

**Scania College**

# **Student Handbook**

**Calendar Year 2024**



**SCANIA COLLEGE**

INVEST IN YOURSELF

RTO Number 41481

Welcome!

Scania College would like to welcome you as a student of our Registered Training Organisation. At Scania College we understand that everyone has their own reasons to commence a study program, whether it is for ongoing professional development, changing a career path, gaining formal recognition for the work you do, returning to the workforce or simply starting out after time spent away from a formal training environment.

We are aware of the challenge it presents and offer assurance and encouragement to our students through providing a supportive, quality learning environment for you to reach your goals.

I know that your selection of a training provider is a major decision for you to gain the qualification you are seeking. I am confident that from the time you enrol, you can be assured that you have taken the first step towards your goal, and we will stand by you, throughout your chosen pathway, offering support to in your chosen study path and we will encourage you to seize all opportunities to gain new skills and be prepared for the road ahead.

This student handbook will provide the information you require and outline the rights and responsibilities of all students.

We hope your time with us is a rewarding experience and we look forward to supporting your learning path.

Kind regards  
Chief Executive Officer

Scania College

Scania College Pty Ltd is a registered training organisation which specialises in vocational education and training for the leadership and management industry. RTO Code 41481. Our Vision and Mission statement reflects our commitment to the industry, students, the employees within it, and the customers they serve.

### **Vision**

It is the vision of our training organisation to assist customers and the leadership and management Industry in gaining skilled and competent personnel through a training structure, which is nationally recognised throughout Australia.

We aim to foster a quality training environment for all students and gain trusted partnerships with the leadership and management industry, with a mutual commitment to the ongoing education and professional development of students, staff, both new & existing.

### **Mission**

To provide the leadership and management industry, quality - flexible training solutions, with customizable programs. Our training organisation is committed to providing programs and services that will allow leadership and management staff to receive the training and professional development they need to perform in the leadership and management sector. The courses and programs provide opportunities to enhance and increase knowledge of appropriate practices within the sector.

### **Statement of Purpose**

Our training organisation is dedicated to the provision of training programs for the leadership and management services in Brisbane. We can provide flexible training solutions both on and off the job. We take our services where they are needed.

### **Fundamental Principles**

Our Training organisation is guided by the following Fundamental Principles:

- the right of people to make choices in their own lives;
- the right of people to dignity, respect, privacy and confidentiality;
- the right of people to be valued as individuals;
- the right of people to access services/training on a non-discriminatory basis;
- the right of the community to accountable and responsive services.

### **Objectives**

The objectives pursued by our training organisation are to:

- provide advice to prospective learners about the training product that is appropriate to meeting the learner's needs, taking into consideration everyone's existing knowledge, skills and experience
- provide high quality training options, reflecting the principles of adult learning
- respect the rights of all our stakeholders by always treating everyone fairly and ethically
- be a fair, equitable and supportive organisation, recognising and appreciating individual needs, learning styles, providing opportunities for ongoing education support, encouraging ongoing evaluation and feedback, and establishing pathways to other learning opportunities
- ensure that the RTO operates in an effective, efficient, and accountable manner by observing all relevant legislative, regulatory, industrial award and government funding requirements, and exercising sound financial management in all areas of our operation, including the control of the organisations' assets, and will plan, monitor and regularly report on our progress against our plans to ensure our continuing viability
- systematically monitor and evaluate stakeholder feedback for ongoing continuous improvement in all areas of our operation.

### Scania College 's Code of Practice

- Our marketing and advertising to prospective clients is ethical and accurate.
- We will gain written permission from a student or client before using information about that individual or organisation in any marketing materials.
- All prospective learners will be informed before they enrol as to all course costs and charges.
- Our Registered Training Organisation [RTO] provides a fair and equitable refund policy statement to each client prior to enrolment.
- Our organisation obtains on an annual basis a statement from an appropriately qualified accountant attesting to our financial viability.
- We ensure that all academic, financial and other records maintained by us are complete and accurate. These records are kept secure and are confidential.
- We are committed to the principles of access and equity and will not unlawfully discriminate against any person. We ensure that all learning experiences are free from discrimination or harassment.
- Everyone is treated fairly and students will receive all reasonable assistance to meet their individual needs whilst undertaking training and assessment within our organisation.
- We recognise existing knowledge, skills and experiences held by adult learners, therefore, we offer the opportunity for all learners to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning [RPL].
- We will listen to and deal fairly and constructively with any concerns and any complaints about any of our service. We adopt the principles of natural justice and procedural fairness.
- We engage with relevant industry representatives to evaluate our training and assessment services. This ensures that our graduates hold the required skills and knowledge to the standard of performance required for industry.
- Our staff participate in regular professional development training to ensure their knowledge and skills reflect current industry practice.
- Our organisation is committed to continuous improvement; therefore, we will seek feedback from our students about the services they have received. We value all feedback.
- We always ensure that our operations comply with all Commonwealth, State and Territory legislation and regulatory requirements relevant to our operations.
- If a student has completed relevant units of competency with another registered training organisation, we will credit these towards completion of the qualification, once the AQF certification has been authenticated and verified.
- Our organisation issues Qualifications and Statements of Attainment to students who meet the required outcomes of a Qualification or Unit of Competence, in accordance with all relevant National Guidelines, acknowledging where applicable.
- Any changes to agreed services, including any new third-party arrangements, change of organisational ownership, legislation changes or regulatory requirement changes, all stakeholders will be fully informed as soon as practicable.
- Our organisation provides an annual declaration on compliance to the VET Regulator and meets the requirements of the Standards for Registered Training Organisations (RTOs) 2015 at all times and fully co-operates with the VET Regulator, including any third-party delivering services on the organisation's behalf.

## MARKETING

To enable all prospective students, prior to enrolment to make an informed decision about courses offered by Scania College, information will be freely available on the organisation's website [www.scania.edu.au](http://www.scania.edu.au)

Marketing information will include, but not limited to:

- Accredited and non-accredited courses offered by Scania College
- Accredited course codes and titles
- Course brochures and course program information
- Entry requirements
- Delivery modes
- Estimated course duration
- Locations at which training and assessment
- Details of any third-party providers if any
- Information regarding any work/vocational placement requirements
- Student Handbook, which will detail the RTO's obligations and the student's rights and obligations
- An Enrolment Pack that includes:
  - Enrolment Form
  - USI Consent Form
  - Credit Transfer Verification Form
  - RPL Application Form
  - Language, Literacy & Numeracy (LLN) Skills Indicator assessment
  - Fit 2 Work – National Police Check Form
  - Fit 2 Work – 100 Points of ID Information Sheet

## MARKETING POLICY AND PROCEDURE

This policy provides information on the advertising and marketing requirements, **prior** to a prospective student enrolling in a course offered by Scania College.

## PROCEDURES

- All advertising and marketing shall be approved by the Training Manager, prior to being published by Scania College representatives, or any Third-Party providers, providing training and assessment on behalf of Scania College.
- No advertising or marketing will guarantee that a prospective student will successfully complete a training product on Scania College's scope of registration; nor will any marketing or advertising guarantee that a student will obtain an employment outcome.
- All information disseminated through Scania College's website [www.scania.edu.au](http://www.scania.edu.au) or through brochures and print will accurately inform prospective students **prior** to enrolment of Scania College's services and will include:
  - RTO Code 41481
  - Accurate and information on Scania College's nationally recognised training products code and titles, as published on [www.training.gov.au](http://www.training.gov.au), and any relevant non-accredited courses offered
  - Estimated course durations; expected locations and expected modes of delivery for each course
  - Information on mandatory requirements for completion of relevant qualifications/courses – for example but not limited to vocational work placement requirements and Police check requirements
  - Information regarding Student Support Services
  - A copy of the Language, Literacy and Numeracy Skills (LLN) Indicator Assessment, for completion for ALL qualifications and Skill Sets. Please

note, students whom are undertaking 'Stand Alone' Units of Competency and non-accredited workshops are not required to undertake a LLN.

