



Southern Solutions
Training

Achieving Success Together

Through Quality Training

Tailored to You

Southern Solutions Training Services acknowledges the Traditional Owners and Custodians of Country upon which this document was written, published and distributed. We pay our respects to all First Nations people and acknowledge Elders past, present and emerging.

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WELCOME TO SSTS!

Congratulations on joining together with Southern Solutions Training Services (SSTS) to take the next big step in your learning and employment journey!

SSTS is one of Australia's most well-respected training providers and our team are dedicated to improving your future opportunities. Our training model of workplace learning and one-on-one meeting time with your trainer is highly regarded by our training partners and other training organisations and is extremely successful for improving career opportunities and pathways for our students.

As a Registered Training Organisation (RTO 50902), we offer training experiences from short courses to nationally recognised qualifications.

THE SSTS MISSION STATEMENT

At SSTS, our mission is to deliver quality training to our students, addressing the needs of individuals, organisations and industry. Our success is measured through the development of student's knowledge and skill, sustainable employment outcomes, increased productivity for organisations and standards of excellence within industry.

This Student Handbook demonstrates our commitment to providing the highest standard of training to you. It outlines who we are, our policies and procedures, our relationship with you and your relationship with us. We aim to provide accessible learning for everyone as we deliver the knowledge and skills to ensure you're job-ready and enthusiastic to consider even further education. We really want you to enjoy your time while training with SSTS!

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CONTACTING SSTS

Our administrative team and student support staff are available to you between 8am and 5pm (AEST/AEDT) from Monday to Friday. Outside of these hours email us, and we will respond to all queries within 48 hours. Contact us by phone on 1300 656 321 or by email at info@ssts.edu.au

Your trainers and assessors are available to you between 9am and 5pm (AEST/AEDT) from Monday to Friday for the duration of your course. Outside of these hours, or if your trainer or assessor is engaged with other students, email us and we will respond to all queries within 48 hours.

OUR CONTACT DETAILS

Southern Solutions Training Services

Phone: 1300 656 321

Email: info@ssts.edu.au

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OUR COMMITMENT TO YOUR SUCCESS

SSTS creates the right training program designed specifically for you. We learn about your strengths and capacity for improvement, your current knowledge in your area of employment, and any additional support that you may need. We want you to succeed and the best way to do this is to design a program tailored just for you!

ENROLMENT

This is your first step in our training journey together. We ensure our students are enrolled correctly, fairly and in line with all relevant government and organisational requirements.

- Our General Manager is responsible for our enrolment policies and procedures.
- Our administration team, trainers, and assessors are responsible for managing the enrolment process with potential students.
- Our administration team are responsible for ensuring potential students meet all of the necessary eligibility criteria and the correct documentation is supplied with enrolment forms.

An important administrative step in your enrolment is for you to get and give SSTS your Unique Student Identifier (USI) number. If you are unsure how to do this, you can allow SSTS to do this on your behalf by giving us your signed authorisation.

NSW

For students from New South Wales (NSW) you will need to sign a consent form authorising SSTS to share your information with the State Training Services, National Centre for Vocational Research (NCVER) and any other government services. These organisations may ask you to participate in surveys, projects etc. to improve, check and improve our training services.

VIC

If you are undertaking your studies as a funded student, your information is shared with the Department of Jobs, skills, industry and regions; as well as the National Centre for Vocational Research (NCVER). If you are undertaking a traineeship, your information will also be shared with the Victorian Registration and Qualification Authority (VRQA)

PRE-TRAINING REVIEW

You've made the great decision to develop and enhance your knowledge and skills by enrolling in an SSTS training program! We want to support you through your journey with SSTS by ensuring you're on the best path for you and have all the support you need. We do this right from the start through our thorough, industry admired Pre-Training Review. Every

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SSTS student completes this, with many of our graduates stating that it was incredibly beneficial in ensuring their learning was focused on their individual needs.

The Pre-Training Review involves:

- Identifying any formal, informal or non-formal learning you have already acquired. We always consider any previous learning you've undertaken and any work/life experience that may be applicable to the course you're looking to study.
If you have any prior formal training or experience relevant to the qualification you're enrolling in, then you'll be encouraged to apply for a Credit Transfer or Recognition of Prior Learning and to provide any supporting documentation.
- Working with you to determine the most suitable qualification for you to enrol in by considering the job outcome, career or further education you're hoping to achieve through the development of new knowledge and skills.
- Determining that our learning strategies and course materials are appropriate for you, and deciding together if you need any additional support, for example language, learning or technology support. As part of this process, you'll undertake a Language, Literacy and Numeracy test to assess the level of appropriate support, if any, for you.
- Ensuring that your training location has access to all of the equipment and resources required for your training and assessment.
- Discussing, reviewing and authorising your Training Plan with you and any other relevant parties.
- Completing your enrolment form.
- Explaining any fees and charges.
- Discussing this student handbook with you, including responsibilities in relation to your training.

The Pre-Training Review will be conducted, and the outcomes decided, before you commence any SSTS training program.

OUR SSTS TRAINERS

Upon successful completion of your enrolment, the SSTS administration team will allocate you to one of our amazing trainers who will contact you about when, where and how you will start your course.

