



STUDENT HANDBOOK

November 2013

Guide to your Qualification

Sand Goanna Institute

(ABN: 46 994 171 449)

13/230 Main South Rd, Morphett Vale South Australia, 5162

EM: info@sandgoanna.com.au



NATIONALLY RECOGNISED
TRAINING

(RTO 32143)

www.sandgoanna.com.au

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About Sand Goanna Institute

Sand Goanna Institute is an registered business with ASIC and an NVR Registered Training Organisation (RTO) originally registered in Queensland. Sand Goanna Institute was first registered as an RTO in June 2009 and commenced operations in a serviced office in Robertson, Queensland. Since then, Sand Goanna Institute has grown to become a provider of a wide range of courses in the industry. Establishing profitable operations in the areas of Workplace Health & Safety, Paramedical Sciences, Management, and Training and Assessment. Herein Sand Goanna Institute will be known as SGI

SGI success is due to several factors which underpin its business operations including:

- SGI prides itself on its customer service and the relationship it has built with clients and learners. SGI continually tries to develop new ways to assist and support learners whilst still maintaining compliance and quality. Some examples include:
 - An online learner forum and help desk
 - Course newsletters with course assistance
 - National hotline
 - User friendly learning and assessment materials
 - Dedicated assessment and assistance email addresses
- SGI believes in operating ethically and morally and as such it:
 - Discloses all conditions and prices in advance including on its website
- o SGI maintains a strong financial position with very little debt:
 - SGI's delivery model minimises fixed expenditure

Contact Sand Goanna

National Call line: 1300 266 730

Assessment help: Phone: 1300 266 730

Email: info@sandgoanna.com.au

Online FAQ page: [\(Details supplied on enrolment\)](#)

RPL:

Phone: 1300 266 730

Email: rpl@sandgoanna.com.au

Online FAQ page: [\(Details supplied on enrolment\)](#)

OFFICE LOCATIONS

BRISBANE
Training Centre

1300 266 730
45 Barrett Street
ROBERTSON QLD 4109

LOGAN
Training Centre

1300 266 730
3291, Logan Road
LOGAN QLD 4114

ADELAIDE
Head Office /Training Centre

1300 266 730
13/230 Main South Road
MORPHET VALE, SA 5162

The Australian Qualifications Framework (AQF)

The AQF provides a comprehensive, nationally consistent framework for all qualifications in post compulsory education and training in Australia. In the Vocational Education and Training (VET) sector it assists national consistency for all trainees, learners, employers and providers by enabling national recognition of qualifications and Statements of Attainment.

Training Package qualifications in the VET sector must comply with the titles and guidelines of the AQF. Endorsed Training Packages provide a unique title for each AQF qualification which must always be reproduced accurately.

For a full explanation of the AQF see the AQF Implementation Handbook which can be downloaded from: <http://www.aqf.edu.au/>

About VET

Australia's VET sector

What is VET?

Vocational Education and Training (VET) enables students to gain qualifications for all types of employment, and specific skills to help them in the workplace.

The providers of VET include Technical and Further Education (TAFE) institutes, adult and community education providers and agricultural colleges, as well as private providers, community organisations, industry skill centres, and commercial and enterprise training providers. In addition, some universities and schools provide VET.

Vocational Education and Training is provided through a network of eight state and territory governments and the Australian Government, along with industry, public and private training providers that work together to provide nationally consistent training across Australia. The VET sector is crucial to the Australian economy; both for the development of the national workforce and as a major export industry.

VET Quality Framework

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the Vocational Education and Training (VET) sector are enforced.

The VET Quality Framework comprises:

1. The [Standards for National VET Regulator \(NVR\) Registered Training Organisations](#)
2. The [Fit and Proper Person Requirements](#)
3. The [Financial Viability Risk Assessment Requirements](#)
4. The [Data Provision Requirements](#), and
5. The [Australian Qualifications Framework](#).

VET Standards

In Australia, Vocational Education and Training, including the work of RTOs, is regulated by two sets of national standards:

1. The Australian Quality Training Framework (AQTF)
2. The legislative instruments established under the [National VET Regulator \(NVR\) Act 2011](#).
 1. [Standards for RTOs](#)
 2. [Standards for VET regulators](#)
 3. [Standards for Training Packages](#)
 4. [Standards for accredited courses](#)

National Skills Standards Council

About the NSSC

The National Skills Standards Council (NSSC) commenced operations on 1 July 2011 as a committee of the Standing Council on Tertiary Education, Skills and Employment (SCOTESE), following the dissolution of the National Quality Council in June 2011.

As one of several Standing Councils that report to the Council of Australian Governments (COAG), SCOTESE is the successor of the Ministerial Council for Tertiary Education and Employment (MCTEE). This change in structure reflects COAG's goal to strengthen Australia's vocational education and training sector.

The NSSC was established from 1 July 2011, signifying the implementation of a decision made by COAG in December 2009.

The NSSC provides advice to SCOTESE on national standards for regulation of Vocational Education and Training. This role was previously undertaken, amongst other things, by the [National Quality Council](#), which was dissolved by MCTEE in late June 2011.

The NSSC is supported by the Office of the NSSC, which operates as part of the [National Advisory for Tertiary Education, Skills and Employment](#) (NATESE).

About RTOs

What is a registered training organisation (RTO)?

Registered training organisations (RTOs) are those **training providers** registered by ASQA (or, in some cases, a state regulator) to deliver VET services.

RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications.

There are currently around 5000 RTOs in Australia. A complete list of RTOs is maintained at training.gov.au, the authoritative national register of the VET sector in Australia.

Why use an RTO?

Only RTOs can:

1. Deliver nationally recognised courses and accredited Australian Qualifications Framework (AQF) VET qualifications,
2. Apply for Australian, state and territory funding to deliver vocational education and training.
3. RTOs can offer qualifications at the following levels:
 1. Certificates I, II, III and IV
 2. Diploma
 3. Advanced Diploma
 4. Vocational Graduate Certificate
 5. Vocational Graduate Diploma.

Being registered by ASQA means an RTO must act in your best interests and meet the [Standards for NVR Registered Training Organisations](#).

Training Packages (TP)

Training Packages are integrated sets of components providing specifications for training and assessment in the VET sector. They, along with accredited courses, include the benchmarks for nationally recognised training.