- o Information informing prospective students that prior to commencing training and assessment, students will be sent an invoice for course fees or co- contribution fees

## COURSE TIMEFRAMES

All students enrolling in Scania College courses are expected to work on their training and assessments throughout the time frame given:

- **Certificate III courses** – Sixteen (16) months
- **Certificate IV courses** – Seven (7) months

Any extension to these timeframes must be approved by Scania College 's Executive Officer. For students who wish to request an extension please write directly to the Training Manager at [scaniacollege@gmail.com](mailto:scaniacollege@gmail.com) requesting the reason for the extension and the timeframe required. The Training Manager will seek a decision from the Executive Officer and will advise the student the decision in writing within ten (10) working days.

## STUDENT ENROLMENT INFORMATION

- The enrolment process is aimed at ensuring that prospective students are fully informed about the course and are enrolled in the appropriate qualification/course to meet their specific needs.
- All prospective students will have either accessed the course information on the organisation's website or would have been in contact with a Scania College Representative, whom would have informed and provided the full course information, to ensure that the course meets the prospective student's individual needs.
- An enrolment form must be fully completed, signed and dated by the prospective student
- Colour photographic identification must be provided to Scania College
- A Unique Student Identifier (USI), or completion of a USI Consent Form will need to be provided
- Completion of a National Police Check Form (as required)
- Completion of a Credit transfer and/or a RPL Application Form (as required)
- Upon request, a prospective student may be invited to meet with a Scania College Representative for a personal interview
- Prior to enrolment all students who are enrolled in a qualification, or skill set will be required to complete a Language, Literacy and Numeracy Skills (LLN) Indicator Assessment. Students undertaking Stand Alone Units of Competency and non-accredited workshops do not require to undertake a LLN.
- Processing of an enrolment by Scania College Representative's is expected to be completed within 48 hours of receipt of a fully, accurate and signed completed Enrolment Form received by Head Office.
- Enrolment details will, as far as possible, be entered electronically as received and, otherwise, be entered in order of receipt in the Office. Availability of places will be determined fairly, in order of entry of enrolments on enrolment record data sheet. Upon acceptance, all applications will be confirmed by telephone, email or a letter and recorded with a confirmation Welcome letter issued to the student, prior to the commencement of training and assessment.

## English Language Proficiency

Prospective students from a non-English speaking background are required to have an adequate level of English Language and Numeracy skills, as all courses will be delivered and assessed in English only. The level of English required will be to Queensland Curriculum & Assessment Authority (QCAA) Year 10 equivalent.

## Language, Literacy and Numeracy Policy and procedures

### POLICY

- In order to provide each prospective student with the appropriate training product and/or additional language, literacy and numeracy support, prior to enrolment Scania College takes into account all prospective student's language, literacy and numeracy skills and competencies, by having each prospective student who would like to enrol in a qualification, or a skill set complete a Language, Literacy and Numeracy (LLN) Skills Indicator assessment.
- Scania College does not require students who are enrolling in a Stand-Alone Unit of Competency, or a non- accredited workshop to complete a LLN.

### PROCEDURES

1. Prior to enrolment the Administration Officer (Student Intake Officer) will send to prospective students who are interested in enrolling in a qualification, or a skill set a Language, Literacy and Numeracy (LLN) skills Indicator assessment, for completion prior to enrolment
2. The prospective student will complete the LLN skills Indicator (when required); sign and date the LLN Skills Indicator and return it to [scaniacollege@gmail.com](mailto:scaniacollege@gmail.com)
3. The Administration Officer (Student Intake Officer) will on forward the complete LLN skills Indicator to therelevant Trainer/Assessor for marking within 48 hours of receipt
4. The relevant Trainer/Assessor will mark the student's LLN Skills Indicator Assessment and provide the marked LLN Skills Indicator and written advice to the Administration Officer, within 24 hours as to whether the prospective student will require additional educational, LLN support
5. The Administration Officer (Student Intake Officer) will advise the Training Manager within 24 hours of receipt of the marked LLN Skills Indicator, if the Trainer/Assessor has recommended additional educational, LLN support
6. The Training Manager will contact the prospective student within 24 hours to discuss the LLN skills Indicator support requirements and to discuss appropriate training products based on the LLN Skills Indicator results
7. If, after the Trainer/Assessor has marked the prospective student's LLN Skills Indicator it has been ascertained that the student has the appropriate LLN Skills levels to meet Scania College 's training product LLN requirements (i.e. Grade 10 English level), the Administration Officer (Student Intake Officer) will ensure that all enrolment pack documentation is completed and will send out a Welcome letter to the student
8. The LLN Skills Indicator Assessment completed, signed, dated and marked will be filed on the Student's Academic file
9. For prospective students whom require additional language, literacy and numeracy support, please refer to the Student Support policies and procedures.
10. For prospective students whom require additional language, literacy and numeracy support that is not able to be provided by Scania College 's trainers and assessors, students will be directed to appropriate external service providers. Any additional support provided by external service providers that charge a fee, will be the responsibility of the student. Scania College does not pay for external LLN service provider support.

## STUDENT SUPPORT POLICY AND PROCEDURES

### POLICY

In order to provide each prospective student with the appropriate training product and educational support services to meet the needs of individual learners undertaking the training and assessment, Scania College identifies the support requirements of each student prior to enrolment; collects student feedback throughout the course delivery and upon completion of the course, which is used to improve student support services

### PROCEDURES

- Prior to enrolment the Administration Officer (Student Intake Officer) will send to prospective students a Language, Literacy and Numeracy (LLN) skills Indicator assessment, for students who are interested in enrolling in a qualification, or a skill set.
- Students who are interested in enrolling in a Stand-Alone Unit of Competency; or a non-accredited workshop will not be required to complete a mandatory LLN prior to enrolment.
- Relevant students will need to complete the LLN prior to enrolment.
- By completing the LLN Skills Indicator prior to enrolment, this will assist Scania College identify the suitability of the course for the relevant student and identify any educational and support service needs.
- Once a student has been identified as requiring educational and/or support service needs by the Trainer/Assessor who has marked the student's LLN Skills Indicator assessment the Training Manager will be advised
- The Training Manager will contact the prospective student within 24 hours to discuss the LLN skills Indicator support requirements and to discuss appropriate training products based on the LLN Skills Indicator results
- The Training Manager will discuss the educational and support service options available to the student as detailed below:

<b>Internal Support Services available within Scania College</b> <i>(No cost to student)</i>	<b>External Support Service options, outside of Scania College</b> <i>(Additional costs may occur, which will be at student's own expense – Scania College does not cover the cost of external support services)</i>
Additional tuition – held on a Wednesday weekly by the Trainer/Assessor	Reading Writing Hotline – funded by Australian Government Department of Education and managed by TAFE <a href="http://www.readingwritinghotline.edu.au">www.readingwritinghotline.edu.au</a> Telephone: 1300 655 506
Modifying the learning/assessment materials – e.g. larger font/larger print	Disability Support Service – provided by Centacare <a href="http://www.centacare.org.au">www.centacare.org.au</a> Telephone: 1300 236 822
Providing magnification aids in class	Counselling Services – provided by Life Support Counselling <a href="http://www.lifesupportcounselling.com.au">www.lifesupportcounselling.com.au</a> Telephone: 1300 735 030 OR Lifeline <a href="http://www.lifeline.org.au">www.lifeline.org.au</a> Telephone: 13 11 14



Small class sizes	Aboriginal and Torres Strait Islander Student Support provided by Indigenous Community Volunteers – Brisbane <a href="http://www.icv.com.au">www.icv.com.au</a> Telephone: 1800 639 565
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- Once the educational and support services have been agreed upon by the Training Manager and the student, the Training Manager will record the support services in the student's academic file and provide a copy to the student and the relevant trainer/assessor.
- Once all other enrolment documentation has been completed, the Administration Officer will send the student a Welcome letter
- Trainers/Assessors will continue to monitor each student's educational needs throughout their training and assessment, including students who are enrolled in Stand Alone Units of Competency and non-accredited workshops – seeking feedback from students and providing feedback to students to determine whether additional educational and support services are required to assist the student in their learning.
- Upon completion of the course students will be provided with a feedback survey to complete, to enable continuous improvement with student support services for Scania College.

## STUDENT WELFARE/GUIDANCE

### Student Welfare/guidance Support services

Scania College understands that each student is an individual and will be completing the course with varying levels of ability and under different circumstances. Scania College is dedicated to ensuring that all students are given reasonable opportunity to complete their training and will provide students with the support to do so.