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We pride ourselves on the knowledgeable, approachable and inspiring trainers we work with at SSTS. Our trainers love meeting, engaging with and encouraging our students through the sharing of knowledge and skills, mentoring you, and watching your confidence and career develop.

These trainers deliver the knowledge, skills and practical experience that make up each course in actual and simulated classroom and workplace environments. At SSTS our trainers always have:

- Specialised competency in your area of study
- Current industry skills
- Current qualifications, experience, knowledge and skills in vocational training

All trainers and assessors delivering online content at SSTS are experienced in virtual delivery such as:

- Professional development online facilitation
- Participation in groups of trainers and assessors who meet and share ideas for improvement in online training and assessment

SUPPORTING YOU

SSTS encourages everyone to access and enjoy the benefits of study. To ensure this, we have developed many successful strategies to support students of all abilities with learning, training and assessment needs.

An important part of our enrolment process and Pre-Training Review is identifying and assessing the needs, if any, of our students. This is why it's essential you're honest on our forms and questionnaires so we can identify any additional assistance you may need to achieve your best outcome.

We can provide access to support services during your enrolment, course commencement and/or training periods and we tailor available support to your particular needs. SSTS assess each student's needs individually, which can mean that the type and extent of support service offered may vary between students. Please note some support services may attract an additional cost to you. We will discuss these additional costs, if any, with you when we recommend which support service/s may best suit your needs.

Any student support identified prior to enrolment will be monitored throughout your training program to ensure it remains current and relevant to your needs. If you start your training program and believe you require support, or additional support, then just contact our friendly team at info@ssts.edu.au who can discuss and assess your needs with you. If, during your

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training, one of our experienced trainers believes you may require support, or additional support, they will discuss this with you and our General Manager.

SSTS will continue to provide educational and support services all through your training program. We're committed to helping you achieve successful outcomes.

Support services available include, but are not limited to:

- Telephone and email support
- Extra one-on-one time with your trainer or another subject matter expert
- Extra support in the classroom
- Access to additional materials to assist with your learning
- Additional review and explanations of learning content and materials
- Additional activities to help with your understanding of the content
- Extra mentoring from appropriately qualified trainers
- Additional online support (where available)
- Computer and technology support
- Extra time to complete tasks
- English language support
- Language interpreters
- Transcribers
- Voice recorders
- Material in larger print
- Audio material (instead of, or together with, visual material)
- Organising and supervising study skills and study groups
- Job placement assistance if you're enrolled in a course that requires a practical placement (for example, the Diploma in Early Childhood Education and Care)
- Access to external support services (for example, The Adult Migrant English Program, The Reading Writing Hotline)
- Referral to external counselling services (for example, Lifeline, Beyond Blue, Relationships Australia)

VIRTUAL LEARNING

In today's busy and changing world, it may be more convenient or necessary for you to undertake all or part of your study online. At SSTS, we appreciate the demands of your location, work and home life and want to ensure you have the opportunity to develop your knowledge, skills and career progression even if it is not practical or accessible for you to attend a physical classroom.

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SSTS provides a virtual learning experience that is engaging and interactive. We offer you learning opportunities to interact and collaborate with your peers through:

- Online classes
- Discussion forums

We also provide multiple opportunities for ongoing feedback between you and your trainers and assessors through:

- Informal discussion forums
- Timely responses to your queries in relation to content, assessment tasks or any other concerns related to your learning. This is most effective if done by email.

We'll oversee and monitor your participation to ensure you continue to progress through your course and will contact you if you've not logged on for two consecutive classes to offer any support you may need.

It's important you have access to all of the equipment and resources required for your training and assessment if it's conducted online or in a 'virtual classroom'. The learning materials used in virtual training are interactive and are presented in a variety of engaging formats, including:

- Guided content
- PowerPoint presentations
- Video
- Audio
- Interaction through discussion forums, webinars and virtual classrooms

To enable this, you'll need access to the following (at a minimum) information technology requirements to ensure you have the best learning environment:

Knowledge and skill with:

- Windows or MacOSX system
- MS Office, Word, Excel and PowerPoint
- Media Players such as Windows Media Player and VLC
- Google Chrome, Safari, Firefox or IE browsers
- Emails
- Microsoft Teams, Zoom, Skype, or other similar communication platforms. SSTS is using Microsoft Teams to host virtual classrooms.

Hardware and software equipment with, or greater than, the following specification:

- Tablet or PC with internet connection
- Google Chrome, Safari, Firefox or IE10 browsers
- Webcam and microphone

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- Internet ADSL2+ with a stable connection
- Keyboard, mouse and monitor

Web-based content is available on handheld devices including mobile phones and tablets.