Industry Skills Councils (ISCs)

Industry Skills Councils and Auto Skills Australia have the two key roles of:

1. Providing accurate industry intelligence to the Vocational Education and Training sector about current and future skill needs and training requirements, including through industry skills reports; and
 - Supporting the development, implementation and continuous improvement of quality nationally recognised training products and services, including Training Packages.

Visit the [Industry Skills Councils \(external link\)](#) or [Auto Skills Australia \(external link\)](#) website.

Opportunities to contribute

The VET sector is a dynamic, evolving environment. As well as knowing the changes to VET that affects you in your work role, you can contribute to the development process of VET policy.

Some of these opportunities may be in the form of:

- Attendances at workshops, involving consultations conducted by VET organisations and stakeholders
- Written submissions and feedback to VET organisations and stakeholders
- Participating in forums, networks or conferences
- Participating in your practice environment's meetings
- Contributing to online consultations.

What is Competency?

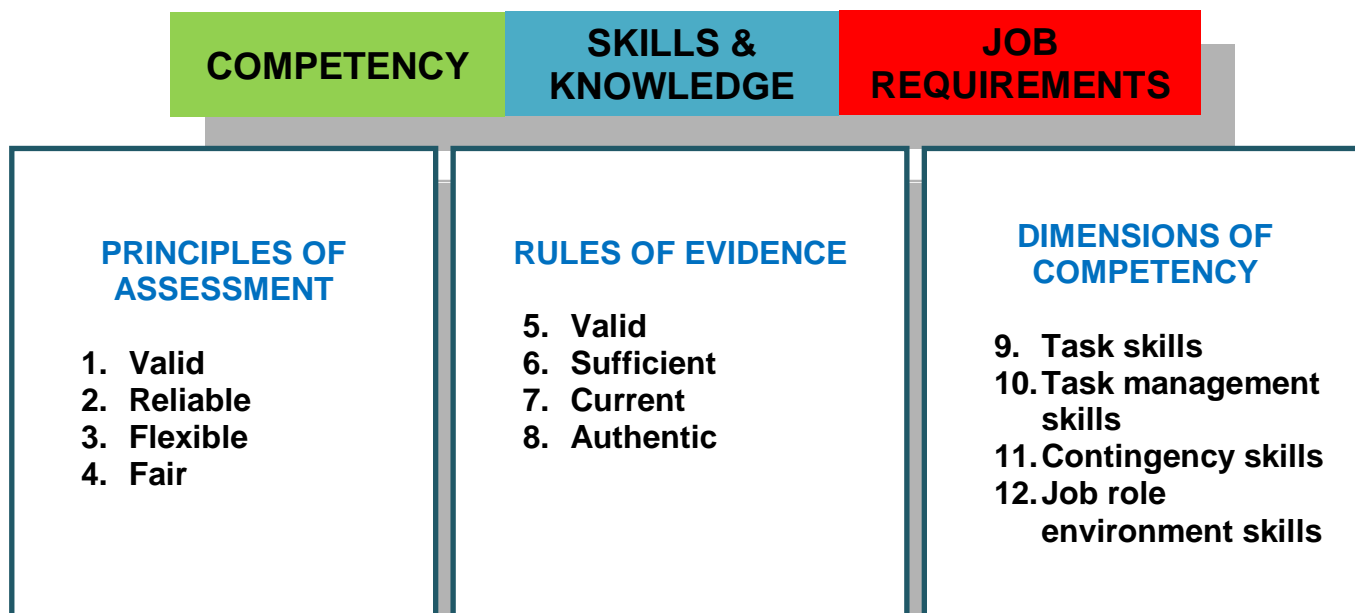
The broad concept of industry competency concerns the ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competency requires the application of specified skills, knowledge and attributes relevant to effective participation in an industry, industry sector or enterprise.

Competency covers all aspects of workplace performance and involves performing individual tasks; managing a range of different tasks; responding to contingencies or breakdowns; and, dealing with the responsibilities of the workplace, including working with others. Workplace competency requires the ability to apply relevant skills, knowledge and attributes consistently over time and in the required workplace situations and environments. In line with this concept of competency, Training Packages focus on what is expected of a competent individual in the workplace as an outcome of learning, rather than focusing on the learning process itself.

Competency standards in Training Packages are determined by industry to meet identified industry skill needs and are based on extensive research, validation and evaluation. Each competency standard or unit of competency reflects a discrete job function, area of work or occupational outcome. The standard is set by defining the work outcomes (referred to as elements of competency) to be met in demonstrating competency which are measured against defined performance specifications (Performance Criteria). Demonstration of the Performance Criteria is guided and supported by information and advice set out in the Evidence Guide of each unit.

Assessing competency

When assessing competency RTOs like SGI must adhere to the Principles of Assessment, the Rules of Evidence, and the Dimensions of Competency to ensure learners have the skills and knowledge to a level that meets the job requirements. These requirements are specified in the Units of Competency (UOCs).



GETTING STARTED

Enrolment with Sand Goanna Institute

To enrol in one of SGI's courses, call 1300 266 730 and request an information kit in either electronic (email) or alternatively you can download the enrolment form from our website under enrolments tab. In an email send your enrolment to enrol@sandgoanna.com.au to start the process or post to P.O Box 125 Christies Beach, South Australia 5165.

Please note, if you have not been contacted within 3 working day of sending your enrolment form (email) and 5 days by post, by an SGI Customer Service Representative then it is likely we have not received your enrolment. In this instance please call our office and ask to speak to one of our Inbound Customer Service team members and they will ask you to re-send it.

Our process is:

- 1: Once we receive your enrolment we will email you as soon as it is processed and confirm details**
- 2: We will issue your enrolment and provide you with a unique user name and password to our online system and access to the FAQ page so you can access your Exams and learner guides.**
- 3: If you are attending a Face to Face qualification other than first aid, your Trainer will email you the Wednesday before your course confirming the venue and the start time.**

PLEASE NOTE: Sometimes our emails find their way into Learners Junk mail files. We have no control over this so please check before you call us.

If you wish to enrol within 2 working days of a Face to Face course commencing other than first aid, you must call our office 1300 266 730 prior to sending the enrolment form. They will ensure your enrolment is fast tracked through the system.