Scania College acknowledges that trainers have limited knowledge in regard to the areas of counselling/social welfare and will not be expected to deal with individual student circumstances beyond recommending one of these service providers listed below to support them if required.

Any additional costs borne to students by accessing external student support services will be borne by the student. Scania College does not pay costs associated with external student support services.

### Commonwealth and State Government Agencies for Support

Centrelink is a government initiative providing information and assistance relating to a range of programs, including childcare, student assistance payments and registration of all new applicants for income support. Additional agencies are detailed below whom may be available to provide additional student support. Students are encouraged to contact the agency directly.

- Job Seekers – 132 850
- Students – 132 490
- Family Assistance – 136 150
- Veterans Affairs – 133 254

### National Help Lines and Websites

Information about mental illness, treatments and where to go for support.

- SANE Australia Helpline: 1800 187 263

Information on symptoms, treatment and prevention of depression and bipolar disorder.

- Black Dog Institute: <http://www.blackdoginstitute.org.au>

A provider of relationship support services for individuals, families and communities.

- Relationships Australia: 1300 364 277

Information and support for individuals with a disability suffering abuse and neglect.

- National Disability Neglect and Abuse  
Hotline: 1800 880 052 Private Charitable Agencies  
for Support

- Alcohol and Drug Information Services; Phone: 1800 888 236
- Lifeline –for emotional support 24 hours a day; Phone: 1800 825 955
- Women’s Domestic Violence Crisis Service; Phone: 1800 015 188
- The Salvation Army National Hotline; Phone: 13 72 58
- Alcohol and Drug Services; Phone: 1800 177 833
- Indigenous Counselling Services; Phone: 07 3899 5041
- Mental Health Association; Phone: 1300 729 686
- Beyond Blue (Depression and Anxiety Support) Phone: 1300 224 636

### Studying in Brisbane

#### BRISBANE WEATHER

- <http://www.bom.gov.au/qld/forecasts/brisbane.shtml>
- <http://www.weatherzone.com.au/qld/brisbane/brisbane>

### Surrounding areas to Visit

#### GOLD COAST

- <http://www.visitgoldcoast.com/>
- [https://www.tripadvisor.com.au/Attractions-g255337-Activities-Gold\\_Coast\\_Queensland.html](https://www.tripadvisor.com.au/Attractions-g255337-Activities-Gold_Coast_Queensland.html)
- <http://www.goldcoast.qld.gov.au/default.html>

#### SUNSHINE COAST

- <https://www.visitsunshinecoast.com/>
- [https://www.tripadvisor.com.au/Attractions-g1132645-Activities-Sunshine\\_Coast\\_Queensland.html](https://www.tripadvisor.com.au/Attractions-g1132645-Activities-Sunshine_Coast_Queensland.html)
- <https://www.youtube.com/c/visitsunshinecoastaustralia>

#### IPSWICH

- [http://www.ipswich.qld.gov.au/about\\_ipswich](http://www.ipswich.qld.gov.au/about_ipswich)
- <http://www.discoveripswich.com.au/>
- <http://www.theworkshops.qm.qld.gov.au/Visit+us/Ipswich#.V6fRLY9OKMo>

### TRAINING POLICY AND PROCEDURES POLICY

*Scania College offers face-to-face delivery options for learners.*

*This policy and procedures details Scania College’s mode of delivery, and locations for training delivery.*

### PROCEDURES

*Prospective students will be provided with information regarding Scania College’s modes of delivery options prior to enrolment or training and assessment, whichever comes first.*

*All students will be provided with training and learning resources, facilities and equipment to enable each student to meet the requirements for each unit of competency.*

### Training Delivery Options

*Scania College offers four training delivery options:*

- Scania College Classroom – delivered at Scania College’s classroom locations
- Workplace training – delivered at a workplace, either as vocational training, or workplace learning

*Each training delivery option is detailed below:*

### **Scania College Classroom Procedures**

*Students will be provided, prior to training and assessment with:*

- Class timetables
- Details of Scania College 's classroom locations, which could include, but not limited to:
  - Level 1, 88 Merivale St, East Brisbane QLD 4101
  - 1/35 Manilla St, East Brisbane QLD 4169
- All learning and assessment resources, facilities and equipment required to enable each learner to meet the requirements of each unit of competency in which the student is enrolled in.

## Workplace Training Procedures

*Students will have the opportunity to learn 'on the job' through completing either:*

- Vocational work placement, and will be provided with relevant vocational placement documentation to record learnings OR
- 'On the job' professional development, whereby a Scania College qualified trainer is engaged to deliver training at an employer's workplace to enable each of the employer's employees, or contractors, meet the relevant training package requirements for which they are enrolled in.

*All learning resources, facilities and equipment required to enable each learner to meet the requirements of each unit of competency in which the student is enrolled in will be provided by Scania College.*

## STUDENT INDUCTION

A student induction session will be held on the first day of the course commencement of the course and will cover:

- introductions to trainers, staff and other students
- facilities equipment and resources
- course timetable
- Vocational placement requirements
- Learning and assessment strategies
- organisational policies and procedures
- student support
- question and answer sessions

## STUDENT CODE OF CONDUCT

The Student Code of Conduct applies to all students and aims to ensure the safety, comfort and wellbeing of everyone. All Students are responsible for maintaining a high standard of behaviour whilst undertaking training and assessment through Scania College, which includes:

- Complying with all Commonwealth, State and Territory legislation always – not engaging in any unlawful behaviour
- Adhering to lawful instructions given by a Scania College Representative during the course
- Acting with respect and courtesy, and not causing harm to others, including the organisation's reputation, other students and/or Scania College's employees, visitors and contractors
- Attending and arriving on time for all scheduled classes, or contacting Scania College as soon as practicable, if unable to attend the scheduled class
- Submitting compulsory assessments when they fall due and upholding academic integrity throughout the course, which means:
  - no cheating – not copying other student's work
  - no plagiarism
  - not offering bribes, or incentives to others
- Completing all vocational placement requirements within the allocated timeframes, and meeting the policies and procedures of the vocational placement workplace, including maintaining confidentiality at all times
- Turning mobile phones off during class, unless required for specific personal, professional, or health and wellbeing reasons (*please advise your Trainer/Assessor accordingly. Please note - for students that do require their mobile phone to be accessible throughout class time, please ensure that*

*any mobile phone usage during this time does not interfere with other people's learning and/or the trainer's teaching)*

- Producing identification when requested

#### Reference to relevant Code of Conduct terms:

##### Plagiarism

The term plagiarism refers to taking and using another person's ideas, writing or inventions as your own and failing to acknowledge the source and is not acceptable.

##### Copyright

You may only copy materials in accordance with the Copyright Act 1968 and you must comply with licences for the use of intellectual property, including software.

##### Confidentiality

As an enrolled student, you may be required to attend practical work experience placements as part of your studies. In the course of these placements, you may become familiar with information that is confidential to that workplace. You must not divulge any information that you may become aware of as a result of a placement to those outside of the organisation.

#### Relevant legislation may include but not limited to:

- Anti-discrimination
- Copyright Act
- Privacy Act
- Work Health and Safety Act 2011

#### Breaches of the Code of Conduct

- For any general breaches of the code of conduct a student will receive a warning, with an opportunity for a right of reply by the student. The warning may be a verbal reminder of the expected behaviour or an official written warning from either the student's trainer/assessor or Scania College's Training Manager.
- For any legislative breaches that are unlawful behaviour, the Training Manager will notify the student and may be required, under legislation to notify the Police, or relevant government agency.
- Scania College will maintain confidential records of any breaches of the code of conduct by a student.

#### FEES POLICY AND PROCEDURES POLICY

This policy details all relevant fee information, including current fees and payment terms and conditions.

Under this policy, Scania College does not require students to pre-pay fees in excess of a total of \$1500 at any time.

Under this policy, Scania College will not issue AQF certification to a student until all agreed fees owing to Scania College have been paid in full.