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EFFECTIVE ASSESSMENT

An essential part of the learning process is assessing the knowledge and skills delivered to you by your trainer during your training program. SSTS apply the following principles of assessment to ensure you have the best opportunities to successfully complete your course with us. These are:

- **Flexibility**
SSTS assessments will always reflect your specific learning needs and will assess the knowledge and skills you've acquired during your training program.
We use a range of different and user-friendly methods for assessment. They will be appropriate to you and the unit/s you have undertaken.
- **Fairness**
Your needs will always be considered in the assessment process. If required, a reasonable adjustment to your assessment may be applied to take into consideration your particular needs.
The SSTS assessment process is very open and transparent. You'll always have the opportunity to question or challenge the result of any assessment you complete, including the opportunity to be reassessed if necessary.
- **Validity**
Our assessment strategies and practices will cover the broad range of knowledge and skills essential to complete the unit/s that you've undertaken. They will reflect and demonstrate how these knowledge and skills can be used in a practical/workplace environment. All assessment is in line with the requirements of the *Australian Qualifications Framework (AQF)* specified for each unit and course.
- **Consistency**
We always ensure our assessments and assessment results are consistent for each unit and course, irrespective of different trainers and assessors. We do this by having authorised third parties cross-check and audit assessments.

This content is a detailed expansion of our commitment to you under the obligations outlined in the *Skills First Quality Charter*. This can be accessed by clicking on the link below:

[Skills First Quality Charter](#).

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YOUR COMMITMENT TO YOUR SUCCESS

SSTS are committed to your success. We provide you with quality trainers and develop relationships with workplace educators to ensure you receive the knowledge and skills for future success in your chosen field of employment. You also need to commit to your success with enthusiasm, motivation and active participation in training, workplace and assessment activities.

EFFECTIVE ACTIVE PARTICIPATION

After enrolment, you'll receive a training and assessment schedule that will outline when your training sessions will be held. We encourage you to be punctual to each training session as it will start promptly and important information about the training session, content and assessments will be given at the commencement of each session. A non-attendance for the session will be recorded if you're more than 30 minutes late.

If you're unable to attend a training session, please advise your trainer or email info@ssts.edu.au before the start of the session. You may be required to submit evidence (for example, a medical certificate) to explain your absence. You'll be required to complete the reading, work and assessments assigned by the trainer for the session you missed. This will also include completing any practical activities undertaken in the session and you'll need to coordinate this with your trainer and/or SSTS.

If you attend but cannot complete a training session, you must advise your trainer before you leave. This allows your trainer the opportunity to outline what you'll miss and may need to make up at another time and is also a requirement of SSTS risk management procedures (for example, in the event of an emergency evacuation).

If you don't attend a training session and don't advise your trainer or SSTS of your absence, SSTS will attempt to contact you three times over the following two weeks. If you're unresponsive to this contact, you'll be emailed an intent to withdraw to the email address you provided to us when you enrolled. If you don't contact SSTS within seven days, then you'll be withdrawn from the program and any refunds, if payable, will be calculated according to prior attendance and participation.

ASSESSMENT

To complete your course, you'll undertake multiple units of competency – the number of units is determined by the requirements of the course you're enrolled in. To complete each unit of competency, you'll be required to satisfactorily complete a range of assessment activities. These will include not only written assessments, but also practical assessments in a real or

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simulated workplace environment that will demonstrate the knowledge and skills you've acquired. You may need to show how you would act in a specific workplace scenario or how to locate information or documents.

Assessment Expectations

To give you the best opportunity to satisfactorily complete each unit of competency, and subsequently, your course, we strongly recommend that for each hour you spend at a training session, you spend at a minimum, two hours studying, researching and preparing your assessments.

When completing handwritten assessments for submission, you can only use blue or black pen (you cannot use pencil or an erasable pen). If you make a mistake while completing the assessment, just clearly cross out the mistake with the pen and rewrite your response underneath.

Due dates for the submission of assessments will be clearly stipulated in writing by your trainer/assessor.

We encourage you to effectively manage and plan out your assessment preparation time. However, we also understand that as an adult learner you will have other responsibilities as well as your studies and these may impact upon your ability to complete your assessment by the due date. If you require extra support or time to complete your assessment, this can be negotiated with your trainer or by emailing info@ssts.edu.au. Extensions are only available in exceptional circumstances as we always give you a fair and reasonable amount of time for assessment submission. If you do not meet the due date provided, you may need to pay an additional fee for an extension.

Assessment Activities

The SSTS training model is structured on delivering theory-based content with practical experiences. Assessment tasks are designed to reinforce and enhance your training session learning. As our training programs are competency based, it is expected that you can complete and show your ability to undertake tasks to a required standard to an SSTS assessor. The evidence of your ability to do this will be gathered through a variety of assessment methods. A minimum of two forms of assessment will be used for each unit of competency including, but not limited to:

- Knowledge Questions
These may be short answer, extended answer or multiple-choice questions that will show your assessor your knowledge of the learned content.
- Case Studies

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These are opportunities for you to resolve a detailed hypothetical or potential problem or situation by applying your knowledge and skills.

- **Research Projects**

These may be undertaken individually or with others in your training group and will require research beyond what you have learnt in the training session. The intention of a research project is to reinforce and enhance learning on a particular topic within the unit of competency.

- **Role Plays**

These are opportunities for you to demonstrate to your assessor your learned knowledge and skills in a hypothetical or simulated situation, often with you and your peers acting in roles that would be typical of those in a workplace. This task is about assessing your reactions in workplace situations and how you apply your learned knowledge and skills. Role plays are not about assessing your acting abilities!