SPECIAL NOTE: Our Intensive courses have pre course work and you must allow yourself time to complete this prior to attending on the first day otherwise you will not be able to complete in the allocated time, thus you will have work to do at home after the course.

DOWNLOAD ENROLMENT FORM:

[Enrolment Form in Microsoft Word Format](#)

[Enrolment Form in PDF Format](#)

TERMS AND CONDITIONS

The RTO, Sand Goanna Institute (SGI) is committed to delivering fair, reasonable, ethical and transparent dealings in all of its undertakings including:

- Client information
- Confidentiality
- Complaints and appeals
- Fee structure
- Guarantee
- Corporate policy
- Training standards
- Marketing
- Access and equity
- WHS / OHS

Enrolment into a qualification or course with SGI is subject to the terms, conditions and policies outlined in our pre-enrolment information and as detailed below.

About Sand Goanna Institute

Sand Goanna Institute (referred herein as SGI) is an Equal Opportunity Organisation engaged in the provision of Nationally Recognised Training as an NVR RTO under the Australian Skills Quality Authority (ASQA). SGI policy dictates a strict adherence to relevant State and Federal legislation relating to safety, industrial relations and access and equity. All Nationally Recognised Training courses/qualifications will be delivered in line with the standards set by the Australian Skills Quality Authority and relevant Federal, State, and Territory authorities. All SGI staff members are expected to promote and embrace SGI's standards, policies and procedures.

Nature of guarantee

SGI is dedicated to ensure that once students have started studying their chosen qualification or course, they will be committed to providing the highest quality of training and assessment as outlined to the student.

In the event that SGI is no longer able to provide the training and assessment services as initially agreed, then SGI will arrange for agreed training and assessment to be completed through another RTO (No Fees will be incurred). Prior to the transfer students will be formally notified of the arrangements including any refund of fees that may be applicable. ([Click Here for NOC](#))

RTO Code of Practice

Fee Structure

All fees will be competitive when compared to others in the marketplace, and may be varied or discounted at the discretion of SGI to assist individuals, secure corporate contracts or to comply with the requirements of Commonwealth or State/territory Government contracts.

In programs funded by Government Authorities, client charges will be determined by the terms of the Government Contract.

The cost of a course is dependent upon delivery and assessment methods and a separate guide to these costs may be provided as an attachment to this information or on our website.

Qualifications will not generally be issued until full payment has been made in full.

Fees Paid in Advance

SGI will ensure that fees paid in advance of course delivery shall be protected by having such funds entered into SGI's accounts as "Unearned Income," which may not be drawn upon until such time as delivery has commenced.

Payment schedule, fees for courses costing over \$1,000.

Registered Training Organisations (RTOs) are required to adhere to a strict regimen that specifies how they can collect student fees. These prescribed conditions determine the amounts and frequencies of payment.

The approved option SGI has agreed to undertake is:

| | | |
|---------|---------------------------------------|--------------------------------------|
| Stage 1 | Enrolment | Learner pays \$1,000 |
| Stage 2 | Commencement | Learner pays \$500 |
| Stage 3 | Completion or Final day of the course | Learner pays the balance of fees due |

NOTE: "All transactions are processed in Australian dollars"

SGI endorses this fee payment system as it protects the learner from the possible loss of fees and will encourage sound financial management from RTOs.

Conditions of Enrolment

SGI agrees to provide access to available enrolment positions for all persons who have the relevant skills, experience and ability to satisfactorily meet enrolment requirements for behaviour, safety, course/qualification pre-requisites, payment of fees, and the observance of SGI policy.

SGI may seek to terminate the enrolment of a student if they:

- Are abusive, aggressive, or insulting towards SGI staff members or other learners.
- Do not comply with the confidentiality rights of other persons
- Commit an offence under the law while in the training environment or at a workplace, breach safe work practice, or otherwise act in a manner detrimental to the wellbeing of SGI, other students or persons, or themselves
- Have provided false or misleading information
- Have not accurately or honestly disclosed all information relevant to their enrolment and participation in the training with SGI, including relevant matters relating to health, work history, skills and experience, criminal conviction (where appropriate) etc.
- Fail to attend training sessions to a minimum level set for competence
- Fail or refuse to undertake assessment activities as required by SGI's delivery requirements
- Do not comply with proper safety procedures including the wearing of appropriate clothing and PPE for a given workplace when training occurs in an on the job or simulated workplace situation.
- The use of profanity or threats of violence when communicating with Support staff will not be tolerated. Students who fail to communicate effectively or come across as aggressive who do so may be faced with their enrolment being cancelled without a refund
- Students understand that ASQA may change rules and guidelines at any time which may affect their enrolment. If at any point a student's enrolment has must be changed or amended due to ASQA rules or guidelines the student agrees not hold SGI Liable for any damages in this event. Students agree to work with SGI to find a solution to the matter of which may or may not be out of SGI control due to regulation changes.
- By signing up to SGI via our online website portal you give SGI and it's [Affiliates](#) the permission to send emails in relation to training and products via mail out and electronic marketing. (To OPT out of this they can do so in writing to info@sandgoanna.com.au)
- Students agree by signing their enrolment form, that they have read and understood the conditions set out and that on act of their signature binds them to follow the terms and conditions aforementioned.

NOTE: SGI staff will not accept abuse, raised voices, threats, or aggression from learners and should this occur SGI staff will inform the learner in writing that the matter is being referred to Compliance Manager. Where a learner's behaviour is in breach of SGI's code of conduct, the learner's enrolment with SGI may be terminated. Where a learner's enrolment is terminated due to a breach of the code of conduct, no refund will be available.