#### PROCEDURES

1. Scania College requires that students who are enrolled in full qualifications, RPLs, or Skill Sets and are full Fee for Service students pay a deposit of \$150.00 prior to the commencement of training and assessment).
2. Scania College offers full qualification or Skill Sets Fee for Service Students payment plan options, which include:

- For full course qualifications, or Skill Sets – training and assessment, the option of either paying in:
  - 2 monthly instalments OR
  - Fortnightly, through a Direct Debit agreement
- For Assessment only – RPL, the option of either paying:
  - Over a 1-month period OR
  - Fortnightly, through a Direct Debit agreement

3. Scania College requires that students who are enrolled in Stand Alone Single Units of Competency and/or non- accredited workshops, and are full Fee for Service students, pay the full fee payment, prior to the commencement of training and assessment.

4. For students undertaking vocational placement, an additional fee may be required for a Police Clearance check. Please refer to 'Additional fees' information within this Fees Policy and Procedure.

5. Each student will be issued relevant AQF documentation, once the student has been assessed as meeting all the requirements of the training product that they have enrolled in, and that all agreed fees have been paid to Scania College.

### Full Fee for Service – Payment Terms and Conditions, including deposit requirements

#### Qualifications/Skill Sets

Full fee for training and assessment services students, who are enrolled in Scania College 's qualifications or SkillSets will be required to pay:

- \$250-00 must be paid as a deposit prior to the commencement of all training and assessment delivery.
- The remaining fees will be required to be paid either:
  - over a two (2) monthly invoiced payment plan period for all qualifications that require training and assessment delivery, OR
  - a fortnightly payment plan period, via direct debit agreement

#### Assessment ONLY (RPL)

For full fee payment students who have enrolled in RPL Assessment Application ONLY, they will be required to pay:

- \$250-00 deposit prior to commencement of RPL assessment process
- The remaining fees will be required to be paid either:
  - over a one (1) month invoiced payment plan period for all qualifications that are assessed as 'RPL ONLY,' OR
  - a fortnightly payment plan period, via direct debit agreement
- Any 'gap' training and assessment fees will be required to be paid either:
  - during the second month of the RPL process, OR
  - through a fortnightly payment plan period, via direct debit agreement

#### Stand Alone Single Units of Competency/Non-accredited workshops – Payment terms and conditions

Prior to training and assessment for all Stand-Alone Units of Competency and/or non-accredited workshops fees must be fully paid.

#### Invoicing for Fee for Service

- Students will be provided with an invoice detailing all agreed fees and relevant payment plans.
- Students will be provided with a receipt of payment.

**Please NOTE: Pre-paid fee payments will not exceed a total of \$1,500 at any time.**



## Full Fee for Service Pricing Structure – Table A

TABLE A – FULL Fee for Service fees			
Course ID	Name of Course		Price
<u>Short Courses</u>			
SITHFAB025	Prepare and serve espresso coffee		\$330
<u>Qualifications</u>			
BSB50420	Diploma of Leadership and Management	12 Units	\$9,000.00
BSB60420	Advanced Diploma of Leadership and Management	10 Units	\$11,000.00

For additional fee information - please refer to Scania College 's website [www.scania.edu.au](http://www.scania.edu.au)

## REFUNDS POLICY AND PROCEDURES

## POLICY

This policy and procedures details Scania College 's refund process.

All refund requests must be received in writing by the Training Manager, using the Refund Request Form with supporting evidence (as required). All refund requests must be sent to the [scaniacollege@gmail.com](mailto:scaniacollege@gmail.com) email address.

All refund requests will be made at the sole discretion of the Executive Officer and will be processed within 10 business days of the written application being received. The Training Manager will liaise directly with the Executive Officer and notify the student/prospective student accordingly.

All approved refunds will be paid within 5 working days of the refund approval date.

If a student is not satisfied with the outcome of the refund process, the student may appeal the decision within 5 working days, by following the Scania College Complaints and Appeals policy and procedures, which will be provided to them by the Training Manager.

## PROCEDURES

- At Scania College, all student's or prospective students have the right to receive:
  - A full refund if a course is cancelled for any reason by Scania College
  - A full transfer of the fees already paid by a student, to an alternative course delivered by Scania College, as agreed to by the student, if the course in which the student was previously enrolled in, was cancelled by Scania College
  - A refund of monies paid, less 20% administration fee, if a prospective student cancels their enrolment in a course offered by Scania College, within **more** than 7 days of the course commencement date
  - A 50% refund of monies paid, less 20% administration fee, if a prospective student cancels their enrolment in a course offered by Scania College, **less** than 7 days of the course commencement date
- At Scania College, a student, or prospective student will not have the right to receive a refund:
  - Once the course in which the student has enrolled in, has commenced, including any commencement of a Recognition of Prior Learning (RPL) assessment evidence process



### Refund Process

1. Student, or prospective student is to complete a Refund Request Form with supporting evidence (as required) and send it to the Training Manager at [scaniacollege@gmail.com](mailto:scaniacollege@gmail.com) email address.
2. The Training Manager is to acknowledge receipt of the refund request form in writing, within 2 working days of receipt.
3. The Training Manager will liaise directly with the Executive Officer, who will review the refund request, taking into consideration the refund policy and procedures and any supporting evidence.
4. The Executive Officer will decide, within 8 business days of the refund request being received.
5. The Executive Officer will advise the Training Manager, in writing of their decision, within 8 business days of the refund request being received.
6. The Training Manager will manage the Executive Manager's request i.e. advising in writing to the student/prospective student the refund request outcome, within 10 business days of receiving the refund request.
7. The Training Manager will process all approved refund requests, within 5 working days of notifying the student/prospective student of the refund request outcome. The approved refund will be deposited into the student/prospective student's nominated bank account (please note, no refunds will be paid in cash).
8. For refunds that have not been approved by the Executive Officer, the Training Manager will notify the student/prospective student in writing, within 10 business days of receiving the refund request. The Training Manager will additionally provide the student/prospective student with Scania College's complaints and appeals policy and procedure.
9. All decisions and documentation will be recorded by the Training Manager, with all documentation related to the refund request being maintained in the student/prospective student's file and filed accordingly. Finance will be notified of any financial transactions. Documentation may include, but not limited to:
  - i. Written refund request
  - ii. Refund Request Form and evidence
  - iii. Written decisions by Executive Officer
  - iv. Written notification to student/prospective student by Training Manager
  - v. Student/prospective student's written request and written response/s
  - vi. Financial records (as required)

## Refund Request Form

Please be advised, by filing in this form, you are applying for a part or full refund of fees paid to Scania College. All refund requests must be received in writing by the Training Manager, using the Refund Request Form with supporting evidence (as required). All refund requests must be sent to the [scaniacollege@gmail.com](mailto:scaniacollege@gmail.com) email address.

Each refund request will be reviewed, and a decision will be made by the Executive Officer within the time frame as outlined in the Scania College Refund policy and procedures. Please read Scania College's Refund policy and procedures. A response will be issued to you within 10 business days and if successful, a refund will be made as per the refund policy and procedures.

Date Refund request made		Name of person making the request	
Telephone contact number			
Email address			
Contact postal address			
Course enrolled in			
Date course due to commence			
Please detail in full your reason for requesting a refund and provide any supporting evidence			

Direct Deposit into Bank Account			
BSB No:		Bank Name:	
Account No:		Branch Address:	
Account Holder Name:			
<b>Declaration:</b> I, the student, authorise this payment to be made to me or the original payer (where proof of payment is provided with this form) and the information provided on this form is true and correct. Signature: _____ Date: _____			

WE WILL BE IN CONTACT WITHIN 10 DAYS, THANK YOU



OFFICE USE ONLY

Received by: \_\_\_\_\_ Refund Number Issued: \_\_\_\_\_

Date: \_\_\_\_\_ Authorised by: \_\_\_\_\_

Outcome: \_\_\_\_\_

Date if Refund issued: \_\_\_\_\_ Amount: \_\_\_\_\_

Bank Details: \_\_\_\_\_

OTHER INFORMATION, as required:

\_\_\_\_\_

\_\_\_\_\_

## **Workplace Health & Safety**

Scania College accepts the responsibility to provide a safe and healthy environment for those who use our premises and training venues. We will observe all relevant WHS requirements, and all trainers will be familiar with those requirements applicable to their role. We will educate all employees to identify, assess, and initiate the removal of workplace hazards and will encourage them to participate actively in our Workplace Health and Safety reviews.

Please be advised, students MUST be able to undertake manual handling activities/tasks whilst undertaking vocational placement. Relevant WHS requirements will apply.