- **Demonstration/Observation**

These are opportunities for your assessor to observe how you demonstrate your learned skills and knowledge in a real workplace situation.

If your training and/or assessment is being conducted online, then video technology may be used for you to demonstrate your competency in practical skills.

If you're working on an assessment activity with another student or group, it's really important to try to not let your partner or team down. If you're experiencing difficulties with the content or with time-management for the assessment, then communicate with your trainer/assessor as soon as possible.

If you believe you're not ready to be assessed for a practical assessment, like a role-play or demonstration/observation, then contact your trainer/assessor as soon as possible. If you don't give adequate notice to your trainer/assessor or don't attend your practical assessment at all then you'll need to reschedule your assessment. There may be a significant delay to do this, for example you may need to wait until the trainer is running this unit with another group. As some units have prerequisites, you may not be able to move onto the next unit and will need to defer your studies until you've completed the assessment activity/activities.

Once you've successfully completed your assessment activities for a unit of competency, you'll be assessed as Competent for that unit. Once you have been assessed as Competent for each unit of competency within your course, you'll have successfully achieved your Qualification and will receive a Statement of Attainment!

If you fail to demonstrate the level of competency required to complete the assessment activities for a unit of competency within three attempts, you may need to pay a fee for additional attempts.

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You cannot receive a qualification or Statement of Attainment if you've not successfully achieved competency for each required unit.

WORK PLACEMENT

Some SSTS qualifications require you to source a work placement component for successful completion of a course. If you're enrolled in a course with a work placement requirement (see the table below), you've been given an incredible opportunity to further enhance your knowledge and skills in a practical, supervised and authentic environment. Detailed information regarding your role, responsibilities and other requirements of the work placement will be given to you prior to the commencement of your work placement hours. If you have any questions about the work placement, please contact your trainer.

At time of publication of this document, the following qualifications have a compulsory work placement requirement for successful completion.

Qualification Code	Qualification Name	Practical Placement Hours
CHC30121	Certificate III in Early Childhood Education and Care	160 hours minimum
CHC43015	Certificate IV in Ageing Support	120 hours minimum
CHC50121	Diploma of Early Childhood Education and Care	280 hours minimum

EVALUATING US

At SSTS we're continuously striving to improve our training and assessment strategies, but more importantly, our relationship with you. To help achieve this, we'll occasionally ask you to give us honest feedback on your training experience with SSTS including how you found the course content, assessment activities, your trainer, SSTS facilities and SSTS staff and processes.

We'd also like you to participate in the Australian Quality Training Framework (AQTF) Learner Engagement Survey. Your feedback will be submitted to Australian Skills Quality Authority (ASQA) to annually analyse the quality of our training and assessment. This performance

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indicator is a condition of our registration, and we take great pride in the positive feedback we receive and always work to improve on areas of concern.

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OUR RESPONSIBILITIES

We pride ourselves on the strong and respectful relationships we have with our students and our training partner organisations. You expect the best from us, and in turn we expect the best from you. SSTS provides a learning environment that is fair and equitable for everyone.

All SSTS students have the expectation and the right to:

- Respectful, equal and fair treatment from all other SSTS students and all SSTS management, administration staff, trainers and assessors.
- Be free from discrimination, harassment, bullying and victimisation on any basis and in any environment.
- Be in a healthy and safe workplace or learning environment.
- Have personal details and records held privately and securely in accordance with SSTS policies and procedures. Our enrolment forms contain a privacy statement which tells you which authorities your data may be supplied to and how it will be used.
- Have access to your information held by SSTS.
- Receive clear and accurate information about the course, training and assessment that you're undertaking.
- Receive clear and accurate information about your progress within the course you're undertaking.
- Access the support and physical requirements necessary to effectively participate in your training program.
- Receive support services, training and assessment specific to your individual requirements.
- Make a reasonable complaint that will be dealt with confidentially, quickly, fairly and without retribution or reprisals.
- Appeal a decision regarding assessment or procedure/s.
- Provide helpful feedback to SSTS on any matter relevant to the training you received.

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YOUR RESPONSIBILITIES

Just like you have expectations from us, we have expectations of you, to ensure that all people have respectful and fair access to receive and deliver SSTS training.

All SSTS students are expected to:

- Treat all people respectfully, equally and fairly and to not threaten, offend or embarrass any other person.
- Not discriminate against, harass, bully, victimise or disrupt the learning of others.
- Follow all SSTS and workplace policies and procedures that protect and ensure the health and safety of you and all of those around you. This includes ensuring there is no smoking at training venues, or any other premises engaged by SSTS.
- Report any safety concerns to SSTS or workplace personnel.
- Refrain from having in your possession any items that threaten the safety of any person.
- Advise SSTS of all relevant and accurate information and make any obligatory payments when and as required.
- Prepare appropriately for each training session and your assessment tasks.
- Make all agreed and regular contact with your trainer.
- Remain up to date with the training and assessment schedule for your course.
- Advise SSTS and your trainer if you're unable to attend a training session or pre-arranged meeting with your trainer.
- Complete and submit all assessment tasks when and as required ensuring the work is your own and has not been copied or plagiarised from another person or source.
- Advise SSTS if you have any difficulties at any time during your training program.
- Bring enthusiasm, commitment and integrity to your course!