Refund Policy

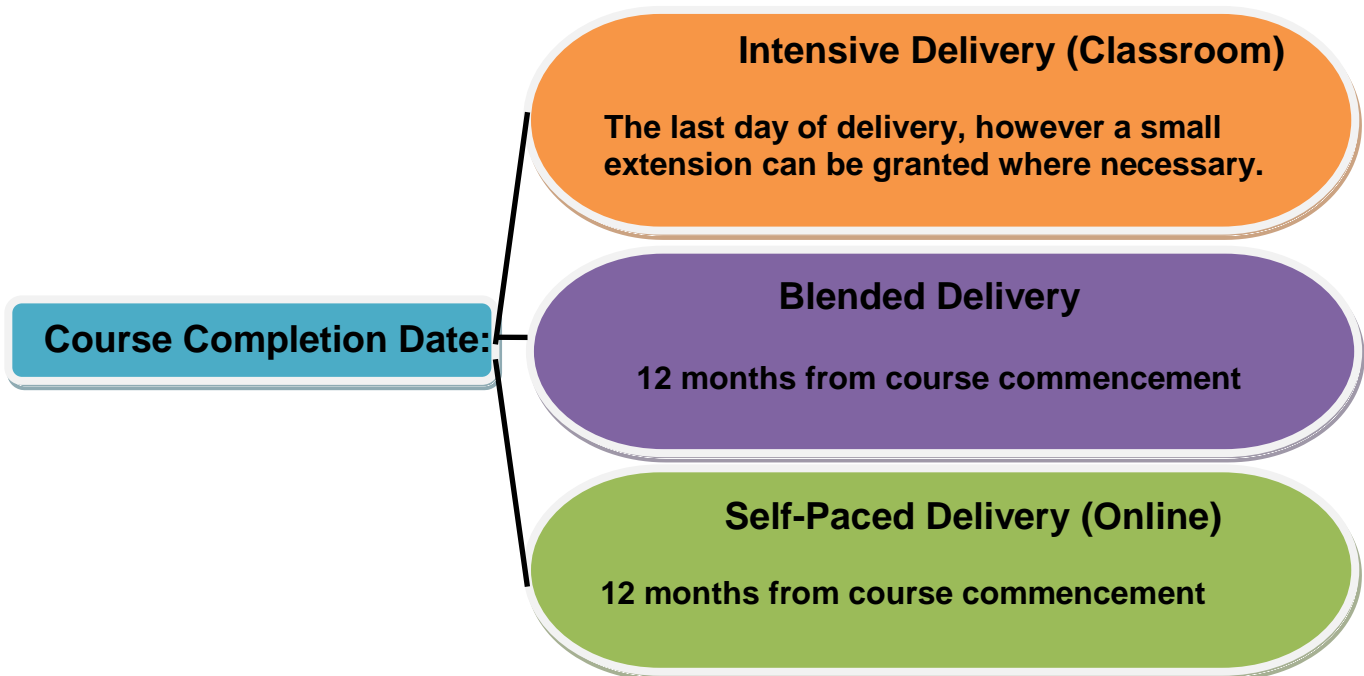
SGI has a strict refund policy.

SGI reserves the right to offer a refund or proportional refund in circumstances it believes are warranted. See Cancellations and Transfers Table for details.

Exceeding enrolment timeframe

SGI reserves the right to cancel an enrolment without notice, if after twelve (12) months; a learner has not completed and achieved their qualification. If some of the qualification has been completed, a statement of attainment will be issued for those units completed.

If a learner is having difficulty meeting this deadline, SGI may grant extensions under certain circumstances and apply a small additional delivery and assessment fee to the extension to the cost of \$144 for 3 months. Extensions are not always available as a option and are determined at the discretion of the RTO and the ASQA rules in regards to superseded qualifications. It is the learner's responsibility to meet the deadline and/or make appropriate arrangements. This statement should be read in conjunction with our refund policy.



Cancellations, Withdrawals and Transfers

All requests for cancellations, refunds, changes or transfers to enrolments must be requested in writing to enrol@sandgoanna.com.au. Each learner is entitled to two (2) requests to transfer. A second request to transfer will incur an additional administration fee. See table below for further break down of fees applicable.

| Cancellations and Transfers Table | |
|--|---|
| Applicable to all students and all study methods: | |
| Request to Cancel / Withdraw | |
| Withdrawal prior to course or module commencement | <p>If a participant withdraws from a course before the commencement of the course, full refund of the fees will be made, less a 25% non-refundable administration fee and where course material has been assigned and cannot be refunded through a 3rd party a \$18 per unit cost.</p> <p>If a participant withdraws from a course before the commencement of the course, but has purchased using a voucher or affiliate sale provider a full refund will be made, less of the commission fee to that affiliate party and or Voucher and less a 25% non-refundable administration fee.</p> <p>If an employer has made a partial payment for an employee to participate in study under a Government funded program and the employee cancels enrolment before commencement of their course, a full refund will be made to the employer.</p> |
| Withdrawal after course commencement | <p>Once enrolled and the participant has commenced the course, a refund will NOT apply. A participant is considered to have commenced a course <u>once they have received their log in details, paperwork or training materials and they have accessed the course materials.</u></p> |
| Withdraw due to illness or hardship | <p>In the case of a participant withdrawing from a course or program due to illness or extreme hardship, Sand Goanna Institute may, <u>at its discretion</u>, allow a refund of the course fees.</p> <p>The following conditions apply:</p> <ul style="list-style-type: none"> • Participant must produce satisfactory evidence of the circumstances of his/her withdrawal, medical certificates, etc. • The Participant will forfeit the 25% non-refundable administration fee • The Participant will forfeit the Commission fee if the course was purchased through a voucher or affiliate party. • Where course material has been assigned and cannot be refunded through a 3rd party a \$18 per unit cost. • Withdrawal must take place prior to the expiration of the course. |
| <p>NOTE: <i>If you cancel your enrolment with SGI and subsequently wish to reenrol, you will not be eligible for any specials that are offered within 12 months of your original cancelation.</i></p> | |

Request to Transfer

| | |
|---|--|
| Request to upgrade to face to face delivery mode | Difference in course fees payable by learner if applicable and if face to face option is offered by SGI. |
| Request to change to lower or higher level qualification | \$144 administration fee will be charged to transfer plus \$18 per unit + any difference in fees payable or refundable |
| Request to change course into another person's name. | *Option only available if student has not started the course but has gone past the refundable period. \$144 administration fee will be charged to transfer plus \$18 per unit + any difference in fees payable or refundable (Note: you may not change to another course that is on special, you will be required to pay the difference of the full fee) |

Extenuating Circumstances

**Individual cases of extenuating circumstances will be considered on a case by case basis.*

Extenuating circumstances may include but not be limited to:

2. *Sickness or death in immediate family*
3. *Individual Medical circumstance*

NOTE: A medical certificate or other equivalent documentation **MUST** be provided as evidence

(NOTE: SGI reserves the right to offer a refund or proportional refund in circumstances it believes are warranted).