## **Disciplinary procedures**

Disciplinary action will be taken by the organisation against a trainer/employee or student that is appropriate under the circumstances and undertaken in a manner that best protects the interests of the organisation, its staff and students while recognising the rights of the person(s) against whom the action is taken. Disciplinary action is investigated by the Training Manager and referred to the Executive Officer.

## **Attendance**

Regular and punctual attendance at classes is a requirement for successful completion of the course, for distance and E-Learning student's submission of assessment tasks as per timetable is recommended for successful completion of the course with mandatory practical attendance days recorded. Non-attendance jeopardises the student's ability to complete the course requirements and overall failure of their selected qualification. In the event of extended absence, the student may be withdrawn from the course and will have to provide evidence verifying the reasons of their extended absence. Scania College will send written notification to the student outlining their intentions to withdraw the student from the course and provide a timeframe for a response – if no response received within the timeframe provided the student will be automatically withdrawn.

## **Skills recognition**

Students may already have skills or knowledge that will enable them to gain a qualification without taking part in a whole training program. The skills and knowledge may have been gained through study, self-tuition, work and/or life experience.

Skills recognition is the acknowledgment by a training provider that an employee has gained an appropriate level of skill and knowledge that would have otherwise been developed through undertaking a course.

Training providers generally apply skills recognition in two ways:

- recognition of prior learning
- credit transfer

## **Credit Transfers**

Scania College accepts and provides credit to students for units of competency where there is evidence that the AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, once it is authenticated the VET transcripts issued by the Registrar.

Therefore, for students who would like to apply for a credit transfer, please complete the Credit Transfer Verification Form and submit this to your Trainer/Assessor, who will verify and authenticate the VET transcript with the other RTO.

## Credit Transfer Verification Form

**Instructions:**

The following consent is required to enable Scania College Pty Ltd to undertake necessary verification of certification from the issuing institution.

Please complete the Credit Transfer Verification Form and return to [scaniacollege@gmail.com](mailto:scaniacollege@gmail.com)

**1. Course Details**

<b>Course Code</b> <i>(in which you are enrolled in)</i>	
<b>Course Title</b> <i>(in which you are enrolled in)</i>	

**2. Personal Details**

Title:    Mr <input type="checkbox"/> Ms <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Other <input type="checkbox"/>	
Family Name:	Previous Name:
Given Name:	
Residential Address:	
Phone Number:	
Email:	

**3. Consent**

I have completed previous studies and hereby seek a credit transfer for the following units of competency (UoC):			
UoC Code	UoC Title	Name of Institution	Date Issued
I hereby declare that all VET transcripts submitted herewith are genuine. I hereby provide consent to Scania College Pty Ltd (RTO 41481) to contact the relevant education institution to obtain verification of the VET transcripts issued by the Registrar.			
Documents issued post January 2015 will be verified through the USI Registry. Scania College Consultancy requests you provide authority to verify through the USI registry. Please provide this authority using the link below: <a href="https://www.usi.gov.au/documents/how-do-i-give-permission-my-training-organisation-view-my-usi-transcript-online">https://www.usi.gov.au/documents/how-do-i-give-permission-my-training-organisation-view-my-usi-transcript-online</a>			
Unique Student Identifier: (USI) 10 digits long			
Signature:			
Date:			

## ASSESSMENT POLICY AND PROCEDURES POLICY

*All assessors must ensure that they adhere to Scania College's Quality Assessment Requirements by meeting the:*

### Principles of Assessment

*Ensure quality assessment outcomes are achieved through basing the development of assessment processes and instruments on the principles of assessment. Assessment activities should reflect all principles equally:*

**Fairness** in assessment requires the assessment process considers the individual needs and characteristics of learners and does not disadvantage individuals. The process allows for any reasonable adjustment to be applied to enable the outcomes can be achieved through a range of training delivery strategies. It also allows for a learner to challenge (appeal) the result of the assessment and be re-assessed if necessary.

**Flexibility** in assessment means ensuring the skills and knowledge can be demonstrated in a variety of ways suitable to the workplace no matter how, where or when those skills were acquired, drawing on a range of assessment methods appropriate to the context, component of study and the learner.

**Validity** in assessment is ensuring evidence is collected in a variety of contexts and on a number of occasions and that the assessment assesses what it claims to assess:

- Assessment against the unit of competency covers a broad range of required skills and knowledge
- Assessment of knowledge must be integrated with practical application (where applicable)
- Judgement of competence must be based on sufficient evidence – using different assessment methods on a number of occasions and in a range of contexts

**Reliability** refers to the consistency of interpreting evidence presented for assessment to provide consistent assessment outcomes. Assessors must develop assessment marking guides for each assessment item and moderate learner assessment work to ensure consistent interpretation of assessment evidence is applied.

### Rules of Assessment

*Evidence may be derived from direct, indirect or supplementary sources and must be recorded accurately and must meet all of the following rules of assessment:*

**Validity** refers to the soundness of assessment evidence and that the:

- Evidence covers the broad range of skills and knowledge essential to competent performance identified in the unit of competency
- Evidence of knowledge and skills integrated with practical application (if applicable)
- Judgement of competence must be based on sufficient evidence – using different assessment methods on a number of occasions and in a range of contexts

**Sufficiency** refers to the quantity and quality of assessment evidence provided and that the evidence is sufficient to make a judgement about the competency of an individual in relation to the unit of competency requirements.

**Authenticity** refers to assessment evidence that the assessor is assured that the evidence is the learner's own work. Learners must acknowledge that assessment evidence they are providing is their own work when submitting assessments.

**Currency** in assessment relates to the age of assessment evidence. Competency requires demonstration of current performance and assessment evidence must indicate that the learner is currently competent as applied to current work situations

- All assessment tools, including assessment materials/resources/instruments and methods provided by Scania College to an assessor will be the tools that the assessor will use to make

a judgement of a learner's competence, based on the evidence of the learner's performance that is aligned to each unit of competency and associated training package assessment requirements.

## REASONABLE ADJUSTMENT

*Assessors must ensure that reasonable adjustment maintains the integrity of the competency outcomes in accordance with the specific training package requirements.*

*Assessors will need to adjust assessment to meet the learner's individual needs when requested.*

*Such adjustments may include but are not limited to:*

- The use of adaptive/assistive technology (equipment and software designed for use by people with a disability) educational support
- Learning and assessment aids such as papers in large print or the use of scribes
- Extra time to complete a course or assessment

*Assessors must record any reasonable adjustments made for each learner.*

## RESUBMISSION

*Learners have the opportunity to be reassessed on two (2) occasions without additional costs being incurred. If a learner has been deemed as Not Yet Satisfactory after the 2<sup>nd</sup> resubmission attempt, the Assessor must escalate this matter to the Training Manager, who will advise accordingly.*

## QUALITY ASSURANCE

- Any additional assessment requests or requirements outside of the above Assessment Policy and Procedure will need to be **approved by the Training Manager**, prior to assessment amendments being completed.

Quality Assurance processes will be in place through scheduled validations and regular internal audits of student files by the Training Manager and/or Compliance to ensure that the Assessment policy and procedures are followed accordingly.

### Outcome of Assessments

The outcomes for all assessments are either competent or not yet competent. If you are judged as being not yet competent the assessor will provide you with feedback about what further evidence, you are required to provide. Support will be given where necessary to help you to acquire knowledge or develop skills necessary to be judged as competent.

### Appeals against Assessment

Students in accredited training courses have the right to appeal against an assessment with which they disagree. Students first appeal direct to the trainer upon course completion & results notification received within seven days, outlining any evidence for reassessment. They may nominate a third person to be present to act as an advocate. The trainer notifies the Training Manager of the outcome of the appeal within 14 days of appeal notification. If the dispute is unresolved an appeal can be made directly to the General Manager on an Assessment Appeal Form obtainable from the Office, accompanied by payment of the Re-Assessment fee. The General Manager and Training Manager will view the assessment tool and the work done by the student and other students to gain a view of the fairness of the process with notification provided to the student within 28 days. Any further re-appeals will be dealt with a Compliant, Grievances and Appeals process.

## National Police Check

Students who participate in a course that requires a vocational placement and/or working with vulnerable people should be aware that if they possess a criminal record involving violence or abuse there may be restrictions to their practical vocational placements, workplace and career options involving contact with vulnerable people.

