**

- As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.
- As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

## **PRIVACY POLICY**

In collecting your personal information State Institute of Training will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:

- We have made you aware that information of that kind is usually passed to that person or organisation.
- You have given written consent;
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
- The disclosure is required or authorised by or under law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

For a full copy of the Policy, contact us at the contact details shown at the front of the Handbook.

In addition, Under the Data Provision Requirements 2012, SIT 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 [insert RTO name] for statistical, regulatory and research purposes. SIT may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- 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

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

## CONTACT INFORMATION

WHO	WHY	HOW
State Institute of Training	For Information, policies and procedures that affect you	SIT reception desk <a href="mailto:info@sit.vic.edu.au">info@sit.vic.edu.au</a> <a href="http://www.sit.vic.edu.au">www.sit.vic.edu.au</a>
Department of Education and Training	For your ESOS rights and responsibilities	ESOS Helpline: +61 2 6240 5069 Email <a href="mailto:esosmailbox@det.gov.au">esosmailbox@det.gov.au</a>
Department of Home Affairs	For visa matters	<a href="https://www.homeaffairs.gov.au/">https://www.homeaffairs.gov.au/</a> Phone 131 881 in Australia Contact the DIBP office in your country.