Course Cancellation (Initiated by SGI)

Where SGI is forced to cancel a course, learners will be entitled to transfer to another SGI course or receive a full refund. Where a learner opts to transfer to another course the options as detailed in the Cancellations and Transfers Table will apply.

For In-house Courses:

In the case where a company has utilised SGI to deliver a course in-house, any requests for refunds, where eligible, will be granted on a per-student basis, as per the SGI refund policy. The minimum fee for in-house courses is non-refundable.

NOTE: See Cancellations and Transfers Table

Eligibility

All participants must be over the age of 18 to participate in a course with SGI unless express and written permission from a parent or guardian is supplied and is accepted by the appropriate SGI staff member.

SGI courses do require a basic level of computer literacy. Learners will need access to a computer with a word-processor (e.g. Microsoft Word) and access to email and internet. Learners will need to have a basic proficiency in:

- Copy and Paste
- Accessing information stored on websites and from a USB
- Saving a word document
- Sending and receiving emails with attachments
- Open web browsers and follow instructions
- Use in Excel, and Microsoft word
- Specific course requirements as determined by units of Competency.

It may also be beneficial for learners to have an understanding on using Microsoft PowerPoint. SGI does not provide these resources nor do we supply additional support or training for learners having IT or computer technical difficulties. Please contact an SGI staff member if you are unsure about the computer requirements for a specific course.

English

Learners will need to have a good command of written and spoken English (equivalent to general IELTS Band 6).

“Band 6: Competent user: has generally effective command of the language despite some inaccuracies, inappropriacies and misunderstandings. Can use and understand fairly complex language, particularly in familiar situations.”

Participants Charter

All participants in SGI's courses and programs have a right to:

- Receive a copy of and have access to our complaints process
- The opportunity for feedback on services provided
- Have access to their own records on request
- Recognition of their particular needs and circumstances including: beliefs, ethnic background, cultural and religious practices
- A safe learning environment free from danger, abuse or harassment
- Be treated with respect and dignity.












Induction/Orientation

Learners may, at SGI's discretion, be required to undergo an induction/orientation prior to course commencement. This process may include details on course delivery, policies, procedures, appeals, access and equity, RPL, Legislative Requirements, WHS etc. as provided in this document. This orientation may take whatever form SGI feels is appropriate for the circumstances including any or all of:

1. Verbal
2. Written
3. Electronic
4. Face to face
5. Multimedia
6. Other method approved by Sand Goanna Institute

Participant Responsibility

As a condition of entry into SGI's programs, participants are expected to:

-  Meet the required dress standard which in most cases is smart casual. Further details may be provided in your course welcome email
-  Be respectful to other learners and SGI staff and refrain from rude and aggressive behaviour
-  Be aware of and promote safety for themselves and others
-  Be responsible for the security of their own possessions
-  Seek approval from authorised SGI staff for the use of SGI IT equipment, assets, stationery, etc.
-  Observe any non-smoking restrictions
-  Encourage equal opportunity
-  Promote an effective learning environment through good personal behaviour
-  Notify SGI if they are unable to attend classes or appointments
-  Be punctual for classes and appointments
-  Respect the rights of others.

NOTE: SGI staff will not accept abuse, raised voices, threats, or aggression from learners and should this occur SGI staff will inform the learner in writing that the matter is being referred to Compliance Manager. Where a learner's behaviour is in breach of SGI's code of conduct, the learner's enrolment with SGI may be terminated.

Legislative Requirements

SGI and its staff and students will comply with relevant regulations, legislation, standards and other relevant guidelines including but not limited to:

- Standards and Conditions of Registration
- State and Territory legislation pertaining to training
- Australian, state and territory laws governing:
 - Workplace health and safety
 - Workplace harassment, victimisation and bullying
 - Anti-discrimination, including equal opportunity and racial vilification
 - Disability discrimination
 - Vocational Education and Training
 - Apprenticeships and traineeships.

You may view and download these Acts at the Australasian Legal Information Institute (AustLII: www.austlii.edu.au) website which provides free online access to Australian Government, State and Territory case law and legislation.

Pre-delivery Assessment

Prior to enrolment you should advise SGI of any specific needs so we can assist you with or refer you to appropriate assistance for:

- Client Support Services including LLN
- Recognition of Prior Learning (RPL)
- Learning Pathways
- Assessment Procedures & Process
- Delivery Options.

Support and Assistance

In circumstances where SGI is unable to assist learners with specific needs, SGI will do its best to provide clients with the details of organisations or agencies that may be of assistance. This might include such things as referral to counsellors, associations, or government agencies that can assist with specific needs.

Flexible Assessment

All assessments conducted by SGI will conform to assessment guidelines for Nationally Endorsed Training Packages or the assessment criteria attached to specific courses.

Assessment usually takes place by way of assignments and course exercises. However these are flexible and at the SGI trainer's discretion in some courses as long as they meet ASQA guidelines and the minimum requirements for competency for the specific course. Flexible courses allow students to learn at their own pace and under varying conditions, which best suit their individual situations.

Students are required to be competent in all areas to receive an overall competency mark (C).

Elements that may be included (depending on course) in the assessment process are:

- Underpinning Knowledge for the course unit requirements
- Practical ability
- Verbal and non-verbal communication
- Personal presentation appropriate to the environment
- Problem solving. For example: learning to learn, decision making, creative thinking
- Positive helpful attitude towards others and the organisation
- Respect for the understanding of all cultures and beliefs
- Working with others in teams
- Organising own schedules to achieve goals.

As a rule of thumb, students will generally be given three (3) opportunities to be assessed for competency in a given course or program. However, SGI may allow for further assessment opportunities where it feels there are special circumstances which are negatively affecting the outcome of assessment or where the client presents a case that SGI feels is valid. In such circumstances, SGI may seek assistance from an outside source (counsellor, tutor, etc.) and will record the process for reporting to the Registering Authority.

Where a client has been assessed three times and is still Not Competent (NC), SGI may refuse further assessment if it feels there is little chance of the client becoming Competent.

The participant may appeal this decision in writing to the SGI's Compliance Manager or Managing Director who will consider the matter and advise the client in writing of the outcome. This process is outlined in Complaints and Appeals.