Selected qualifications require the student to undergo a criminal history record check prior to commencement of their work experience/placement. Scania College can provide all relevant application documentation in order to submit a police clearance form; the fee is to be met by student.

If a positive result is returned on the police report, Scania College cannot guarantee the student a vocational placement within the industry, if the student cannot obtain their own vocational placement opportunity within the course completion timeframe they will be withdrawn from the course.

## Exit points

Completion of all units of the course is the only exit point for those wishing to receive a full qualification. A Statement of Attainment is available for completed units of competence if a student leaves prior to the end of a course. There is no automatic re-entry point.

## Certificates and Statements of Attainment

The purpose of Certificates and Statements of Attainment (AQF certification documentation) is to formally recognise the achievement of students in attaining competencies offered in nationally accredited courses in accordance with the conditions attaching to recognition.

Scania College only issues AQF certification documentation to a student who has been assessed as meeting the requirements of the qualification/course that the student has been enrolled in, as specified in the relevant training package.

Scania College will issue the AQF certification documentation to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product in which the student is enrolled in, and providing all agreed fees, including any co-contribution fees have been fully paid to Scania College.

## AQF CERTIFICATION DOCUMENTATION ISSUANCE POLICY AND PROCEDURE

This policy provides information on Scania College's AQF certification documentation issuance for training products that relate directly to Scania College Pty Ltd, RTO Code 41481 scope of registration, as detailed on the National Register – [www.training.gov.au](http://www.training.gov.au)

### ISSUANCE PROCEDURES OVERVIEW

- Scania College will maintain a confidential, secure and auditable AQF certification issuance records register, at all times, which will contain information on the:
  - AQF Qualifications issued
    - The code and title of the issued AQF qualification
    - The student's name
    - The date of issue
    - An AQF Qualifications issuance identifier number
  - Statements of Attainment issued
    - The student's name
    - A list of the units of competency successfully completed, as detailed on the National



- Register
    - The date of issue
    - An issuance Statement of Attainment identifier number
- AQF qualifications and statements of attainment records issuance documentation will be retained for a period of 30 years
- Scania College 's Training Manager will provide reports of Records of qualifications and statements of attainment issued as requested by the VET Regulator and all other Government agencies as legally required
- Scania College 's AQF certification documentation records will be accessible to current and past students, when requested in writing
- Scania College will recognise authenticated AQF certification documentation issued by another RTO or AQF authorised issuing organisation
- Scania College reserves the right to revoke AQF certification document in the event that:
  - The incorrect information has been included on the AQF certification document
  - Acts of plagiarism by a student have been evidenced and proven
  - The training package requirements for the training product that the student has been enrolled in, has not been successfully met

## ISSUANCE PROCEDURES

- Scania College 's Executive Officer, Mr Jatinder Singh shall have the authority to sign AQF qualifications and statements of attainment
- If at any time, the Executive Officer delegates issuance signing authority to another person, the delegation authority will be detailed in writing, giving the delegation timeframe
- The Executive Officer will ensure that all AQF certification documentation is issued to each student upon successful completion of the training package requirements for the training product that the student is enrolled in
- All AQF certification issued BY Scania College shall meet the following requirements:

*Application of the AQF Qualifications Issuance Policy within the VET Sector*

### *Issuing AQF Qualifications*

- 1. RTOs must include the following information on the testamur, in addition to the requirements of the AQF Qualifications Issuance Policy:
  - The name, RTO code and logo of the issuing organisation
  - The code and title of the awarded AQF qualification and
  - The NRT logo in accordance with the current conditions of use contained in Schedule 4 of the Standards for Registered Training Organisations (RTOs) 2015
- 2. The following elements will be included on the testamur as applicable:
  - The State Training Authority logo – only where use of the logo is directed by State Training Authorities
  - The industry descriptor
  - The occupational or functional stream, in brackets, e.g. (Leadership and management)
  - Where applicable, the words, 'achieved through Australian Apprenticeship arrangements and
  - Where relevant, the words, 'these units have been delivered and assessed in <insert

- *language> followed by a listing of the relevant units*
- 3. RTOs must not include the learner's Student Identifier on the testamur consistent with the Student Identifiers Act 2014
- 4. RTOs will:
  - Retain registers of AQF qualifications they are authorised to issue and of all AQF qualifications issued
  - Retain records of AQF certification documentation issued for a period of 30 years and
  - Provide reports of Records of qualifications issued to its VET Regulator on a regular basis as determined by the VET Regulator

## Issuing Statements of Attainment

- RTOs must include the following information on a statement of attainment:
  - The name, RTO Code and logo of the issuing organisation
  - A list of units of competency showing their full title and the national code for each unit of competency
  - The authorised signatory
  - The NRT logo
  - The issuing organisation's seal, corporate identifier or unique watermark
  - The words 'A statement of attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'
- The following elements are to be included on the statement of attainment as applicable:
  - The State Training Authority logo – only where use of the logo is directed by the State Training Authorities
  - The words 'These competencies form part of <code and title of qualification>
  - The words 'These competencies were attained in completion of <code course in full title>
  - Where relevant, the words, 'these units have been delivered and assessed in <insert language> followed by a listing of the relevant units
- RTOs must not include the learner's Student Identifier on the statement of attainment consistent with the Student Identifiers Act 2014
- RTOs will:
  - Maintain registers of all statements of attainments issued
  - Retain records of statements of attainment issued for a period of 30 years and Provide reports of its records of statements of attainment issued to its VET Regulator

## COMPLAINTS POLICY AND APPEALS PROCEDURES

- It is the policy of Scania College that all complaints are seen as an opportunity to improve the standard of service which this company offers to its clients. Accordingly, all complaints will be dealt with in a professional and courteous manner. The nature of the complaint will be investigated, documented and any action items identified will be followed up in a timely manner.
- Complaints involving the conduct of the Registered Training Organisation (RTO), its trainers, assessors or other staff, or a third-party providing services on the RTO's behalf, its trainers, assessors or other staff and/or a learner of the RTO can be lodged in writing to Training Manager at [scaniacollege@gmail.com](mailto:scaniacollege@gmail.com), or to the Compliance Officer at [scaniacollege@gmail.com](mailto:scaniacollege@gmail.com)
- Complaints will be investigated within ten (10) days of the complaint being submitted.
- The principles of natural justice and procedural fairness will be adopted at every stage of the complaint process. This means that any/all persons who have allegations made against them will be informed of the allegations and will have an opportunity to respond accordingly, and that confidentiality of all complaints will be maintained at all times.
- The complaint will be independently analysed by the Training Manager, or Compliance Officer in the first instance to assist in an effective and rapid resolution to the matter. The Training Manager, or the Compliance Officer will analyse the complaint against the evidence supplied, will inform persons whom the complaint is made against them and will provide them with the opportunity to be heard (the 'hearing rule'). The Training Manager, or Compliance Officer will make a recommendation to the Executive Officer within twenty (20) working days of the complaint being received in writing, based on the complaint analysis review and evidence outcomes.
- Where the Executive Officer considers more than 60 calendar days will be required to process and finalise the complaint. Scania College will inform the complainant in writing, giving reasons why more than 60 calendar days are required and will regularly update the complainant on the progress of the matter.
- The Executive Officer will be responsible for making the final decision. The Executive Officer's decision will be conveyed to the complainant in writing. Decisions or outcomes of the complaint handling process that find in favour of the complainant shall be implemented immediately.
- All complaints will be registered in the Complaints register and will be securely and confidentially maintained, detailing their outcomes and identifying any potential causes of complaints and appeals and taking appropriate corrective action to eliminate or mitigate the likelihood of reoccurrences.

### Academic Appeals

- All students have the right to make an academic appeal. In the first instance, all academic appeals need to be discussed with the student's trainer/assessor. If the matter cannot be resolved the academic appeal needs to be detailed in writing and sent to the Training Manager at [scaniacollege@gmail.com](mailto:scaniacollege@gmail.com)
- The Training Manager will review the academic appeal within seven (7) days of receiving the appeal in writing. The Training Manager will analyse the appeal and discuss the matter with the relevant trainer/assessor.
- The Training Manager will make a recommendation to the Executive Officer within twenty (20) working days of the academic appeal being received in writing, based on the academic appeal analysis review and evidence outcomes.
- The Executive Officer will be responsible for making the final decision. The Executive Officer's decision will be conveyed to the appellant in writing. Decisions or outcomes of the academic appeal process that find in favour of the student shall be implemented immediately.