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STUDENT BEHAVIOUR GUIDELINES

We've outlined your responsibilities on the previous page, but let's look at some of them, and others, in greater detail so there's no confusion about what SSTS, your workplace, your trainer and your fellow students expect of you.

- Your appearance is always expected to reflect the appropriate workplace standard. Neat, respectful and comfortable clothing is appropriate for classroom-based training sessions. Your workplace supervisor will advise you of workplace appropriate or specific requirements prior to the commencement of your employment or workplace training.
- As you will be training and working in close proximity to other people, ensure you've taken care with your personal hygiene including your clothing, hair and deodorant.
- While training with SSTS, your behaviour is always expected to reflect the standard of workplace behaviour.
- You're always expected to behave respectfully towards SSTS staff, workplace staff and your fellow students and to follow the guidelines, policies, procedures and requirements set out in this SSTS Student Handbook.
- SSTS work hard to ensure that all of our training facilities are as secure as possible. However, you're ultimately responsible for your personal possessions. SSTS cannot accept any responsibility for any stolen, lost or misplaced belongings.
- SSTS management, administration staff, trainers and assessors are always concerned about the welfare of our students. If you're involved in an accident that causes personal injury and/or damage to SSTS or workplace property, notify your trainer immediately.
- Always follow procedures and exit plans in the unlikely event of an emergency. If a trainer or staff member advises of an emergency and/or directs you to leave a building, follow their instructions exactly and immediately. If you hear an alarm, exit the building via the emergency exit immediately. If you're on a level above ground level, use the emergency stairs to exit the building as quickly and orderly as possible. Don't use a lift in the event of an alarm or an emergency. At the commencement of a training program, your trainer will explain emergency procedures and building exit plans to you. Your safety is always our priority.
- If you have any concerns about the behaviour of another person in your training program, you can raise any issue privately with your trainer, assessor, SSTS

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administration staff or SSTS management. Your concern will always be treated seriously, confidentially and in a timely manner.

- Australian equal opportunity and discrimination law prohibits the making of derogatory or prejudicial comments in reference to a person's ethnic identity, religion, gender, sexuality, sexual identity, disability or age. SSTS will not tolerate any behaviour in breach of these laws.
- If your behaviour threatens the physical and/or psychological safety of your fellow students, a trainer, assessor, SSTS administration staff or management you will be immediately removed from the training program.
- If you consume or are under the influence of alcohol or illicit substances during a training session (whether online or face-to-face) you'll be asked to leave the training session immediately. If this behaviour continues you'll be removed from the training program.
- Smoking impacts the health and safety of you and those around you, and is not permitted within, or at the entrance to, an SSTS training facility.
- Language or actions that are considered inappropriate will not be tolerated by SSTS. If your behaviour in the training environment impacts the learning of others, you may be asked to leave the training session or the training program, and/or be given a formal letter of warning. Your return to the training program will be negotiated with you, your trainer and SSTS management.
- Students who do not arrive on time for a training session or meeting with their trainer are impacting the learning and scheduling commitments of others. Late arrivals may be marked as having not attended which may affect an overall result for the training unit and training program.

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LEGAL OBLIGATIONS AND STANDARDS

SSTS are dedicated to adhering to the legalities of operating a workplace environment that respects and follows all statutory and common law requirements to protect the rights, physical health and wellbeing of our students and team members.

KEEPING EVERYONE SAFE - WORKPLACE HEALTH AND SAFETY

SSTS management, trainers, assessors and administration staff take the health and safety of our students very seriously. We always strive for excellence in workplace health and safety and constantly consider our actions and the impact they have on those around us.

Together with our obligations under the *Work Health and Safety Act (Cth)* of 2011, all state and federal workplace health and safety laws, industry codes and standards of practice, and organisational policies and procedures, SSTS take great care to provide a safe and healthy environment for all students, staff, contractors and visitors engaging in training or work activities.

Working together with SSTS, it is also your responsibility to:

- Protect your health and safety and to avoid acting in a way that jeopardises the health and safety of another person.
- Protect the health, safety and welfare of yourself and others by not deliberately or recklessly interfering with or misusing any property of or anything provided by SSTS.
- Cooperate fully and immediately with all safety instructions given by SSTS trainers, assessors, administration staff and management.
- Not be affected by or under the influence of alcohol or drugs, which may in any way jeopardise your health and safety or the health and safety of others.

RESPECTING YOUR PRIVACY AND CONFIDENTIALITY

SSTS will always respect your privacy and confidential details and will, at all times, comply with the *Privacy Amendment (Enhancing Privacy Protect) Act (Cth)* of 2012 which prevents SSTS from sharing your details to any person other than you or authorised persons.

Personal Information

- We're required to collect your personal information as part of our business operation as a Registered Training Provider.

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- You can at any time, request access to your personal information held by us and you can request corrections or amendments to any information that is incorrect or outdated. You must inform SSTS of any changes to your address or contact details within seven days of the change. You can do this by contacting info@ssts.edu.au to update your details. This ensures any correspondence is sent to your correct address and we can contact you if required.
- All personal information supplied by you to SSTS will remain confidential, will be stored securely and can only be accessed by authorised SSTS staff and management and only as required.
- SSTS are obliged, as required, to share your information with relevant government departments under applicable state and federal laws.