A flexible assessment process will be undertaken to consider the requirements of people with special needs or situations including:

- Handicap
- Cultural background.
- LL&N difficulties
- Other trauma or reasons.

In this case, flexibility must not lessen the overall value of a course program but should be seen as a willingness to take different avenues to reach results with the qualification while retaining the same worth and value.

The results and details of all assessments will be recorded and kept on file for the purpose of auditing and, where applicable, will be forwarded to, or included in, reports to the Registering Authority. In line with SGI policies, clients will have access to personal information and will be advised of all outcomes in writing.

Recognition of Prior Learning (RPL)

In some cases, students may be able to apply for Recognition of Prior Learning if they have previously achieved the learning outcomes for an accredited unit/s through Nationally Recognised Training. SGI will offer RPL for all units where there is evidence to support the RPL application.

The RPL process will also take into account Recognition of Current Competency (RCC) which is the skills and experience gained over time.

Please refer to the Recognition (RPL video on SGI's website under the FAQ page if you want to apply for RPL or watch a sample of how to complete a RPL kit [HERE](#).

The availability of RPL will depend on the learner's experience, qualifications and evidence as well as relevant Training Package Guidelines.

The RPL process shall be consistent with The RPL National Principles as defined by the AQF.

NOTE: Students will have to complete a FULL RPL kit failure to do so will result in no RPL being granted.

Also please note any information that is supplied must be in copy format, as we will not repost back. If you have material that is sensitive or original files they will be posted at your own risk and a return post pack with tracking facility pre- paid must be available this also must be highlighted at first instance as we upload and store copies to our system and destroy the files sent in.

In the instance where a student requires data from our system will invoke a Administration fee of \$44 a direct cost for this service.

8 HELPFUL TIPS FOR STUDYING ONLINE

Step 1

If you ever need any help or assistance at any time, please don't hesitate to send your trainer a message using the 'Messages' section online. Our Trainers attempt to generally respond to messages approximately within 24 hours, and at the very longest, within 48 hours (not including weekends).

Step 2

Regarding marking of workbooks, Trainers generally mark workbooks approximately on a weekly basis (i.e. within 7 business working days of you submitting it for marking, and at the very longest, within 10 days, again not including weekends).
If you complete a unit and have submitted to your trainer for marking, please continue working on the other units, so you're not losing time waiting for me to mark what you've submitted

Step 3

The course should be completed within 12 months of enrolment and commencement. Here is an approximate breakdown of hours per week, (Based on an average)

- 6 hrs per week = takes 1 year to complete the course;
- 12 hrs per week = 6 months;
- 18 hrs per week = 3 months;

Step 4

We suggest that you kindly please complete one unit at a time i.e. read all the unit content, answer all the questions, then submit for marking. Once you have submitted to the trainer for marking, please then commence the next unit, so you don't lose out on time waiting for the trainer to mark.

Tackling the units : Read Section 1 unit content, answer Section 1 activities, then read Section 2 unit content, then answer Section 2 activities etc. Then answer the Written / Oral questions and then the Project. At the end of the day, whatever is the best study schedule that works for you. It's up to you and it's in your hands, as it is an online self-paced course.

Step 5

When answering, include more than less i.e. as much depth and detail as possible. This will save you time in that you won't keep on getting feedback from your trainer, back and forth saying things like, "not enough detail", "please expand", "too brief" etc. You can give answers straight from the slides, because it's not like you can be done for plagiarism, because you're sourcing the material and content text that you have already read. The Written / Oral questions and Project will naturally need to be longer, and more detailed than the activity questions.

Step 6

If you need to edit any of your details i.e. personal details, change your password etc, please do so, using the 'Edit Details' tab at the top in red (next to Messages). Please kindly make sure that all your details are correct i.e. address, email address etc.

Step 7

Please kindly view our website [SAND GOANNA](#) and our [FAQs](#), as if you have any further questions and queries, our FAQs page may have the answer for you.

Step 8

Below is a link to the Student User Guide. Sand Goanna strongly recommends that you view [this guide](#) before commencing your learning.

Feedback and Communication

SGI embraces an ongoing policy of open communication and encourages feedback and dialogue with all students to assist with meeting student needs and concerns as well as for ongoing improvement of SGI's services.

SGI would appreciate feedback in regard to your opinions, satisfaction, or other views about SGI's operations, policies, procedures and training delivery and assessment.

SGI will analyse and utilise this feedback and communication to:

1. Review its policies and procedures and
2. Plan for improvement

Feedback can be supplied directly to facilitators, other SGI staff, or as written suggestions which may include the use of SGI feedback forms.

Equal opportunity

All admissions to SGI's courses shall be determined fairly without consideration for an applicant's gender, sexual orientation, ethnicity, religion, personal beliefs, handicap, etc. unless such items pose a reasonable argument for non-enrolment on the grounds of safety or capacity to undertake the role or if it is in opposition to the laws of the land or SGI's code of conduct:

Applicants will be assessed on their:

1. Successfully meeting course pre-requisites and or pathways including appropriate qualifications and experience
2. Demonstrating a capacity and willingness to adhere to SGI's standards and code of conduct
3. Ability to undertake the course in a manner that encourages a fair, safe and enjoyable learning environment
4. Other items as determined for specific courses on a time to time basis.

Specific Needs Groups

SGI will maintain a flexible and proactive attitude towards specific needs groups and, where practical may cooperate with community or special needs organisations to allow their members access to accredited training. Where appropriate and in line with the development of SGI, it may provide specific courses or programs designed to assist groups of special needs or circumstances.

Anti-Discrimination

SGI policy does not allow for the discrimination of an individual by virtue of their gender, sexual orientation, religion, culture, political beliefs, handicaps or personal background providing it has no direct, reasonable and legal bearing on the individual's performance within the position, or on the safety, or wellbeing of the applicant or others.

All persons will be treated fairly and have their application considered on the basis of its merits.

Confidentiality

SGI will not disclose the personal details of its employees/students/contractors, or associates except as they expressly permit, or if necessary to meet legislative or compliance standards set by regulatory authorities or other persons empowered under the law.

Sexual Harassment

What is sexual harassment?

Sexual harassment is any unwanted or unwelcome sexual behaviour, which makes a person feel offended, humiliated or intimidated.