- Where the Executive Officer considers more than 60 calendar days will be required to process and finalise the academic appeal, the Training Manager will inform the appellant in writing, giving reasons why more than 60 calendar days are required and will regularly update the appellant on the progress of the matter.

### Appeals Process

- If a complainant or academic appellant is not satisfied with the decision or outcome, they are able to lodge an appeal in writing.
- The appeal will be reviewed within seven (7) working days of receiving the appeal in writing by the Training Manager. The Training Manager will provide each party an opportunity to formally present their case into the matter.
- The Training Manager will have twenty (20) working days to analyse the appeal and the evidence provided and make a recommendation to an Appeals Board. The Appeals Board will comprise the Executive Officer; General Manager; Compliance Officer; Administration Manager and an independent trainer/assessor (who is not identified as a stakeholder or 'party' in the appeal)
- The Appeals Board will make the final decision on the grounds of the analysis evidence provided within ten (10) working days of receiving the analysis report from the Training Manager.
- The Appeals Board's decision will be conveyed to the appellant in writing. Decisions or outcomes of the appeal process that find in favour of the student shall be implemented immediately.
- Where the Appeals Board considers more than 60 calendar days will be required to process and finalise the appeal, the Training Manager will inform the appellant in writing, giving reasons why more than 60 calendar days are required and will regularly update the appellant on the progress of the matter.
- If the appellant is not satisfied with the Appeals Board's decision the appellant has the right to access external mediation through Resolution Institute, or any other mediation service that they wish to engage with (any fees charged by Resolution Institute, or any other external provider will be borne by the complainant or appellant. Scania College will not pay for external mediation services for, or on behalf of a complainant or appellant).
- Australian Skills Quality Authority (ASQA) is the regulator of registered training providers and has a complaints service that complainants and appellants can access through <http://www.asqa.gov.au/complaints> if a complainant or appellant is not satisfied with the decision or outcome.
- Any complaints in relation to Training fees and Apprenticeships/traineeships, see below:

### Training fees complaints

- If your complaint is related to fees or refunds and you are not satisfied with the way your training provider has handled your complaint or the outcome, contact Fair Trading on 13 74 68 or visit the [Fair Trading website](#).

SCANIA COLLEGE COMPLAINTS, GRIEVANCES & APPEALS FORM

Our training organisation is committed to improving our service to you. If you have a concern about any part of the services provided to you, please read the grievance procedure. If for some reason you are unable to talk about the concerns and you would like a representative to follow up the matter, please complete and return the following form to: Training Manager, P.O. Box 207, Coolangatta, QLD, 4225. For telephone enquiries please contact the training manager: 1300 130 487

Complaints, Grievances and Appeals

Name .....  
.....  
.....  
.....(Your name and address must be included for  
follow-up purposes)

**Address** ..... **Phone:**.....  
**Email**..... **Date** .....

Date of incident or concern.....

**Comments:** (Please describe your concerns in the area provided below)

**Describe any efforts you have made to resolve your concern**

Signature ..... Date.....  
Date \_\_\_\_\_

**CHANGE OF ADDRESS/PERSONAL CIRCUMSTANCES FORM**

(To be used for change of address, name of a student) Please complete the details below and return a copy to Scania College)

***Course/Qualification Details***

Name \_\_\_\_\_.

Employer  
(if Applicable) \_\_\_\_\_

Qualification title  
\_\_\_\_\_

***Please advise change of name of student***

Previous \_\_\_\_\_ New Name \_\_\_\_\_

***Please advise New Address details***

Street Address  
\_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Phone \_\_\_\_\_ Mobile: \_\_\_\_\_

***Previous address details***

Street Address  
\_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Phone \_\_\_\_\_ Mobile: \_\_\_\_\_

***Postal address details***

Street/PO Box \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Phone \_\_\_\_\_ Mobile: \_\_\_\_\_

Any other circumstances to be noted

\_\_\_\_\_  
\_\_\_\_\_

Date \_\_\_\_\_ Signature \_\_\_\_\_

## **CONTINUOUS IMPROVEMENT POLICY AND PROCEDURE**

### **POLICY**

*Scania College collects, analyses and acts upon relevant data for continuous improvement and manages the continuous improvement requirements through a Continuous Improvement register, held in the QMS Quality Assurance Section*

*The Quality Assurance – Continuous Improvement section is a place to record improvements the organisation has made as a result of monitoring and other quality activities.*

### **PROCEDURES**

**Continuous improvement feedback will be identified through:**

1. The Compliance Officer conducting an annual internal audit/health check to identify any continuous improvement areas for the RTO, in line with PQS requirements and ASQA – Standards for Registered Training Organisations (RTOs) 2015 requirements
2. Meetings held throughout the year by management with Scania College 's employees and contractors will identify any continuous improvement areas identified by trainers/assessors
3. Student and employer surveys and questionnaires will be conducted upon student completions to identify any continuous improvements to delivery and assessment
4. Industry and vocational placement provider meetings with the Training Manager will identify any continuous improvement requirements for industry and trainer/assessor skill requirements
5. External regulatory authority audit results
6. Complaints – formal/informal
7. Quality Indicator Data
8. Third party feedback (when applicable), including third party monitoring
9. General feedback received by public through social media; face to face; telephone

### **Analysis and review**

1. The Training Manager, in consultation with the Compliance Officer, will be responsible for analysing the continuous improvement feedback to determine the relevance of the feedback and the priority
2. As determined, the continuous feedback will be documented in the Continuous Improvement Register, held in the QMS
3. Continuous improvement amendments/adjustments will be allocated to the relevant employee/contractor by the Training Manager
4. All continuous improvement amendments and adjusted documents will be version controlled and approved by the Training Manager, prior to uploading to the QMS
5. The Continuous improvement register will be updated by the Training Manager, or the Compliance Officer





## NOTIFICATION OF SCANIA COLLEGE CHANGES

Scania College 's Executive Officer will advise all students in writing if there are any changes to the RTO status,in the case that:

- o There is a change of ownership
- o A third-party delivering training and assessment to students on behalf of Scania College closes or ceases to deliver any part of the training that the student has been enrolled in.  
In this eventuality, Scania College will be responsible for sourcing a qualified third-party provider, or providing Scania College 's qualified trainers/assessors to ensure that the student/s are able to complete the training that they were enrolled in
- o The RTO closes or ceases to deliver any part of the training and assessment which a student, or students are enrolled in. In this eventuality, Scania College will advise the VETregulator – ASQA accordingly, and students will be advised in writing of their training options, which could include but not limited to:
  - A full refund of course fees paid
  - Transfer to another RTO, who delivers the training product in which the studentwas enrolled in.

## RECORDS MANAGEMENT POLICY AND PROCEDURES POLICY

*This policy and procedures details Scania College 's records management system to ensure that:*

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- All Scania College 's records and confidential information are stored securely and electronically backed up by a server, to ensure that these records are kept available to avoid fire, flood, vermin or any other pests and are available for departmental auditors and/or any other government regulator.
- Prior to issuing AQF certification to a student, that Scania College ensures the student has provided their Unique Student Identifier (USI)
- Student information is not disclosed to a third party without the student's written consent, except where required to by law
- If Scania College ceases operations that all student results and records will be transferred to the regulatory body - ASQA
- If Scania College changes ownership; changes the legal status of the business, or sells the RTO, that the required regulatory bodies will be notified and that the student's results and records will be retained by the new RTO in a format that can be reproduced, as required, and meets the Data Provisions requirements
- AQF certification documentation is issued to students within 30 calendar days of the student being assessed as meeting the requirements of the training product in which the student has been enrolled in, providing all agreed fees have been paid to Scania College
- Scania College retains records of AQF certification documentation issued to students for a period of 30 years
- Scania College adheres to the *Retention requirements for completed student assessment items* as indicated in the General Direction, that Scania College will securely retain and be able to produce in full at audit, all completed student assessment items for each student, for a period of six (6) months from the date on which the judgement of competence for the student has been made
- Scania College meets all of the Data Provision Requirements 2012 by collecting and providing accurate and complete data including:
  - Quality indicator data – providing an annual summary report of performance against the RTO's learner engagement and employer satisfaction to ASQA
  - Total Vocational Education and Training (VET) activity data – Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) compliant records for all students, as required under the National VET Provider Collection Data Requirements Policy to the department; and/or to the National Centre for Vocational Education Research (NCVER); and/or for VET in schools training activity, the Board of Studies or its equivalent.