For more information regarding our obligations to you in respect to privacy please refer to www.oaic.gov.au

Record Keeping

- SSTS retain your complete and accurate application, enrolment, academic progress and graduation records.
- All financial records regarding payments, charges, balances etc. are retained by SSTS and you can access this information on request.
- Any information regarding your course enrolment, assessment details, course fees or any other similar, relevant information can be discussed with you but only if you have signed a letter of permission for access to your student information. If you're under 18 years of age this letter of permission must be signed by a third party such as your parent or guardian. Any letter of permission must be signed by the same person who signed the Course Enrolment form. This letter of permission must detail the specific information required and must be submitted to SSTS by email.
- Student records regarding course enrolment, assessment detail etc. may be used by SSTS and authorised third parties for statistical analysis to improve our services.

KEEPING IT FAIR FOR EVERYONE

SSTS are passionate about ensuring all people have an equal opportunity to successfully empower change by gaining knowledge, skills and experience through vocational education and training. To help achieve this, we're committed to providing and maintaining a training environment free from any and all forms of discrimination and harassment.

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Every State and Territory in Australia have laws prohibiting discrimination and harassment, together with federal laws that prohibit discrimination in specific circumstances. These laws are all very consistent and state it is unlawful to discriminate in areas including, but not limited to:

- Age
- Disability
- Gender
- Gender identity
- Marital status
- Physical features
- Political belief or activity
- Pregnancy
- Race (including colour, nationality, ethnicity, ethnic origin)
- Religious belief or activity
- Sexual orientation
- Status as a carer

We're committed to ensuring every SSTS student has equal and fair access to course information and advice, enrolment, training, support services, assessment and any other matter relevant to your course and time with us. We always want you to feel like you're part of the SSTS family, and you'll always have our support to complete your training. If, at any time, you feel like you have been mistreated during your SSTS experience please contact us immediately. We'll always support you, listen to and respect your point of view, and work to resolve any concerns or complaints you may have.

SSTS will:

- Offer fair and reasonable accessibility and opportunities for all students and staff members irrespective of race, gender, identity, sexuality, disability and other areas that fall under legislative protection, regardless of existing community attitudes.
- Ensure equity for all students and staff members by fairly and suitably allocating resources and participation in vocational education and training programs.
- Apply equitable vocational education and training outcomes for all students without discrimination.
- Encourage access for all people to appropriate and quality vocational education and training programs.

CHILD SAFETY STANDARDS

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We take the safety of all SSTS students very seriously as reflected in our adherence to legal obligations and organisational policies and procedures. We also have an additional responsibility for the safety of any SSTS student under 18 years of age. All registered training organisations have extra requirements to keep young people safe.

These include:

- Involving families and students in child safety efforts.
- Safety for Aboriginal and Torres Strait Islander students.
- Improved management of the risk of child abuse in online environments.
- Governance, systems and processes for keeping students safe.
- Advising the relevant government authority if we deliver, or intend to deliver, services to anyone under 18 years of age.
- Updating our child safe strategies, policies and practices as necessary.

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DISCIPLINARY PROCEDURES

Unfortunately, there are times when the behaviour of a student may necessitate disciplinary action to protect the rights, health and wellbeing of other students and SSTS staff and to protect the integrity of SSTS' reputation as a quality provider of vocational education and training services.

SUSPENSION OR DISMISSAL

SSTS is determined to ensure all students can safely and equally access knowledge, skills and experiences through our training and assessment services.

Removing a student, temporarily or permanently, from a course is not an action that SSTS will undertake lightly. It will be well-considered, consistent with our policies, and always in the best interests of all other SSTS students, our trainers, assessors, administration staff and management, and all others impacted by the actions and breaches of disciplinary procedures by a student.

SSTS may choose to suspend (temporarily remove you), or dismiss (cancel your enrolment) from an SSTS training program according to the severity of your actions in the following situations:

- Misconduct
- Using materials in an unlawful or unauthorised way
- Plagiarism, cheating and/or collusion
- Inadequate progression within the course

Misconduct

Any action considered by SSTS as misconduct, may result in your immediate suspension from an SSTS training program.

Following an SSTS investigation into your alleged misconduct, there will be a formal meeting between yourself and SSTS staff and/or management. The outcome of this meeting may be a written warning.

If you engage in further behaviour or another incident considered as misconduct, you will be dismissed from your course and your enrolment cancelled.

Any action considered by SSTS as serious misconduct may result in immediate dismissal from your course.

You may make a complaint about, and subsequently may appeal, the decision of SSTS to suspend or remove you from an SSTS training program, in accordance with the provisions set

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out in the *SSTS Formal Complaints and Appeals Policy* as outlined later in this Student Handbook.