Sexual harassment is not interaction, flirtation or friendship which is mutual or consensual.

Sexual harassment is a type of sex discrimination.

The [Sex Discrimination Act 1984 \(Cth\)](#) makes sexual harassment unlawful in some circumstances. Despite being outlawed for over 25 years, sexual harassment remains a problem in Australia.

Sexual harassment disproportionately affects women with 1 in 5 experiencing sexual harassment in the workplace at some time. However, 1 in 20 men also report experiencing sexual harassment in the workplace.

Identifying sexual harassment

Sexual harassment can take many different forms – it can be obvious or indirect, physical or verbal, repeated or one-off and perpetrated by males and females against people of the same or opposite sex.

Sexual harassment may include:

1. Staring or leering
2. Unnecessary familiarity, such as deliberately brushing up against you or unwelcome touching
3. Suggestive comments or jokes
4. Insults or taunts of a sexual nature
5. Intrusive questions or statements about your private life
6. Displaying posters, magazines or screen savers of a sexual nature
7. Sending sexually explicit emails or text messages
8. Inappropriate advances on social networking sites
9. Accessing sexually explicit internet sites
10. Requests for sex or repeated unwanted requests to go out on dates
11. Behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

In what circumstances is sexual harassment unlawful?

The Sex Discrimination Act makes it unlawful for a person to sexually harass another person in a number of areas including employment, education, the provision of goods and services and accommodation. Of all the complaints received by the Commission under the Sex Discrimination Act in 2009-10, 1 in 5 related to sexual harassment.

Disciplinary Procedures

Where students are in breach of SGI policy, State or Territory legislation, are disruptive, rude, unsafe, or fail to meet acceptable standards of good behaviour, SGI may take steps to address the situation. Depending on the nature and severity of the problem, SGI may choose to resolve the issue by mediation which will be recorded on student files and written copies and outcomes supplied to the student. Where the issue is more serious or is unable to be resolved, SGI may seek to apply sanctions, suspension, or expulsion to the student or, where relevant, refer the matter to more appropriate authorities or authorised bodies. All such action will be recorded with written outcomes supplied to the student(s) involved.

Complaints and Appeals

SGI takes all complaints seriously and will advise enrolled students of their right to lodge complaints and appeals using SGI's 3 Step appeals process.

SGI will ensure this information is available to learners in advance of any enrolment or contract by any or all of the following:

1. Details provided on SGI's publically accessible website.
2. In pre-enrolment information supplied to learners such as information packs and or student handbooks.
3. In emails or other written advice.

Process

SGI's 3 step appeals process is as follows:

3 STEP COMPLAINTS AND APPEALS PROCESS

STEP 1:

The issue can be raised directly with your facilitator/assessor.

If you are not satisfied with the result or action you may then undertake a complaint or appeal through Step 2.

STEP 2:

1. The complainant may raise this issue in writing with SGI using the [Complaints form](#) or have SGI staff take notes regarding the complaint. After receiving the written/noted complaint, SGI will receipt the complaint and will arrange for a confidential personal phone interview as soon as practically possible, preferably within 48 hours.
2. This interview will attempt to resolve the complaint either between the parties involved or between the complainant and SGI

3. If the complaint cannot be resolved to the satisfaction of the complainant the grievance will be forwarded to the Chief Executive of SGI 13/230 Main South Road, Morphett Vale SA 5162 for actioning
4. If the grievance concerns an SGI staff member, STEP 2(c) will automatically follow.

STEP 3:

The complainant may at any point in this process action their grievance with:

1. A trade union, or association
2. The Anti-Discrimination Board.

All issues, complaints and grievances are taken seriously by the staff and management of our business and will be investigated and acted upon as quickly as possible.

Complainants will be informed in writing about actions taken on their behalf and confidentiality will be maintained to ensure the rights of the complainant are upheld.

Sand Goanna Institute
13/230, Main South Road
Morphett Vale SA 5162
www.sandgoanna.com.au

Storing of Records

All non student records which are required by law or the request of the Registering Authority will be kept for seven (7) years unless otherwise directed by the Registering Authority, after which time they will be destroyed in accordance with legal requirement for each type of record. These records will be made available to the Registering Authority or other relevant stakeholders as required by the terms of registration.

All student records will be kept for a minimum of thirty (30) years unless otherwise directed by the Registering Authority.

All assessment evidence will be kept in line with ASQA guidelines.

All records are stored on SGI's dedicated server, and a backup copy of the data is stored offsite and kept in a safe in the Managing Directors home.

Should the RTO cease to trade, fail to renew its registration, etc. all relevant documents including student records will be transferred to the Registering Authority.

The storage of records by the RTO shall include:

1. All student records including attendance, training delivered, assessment, results, issue of certificates and qualifications, other relevant data and correspondence with students unless such storage contravenes the Privacy Principles set by the Registering Authority or another Regulatory Authority such as the Australian Taxation Office, etc.
2. Relevant correspondence with the Registering Authority, other authorities, RTO's, institutions, entities or individuals
3. Financial records
4. Complaint, incident, and safety registers.

The Registering Authority shall:

5. Have access to all records

Other records

SGI will maintain records needed to fulfil its obligations under the NVR, AQF, legislative requirements, and to ensure it complies with corporate law including:

- Financial records
- Staff records (qualifications & experience)
- Enrolments
- Participation
- Safety/WHs/OHS records
- Student results
- Audits
- Partnerships

- Industry arrangements
- Other

Access to personal records

SGI Students will have access to all their personal information by request but will not be allowed to access any information that may breach the privacy of other persons. Where such a situation might occur, the details will be provided to the student requesting the information in a format (written, verbal, statistical) that meets their needs but ensures the privacy of other individuals is maintained.

Other organisations may only have access to specific and private information where a client agrees to the release of their information. This does not include other RTOs, employers, or other organisations seeking to confirm general information about competencies or student status for employment or as relevant for other training.

Information may be provided to statutory authorities such as the ATO where there is a legal obligation to provide it.

General Safety Tips

Personal Protective Equipment (PPE)

PPE assists with injury prevention and reduction and may include:

6. Gloves
7. Protective Glasses
8. Overalls or other clothes
9. Safety boots
10. Other equipment or clothes as specified by a workplace or industry.

All SGI students involved in on the job or simulated workplace training need to utilise the PPE specified for the specific workplace.