## RECORDS MANAGEMENT PROCEDURES

1. At Scania College, all student documentation will be kept on each student's file. This documentation includes, but is not limited to:
  - Marketing materials and Email scripts sent to student
  - Enrolment forms
  - Student Photographic Identification (in colour)
  - USI Consent form (when required)
  - Language, Literacy and Numeracy Skills Indicator Questionnaires/Assessment (completed, dated and marked, as required)
  - Fit 2 Work Form/Police Clearance (when required)
  - RPL Applications (when required)
  - Credit transfer verification forms (when required)
  - Blue card (when required)
  - Invoice details for course fees or co-contribution fees and evidence that invoice has been paid (prior to issuing AQF certification)
  - Welcome letter, including, advising student of any relevant vocational placement requirements
  
2. Records of student participation in Training  
Scania College retains records for each student who participates in training, which includes for:
  - **Face to face delivery** – full and complete records supporting each student's participation in training for each unit of competency (UoC) from the student's date of commencement to the end date of each student's face to face delivery. These records will contain:
    - The student's name
    - The UoC being delivered
    - The date/s of training
    - The training duration against each UoC
    - The training location
    - Both the student and trainer's signature, including the date of signing

*Scania College offers face-to-face delivery through its own classroom facilities, which are located in Brisbane, Gold Coast, Sunshine Coast and Far North QLD, and/or through workplace training visits.*

- **Online/electronic training delivery** – delivered through Catapult e-learning platform; whereby records of student participation and contact with the student's trainer will be kept, which could include, but not limited to an email record. These records will include:

- The student's name
  - The UoC being delivered electronically
  - The date/s of training
  - The training duration for each UoC being delivered
  - Additional evidence of each student's unique sign-on identifier indicating each student's log-on and log-off reports
- **Records of mandatory vocational placement requirements**, which will include either a vocational placement agreement with the Industry Provider, or evidence between the Industry Provider/placement host, the student and Scania College (the RTO). This agreement will detail and document a workplace supervisor's signature, which will verify the total hours; dates and duties performed by the student whilst at the Industry Provider/placement hosts workplace.

### 3. Assessment Record requirements

*All students whom undertake assessment with Scania College and have been issued with an AQF certification documentation will have been assessed as meeting the relevant training package requirements for the training product that the student has been enrolled in.*

*Scania College will hold the following records demonstrating the RTO's assessment system, including for RPL:*

- A range of assessment instruments for each UoC, for each training product on the RTO's scope of registration. The assessment resources will comply with the assessment requirements of the relevant training package, and will be conducted in accordance with the Principles of Assessment – *Fairness, Flexibility, Validity, Reliability* and the Rules of Evidence – *validity, sufficiency, authenticity, currency*
- Clear assessment instructions for both the assessor and the student
- A criteria defining acceptable performance for all assessment instruments i.e. benchmarks/sample answers/marking guides to ensure reliability of assessor judgements
- Evidence of each student's assessment outcomes, which will include, but not limited to:
  - Evidence that the assessment responses are the student's own work
  - Evidence that the student's responses are not identical, or too similar to the criteria defining acceptable performance, or not identical to another student's work
  - Evidence that any verbal response given by the student to the assessor has been recorded verbatim
  - Evidence that any photographic/video assessment evidence has been referenced, aligned, and mapped to the specific UoC assessment instrument
  - Evidence that the assessor has provided notations (i.e., marked the student's work) to make a judgement based on each of the student's assessment responses, aligned with the criteria defining acceptable performance
  - Evidence that the assessor has signed and dated each assessment instrument with the outcome for each of the student's responses to the assessment instruments
  - Evidence that the student has signed and dated their assessment instrument responses and acknowledged the assessment outcome
  - Evidence of any additional re-assessment attempts
  - Evidence of any RPL assessments, ensuring that the evidence complies with the assessment requirements of the relevant training package for the training product that the student is enrolled in, and is conducted in accordance with the Principles of Assessment and the Rules of Evidence, and any 'gap' training/assessment

- requirements have been met and recorded
- Evidence that a student who is being assessed through RPL, has had their employment, industry experience, qualifications and evidence verified by the RPL assessor to authenticate the student's assessment
- Evidence of any credit transfers – through the credit transfer verification form and evidence of AQF certification documentation authentication – this could include an email from the other RTO provider
- That all forms of student assessment evidence, including any completion of vocational placement requirements have been met for each UoC, prior to Scania College making any government funding claim/s, or issuing AQF certification to a student

#### **4. Roles and Responsibilities Trainer**

*The trainer will be responsible for:*

- Delivering training to Scania College 's student's
- Ensuring that the Records of student participation in training, as indicated under Procedure #2 have been met
- Providing these records to the Training Manager, no later than 48 hours after training has occurred

#### **Assessor**

*The assessor will be responsible for:*

- Ensuring that all assessment instruments provided by Scania College are undertaken and completed by each student individually, or that, if an assessment instrument is completed in a 'group' that provision is made to notate how the assessor made a judgment on each individual student's performance
- Making a judgement of competence based on each individual student's performance, that is aligned with each of the unit/s of competence and assessment requirements that the student is enrolled in
- Recording the student's assessment outcome on the relevant assessment resources, as indicated under Assessment Record Requirements Procedures #3
- Providing the Training Manager with weekly student assessment data via an excel spreadsheet assessment results system
- Recording each student's final Assessment Result sheet and providing these results to the Training Manager and the Administration Officer (Bowen Hills), within 48 hours of the student being assessed as meeting the full requirements of the training program in which the student is enrolled in
- Sending the student's assessment evidence file to the Training Manager within 72 hours of the student being assessed as meeting the full assessment requirements of the training program in which the student is enrolled in

#### **Administration**

*The Administration Officer (Student Intake Officer) will be responsible for:*

- Ensuring all student documentation, as detailed under Procedures #1 is sent to the student and retained on the student's file
- Scanning accurately and securely each student's enrolment and all associated documentation, including Attendance record and all academic evidence into Scania College 's relevant Student Administration electronic file
- Upon completion of all student file evidence being scanned accurately and securely, destroying any 'hard copy' evidence.

*The Administration Officer (Data Entry Officer) will be responsible for:*

- Creating Student file on Student Management system (VETtrak)
- Recording the student's results into the electronic student management system (VETtrak)
- Ensuring all credit verification checks have been completed, USI applications and Translink applications have been processed
- Releasing online units of competency to students
- Reporting AVETMISS data
- Printing the AQF certification documentation and ensuring that the AQF certification documentation is signed by the Executive Officer (Jatinder Singh)
- Ensuring that all agreed fees have been paid in full by the student to Scania College
- Issuing the AQF certification documentation to the student within 30 calendar days

*The Administration Officer (Student Vocational Placement Officer) will be responsible for:*

- Maintaining Vocational Placement Host agreements and register
- Arranging vocational placements for students
- Sending vocational placement logbooks/agreements to students/host
- Monitoring student vocational placement attendance
- Ensuring that vocational placement logbooks have been fully completed by host organisation/student and trainer/assessor
- Advising Administration Officer – Data Entry that vocational placement records have been completed
- Scanning vocational placement logbook/records onto student's academic file

### **Training Manager**

*The Training Manager will be responsible for:*

- Ensuring that all staff adhere to the Records Management Policy and Procedure
- Quality review checks – or delegating these reviews to the Compliance Officer
- Ensuring that each student's file has the record requirements as detailed in this policy and procedure
- Sending the student's file to the Sunshine Coast Office for the Administration Officer to scan allevidence into the organisation's electronic Student records folder, under each student's name.

### **Compliance Officer**

*The Compliance Officer will be responsible for supporting the Executive Management team, the Training Manager and Scania College meet its regulatory and legislative obligations/requirements.*