Actions considered as misconduct include, but are not limited to:

- Physical, verbal or sexual assault, harassment or intimidation of another student, SSTS trainer, assessor, or any other SSTS staff member or management.
- Endangering of another student, SSTS trainer, assessor, or any other SSTS staff member or management.
- Theft of property belonging to another student, SSTS trainer, assessor, or any other SSTS staff member or management.
- Damage of property belonging to another student, SSTS trainer, assessor, or any other SSTS staff member or management.
- Threatening harm to yourself or to another student, an SSTS trainer, assessor, or any other SSTS staff member or management.
- Disturbance or disruption of learning or training activities.
- Refusal to follow required, reasonable instructions, for example during an emergency evacuation.
- Attendance at an SSTS training or workplace-based session under the influence of alcohol or illicit drugs.
- Being so affected by prescription drugs that you are unable to participate in training or workplace activities.
- Behaviour in breach of or inconsistent with any provisions under Equal Opportunity legislation.
- Behaviour in breach of or inconsistent with any provisions under Workplace Health and Safety legislation and regulations.
- Behaviour in breach of or inconsistent with any provisions under Child Safety Standards.
- Behaviour in breach of or inconsistent with any SSTS policies or procedures.
- Breach of confidentiality.
- Fraud or fraudulent behaviour. SSTS has implemented a number of strategies and internal control systems to prevent, detect and fairly deal with any matters relating to

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fraud, fraudulent behaviour and allegations of fraud which affect the management, staff, operations, activities and reputation of our organisation.

Unlawful or Unauthorised Use of Materials

Any action considered by SSTS as the unlawful or unauthorised use of materials, will result in a formal meeting between yourself and SSTS staff and/or management. The outcome of this meeting may be a written warning.

If you continue to engage in further behaviour of this nature, you may be dismissed from your course and your enrolment cancelled.

Any action of this nature, considered by SSTS as extraordinarily serious, may result in immediate dismissal from your course.

You may make a complaint about, and subsequently may appeal, the decision of SSTS to suspend or remove you from an SSTS training program, in accordance with the provisions set out in the *SSTS Formal Complaints and Appeals Policy* as outlined later in this Student Handbook.

Actions considered as the unlawful and unauthorised use of materials may include, but are not limited to:

- Infringement of copyright through the sale or unauthorised distribution of material that is subject to copyright.
- Cheating, plagiarising or unauthorised colluding.

Cheating, Plagiarism and/or Collusion

SSTS is a training provider that highly values the integrity and honesty of its management, staff and its business reputation. SSTS has the same expectation of its students and addresses, very seriously, allegations and instances of cheating, plagiarism and collusion.

- Academic cheating is a fraudulent, deceptive or dishonest action that includes using or attempting to use materials that are prohibited or inappropriate during an assessment activity. Your trainer/assessor will clearly stipulate which, if any, materials you may reference during an assessment activity or task.
- Plagiarism occurs when a person takes the idea or work of another person and passes it off as their own.

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- Academic collusion is working together with another or others with the intent to deceive your trainer and/or assessor.

To ensure you take responsibility for the authenticity of the work that you have submitted, you must complete, sign and attach a declaration to all assessments submitted. This declaration will state that the work you are submitting is your own and you have not plagiarised the content from any other source material, cheated or colluded with another or other people.

If an SSTS assessor suspects you have cheated, plagiarised or colluded in the course of your assessment:

- The matter will be referred to the SSTS General Manager who will consider the extent and impact of your alleged actions.
- If the General Manager believes the matter is serious, they will proceed with a disciplinary action.
- You can respond to the allegation (that is deny, explain or defend your actions) and must do so within ten days of receiving an allegation notice from SSTS.

After carefully looking at all of the evidence, if the General Manager decides you have cheated, plagiarised or colluded in the course of your assessment, SSTS may impose one of the following penalties:

- Reprimand you by talking to you about the severity of your actions and warning of you of the more severe implications if you undertake this behaviour again.
- Require you to resubmit your assessment ensuring that at all use of cheating, plagiarism and collusion is removed from the assessment and that there is no further cheating, plagiarism or collusion.
- Suspend your enrolment for a time and on terms to be decided by the General Manager.
- Terminate your enrolment with SSTS.

You may make a complaint, and subsequently may appeal, against any decision or penalty issued by the General Manager. To do this, refer to the *SSTS Formal Complaints and Appeals Policy* as outlined on the following pages.

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STUDENT GRIEVANCES, COMPLAINTS AND APPEALS

All SSTS trainers, assessors, administration staff and management work hard to foster genuine, meaningful and respectful relationships with our students. However, situations may arise where a student has an issue with a representative of SSTS or the organisation's policies and procedures. We will always approach a concern with empathy, fairness and professionalism.

SSTS understands that there are very rare occurrences where a student may feel dissatisfied or aggrieved about a matter and makes a formal complaint. SSTS has policies and procedures in place to ensure that complaints, and any subsequent appeals, are managed:

- Confidentially
- Sensitively
- Fairly
- Promptly
- Efficiently
- Consistently
- Effectively
- At no cost to the student

All students enrolled in an SSTS training program have fair and equal access to our complaints and appeals policies and procedures. SSTS is committed to our transparent approach of resolving grievances and, where possible, within 30 business days of receiving a complaint.