Chemicals and foreign substances

Chemicals may enter you body three ways:

1. Absorption – through the eyes and/or skin
2. Inhalation – through your nose or mouth
3. Ingestion – when you swallow

Where your training is on the job or in a simulated workplace situation that uses or stores chemicals/hazardous substances on site, you should:

1. Make yourself aware of and obey safety protocols and emergency procedures
2. Be aware of and obey all safety signs

3. Read signs and instructions carefully before using or any chemicals/substances or moving containers holding chemical/substances, and if unsure ask for assistance/direction from authorised site staff or supervisors.
4. Follow the directions and advice of authorised site personnel
5. "Don't be the next victim."

Hazardous spills

Where hazardous spill occurs there are a number of steps that should be taken:

1. Warn personnel in the vicinity of the spill
2. Immediately clean up the spill if it is safe to do so and appropriate equipment, PPE, etc, is available, otherwise inform a supervisor or an authorised staff member who can arrange for the spill to be dealt with
3. Block off the area or place warning notices while you get cleaning aids, suitable PPE, or leave to inform authorised supervisor or staff
4. If the spill is toxic and can be inhaled, ingested, or absorbed, then the vicinity should be evacuated an authorised staff informed of the hazard.

Safe lifting

Safe lifting is necessary for safety and injury prevention. Weight to be lifted should not exceed the identified safe level for the site/industry and should follow the safe work practice safe the host site.

Generally speaking, the process for safe lifting (of appropriate weights) is:

1. Plan the lift
2. Stand close to the load
3. Keep your back straight
4. Get a firm grip
5. Lift smoothly
6. Keep the load close to the body.

In lifting, utilise the large leg muscles and avoid placing strain on your back and neck. "Most of the power in lifting should come from you legs!"

Emergency Procedures

In case of fire, the following action should be taken by the first person to discover the fire unless the host business has instructed otherwise in their site induction/protocols. Where any step is not safe or practical, the next step should be undertaken.

1. Alert the nearest staff member
 2. Set off an alarm (if applicable)
 3. Stop ventilation by closing doors, windows, etc.
 4. Extinguish the **FIRE** (Only if trained in the use of fire extinguishing and if fire is containable).
-
1. Notify Emergency services
 1. Fire Brigade 000
 2. Police 000
 2. Advise the following information:
 1. Name and address of facility
 2. Location of emergency fire, smoke
 3. What is the emergency (e.g. burning)
 4. Staff person's name
 3. Notify the senior trainer/staff member on site
 4. Remain by the telephone unless in danger or told to evacuate
 5. Senior Staff member on site:
 1. Proceed directly to the emergency fire if safe to do so
 2. Assess the situation
 3. Make sure that S.A.V.E. (Signal, Alert, Ventilation, Extinguish) has been done
 4. Make a decision whether to evacuate
 6. If fire is uncontrollable, the senior staff member on site must:
 1. Give the evacuation orders to nominated areas as designated by local emergency procedures
 2. Ensure no-one enters the fire area
 3. Supervise evacuation
 4. Supervise roll taking at assembly point
 5. Meet the fire brigade when they arrive.
-
1. Other relevant persons must:
 1. Evacuate people they are responsible for to nominated assembly areas designated by local emergency procedure
 2. Systematically search toilets, rooms (if safe to do so), etc, to ensure no-one is left behind.

First aid

Staff will direct persons requiring First Aid treatment to a designated First Aid Officer.

Stress

Stress can cause any number of problems during activities such as training and can lead to risks and/or accidents in the training environment through:

2. Lack of awareness
3. Fatigue
4. Inefficiency
5. Poor judgement
6. Inappropriate reactions.

Stress reduction/management plays a major role in risk management and the prevention of accidents in the training environment or any workplace. Methods that can assist with risk management include:

1. Rest (appropriate rest is essential for good health, awareness, and efficiency/safety)
2. Hydration (the body needs to be well hydrated to operate efficiently and maintain good motor function and awareness)
3. Relaxation (relaxing activities should be considered as a part of a balanced lifestyle)
4. Sustenance (balanced regular meals are necessary for good health and physical and mental wellbeing)
5. Exercise (exercise can reduce stress and increase the bodies efficiency)
6. Role understanding (role confusion or not understanding your study requirements can lead to frustration, confusion, and stress. If unsure about your role or aspects of the job, ask appropriate SGI people for help or advice)

Support and Assistance

A list of referral contact details is available and can be supplied students alike for a variety of services including; counselling, emergency accommodation, substance abuse, etc.

A list of these services will be supplied at induction sessions with copies kept in a place where they can be accessed by students on request.

Slips, trips, and falls

Slips, trips, and falls are common but can be minimised or avoided by taking simple precautions including:

1. Don't rush. Move at a pace that is safe, particularly in areas of unsure footing
2. Hold onto rails, and go up or down stairs one at a time
3. Wear non slip footwear and watch where you are going
4. Make sure work areas are well lit
5. Clean up greasy or slippery surfaces

Tools and machines

Before using any tools or machinery you should:

1. Ensure you are familiar with safe work practice guidelines and emergency procedures for the operation of the device
2. Ensure you have received appropriate training to use the device (be ticketed where required)
3. Inspect the device for possible risks/hazards
4. Ensure all safety requirements are in place (shields, guards, etc)
5. Ensure you have and are using all PPE required for the operation of the device
6. "Everyone is responsible for safety!"

Risk management is paramount to a safe training environment/workplace and involves everyone taking responsibility for their own safety as well as the safety of those around them. Some simple actions that can reduce risk are:

1. Don't ignore it, do something about it:
 1. Pick it up
 2. Clean it up
 3. fix it
 4. report it
 5. warn others
 6. be alert
2. Be proactive (learn about the safety requirements of the workplace and follow them).

SGI Release of information template

POLICY

SGI will not use any personal or business information for any purpose other than as approved by the individual or organisation whose details/image/s are to be used. Personal or business information will not be provided to any third party without express written permission, or where SGI is legally obliged to do so.

PERMISSION

Permission is granted to the SGI to:

| |
|--------------------|
| Area of permission |
| Details |

Authorised Person

Organisation []

Position []

Name []

Date []

Signature []

Witness

[Organisation []

Position []

Name []

Date []