SSTS responds to all allegations involving the conduct or behaviour of:

- Our organisation, our trainers, our assessors or any other SSTS staff or management
- Any third-party that provides services on behalf of SSTS
- Any student or client of SSTS

Complaints may be made about any aspect of our services and activities including, but not limited to:

- The application process
- The enrolment process
- The course admission process
- Marketing information
- The quality of training and assessment provided
- Training and assessment matters, for example student progress, support, assessment requirements, assessment outcomes etc.
- Behaviour from or towards a student
- A refund assessment

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An SSTS decision can be reviewed through an appeal process. An appeal must be made within 30 calendar days of the original decision being made.

You are not obligated to make a complaint just through SSTS. You can also make a complaint to either the:

- **National Training Complaints Hotline**
This service can refer you to the appropriate agency or authority to assist you with your complaint. Contact the Hotline by:
 - Phone:
133873
Monday – Friday 8am-6pm (AEST/AEDT)
 - online form: <https://www.dewr.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form>

- **Australian Skills Quality Authority (ASQA)**
This is SSTS's registering body and can investigate complaints about SSTS in relation to the quality of our training and assessment and/or our marketing and advertising practices. ASQA may ask you to show evidence that you have exhausted all of SSTS's complaints processes.

Before making a complaint to ASQA, you should use the link below to direct you to the most relevant agency for your complaint:

[Complaints about training providers | Australian Skills Quality Authority \(ASQA\)](#)

In no way is the SSTS *Formal Complaints and Appeals Policy* intended to limit your rights under Australia's consumer protection laws, or your right pursue to any other legal remedies.

THE SSTS COMPLAINTS AND APPEALS PROCESS

Our intention is to always ensure you're enjoying successful progress through your SSTS training program. We acknowledge, however, there are times when some students are dissatisfied, concerned or aggrieved about matters relevant to their learning or time with us at SSTS.

We always hope you feel comfortable enough with our management, administration team, trainers and assessors to approach us directly if at any time you have an issue. We would always prefer to resolve a problem quickly and informally rather than let it escalate to the point where you feel that you need to make a formal complaint. Contact us on 1300 656 321 or at info@ssts.edu.au to chat to our friendly team.

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Of course, if you feel that a friendly chat is not appropriate or does not resolve the matter, then you can escalate it to the formal complaint process. Our intention is to always resolve complaints, and any subsequent appeals, as fairly and timely as possible. We're always hoping to achieve the best outcome for you and will always maintain your enrolment while the complaints and appeals process is ongoing.

To ensure a transparent and fair resolution process the following steps apply to a complaint in accordance with the *SSTS Formal Complaints and Appeals Policy*.

Step 1: Make A Formal Complaint

- Make your complaint as soon as possible after the event/s that you would like to see resolved.
- Make your complaint in writing, detailing the matter, and email it attention to the General Manager at info@ssts.edu.au
When making a complaint, it's important to provide as much information as possible to enable us to investigate, and hopefully, determine the best solution. You should include:
 - What your complaint is about by describing what happened and how it's affected you.
 - Any evidence you have to support your complaint.
 - Details about the steps you have already taken, if any, to try and resolve the issue.
 - Suggestions about how you would like to see the issue resolved.
- The General Manager will then review and acknowledge receipt of your complaint by sending you a letter within three days of receiving your complaint.
- The details of your complaint will be recorded on the *SSTS Complaints and Appeals Register*.

Step 2: Investigation of Your Complaint

- Your complaint will be investigated to ensure that all of the available, relevant information is complete and accurate.
- SSTS will notify any person or persons named in an allegation or complaint to provide them with an opportunity to present their side of the matter.
- Further information from any involved parties may be requested. This may include requesting a face-to-face meeting with you. Any person involved in a complaint may have a support person of their choice present at meetings.

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- After gathering as much relevant information as possible, the General Manager will carefully review it and decide on an appropriate response. The General Manager may request other members to also review the matter to arrive at an appropriate response.
- It is intended that this process will take no more than 30 calendar days to completely resolve. If this timeframe is not possible, you will be advised in writing and provided weekly updates until the matter is resolved.

Step 3: Notification of the Outcome

- You will receive a written notification outlining:
 - SSTS's understanding of the complaint.
 - The steps taken to investigate and resolve the complaint.
 - Decisions made about the resolution of the matter, and the reasons for the decisions made.
 - Areas identified as probable causes of the complaint and recommendations for improvement.
 - The right to make an appeal if you are dissatisfied with the outcome of the complaints process.
- SSTS will also:
 - Update the *Complaints and Appeals Register* to reflect the outcome of the complaint.
 - Update the *Continuous Improvement Register* to reflect any improvements, if applicable, to be made as an outcome.
 - Keep a copy of the complaint and its supporting documents on file.

If you're dissatisfied with the outcome of your complaint, you can appeal the decision made. To ensure a transparent and fair resolution process the following steps apply to an appeal in accordance with the *SSTS Formal Complaints and Appeals Policy*.

Step 1: Request an Appeal

- Make your request for an appeal to a complaint decision in writing and email it attention to the General Manager at info@ssts.edu.au within 30 calendar days of the original decision being made.
- When making an appeal it's important to provide as much information as possible to enable us to review the original decision and, hopefully, determine the best solution. You should include:
 - Why you're appealing the original decision by describing what happened and how it's affected you.

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- Any evidence you have to support your appeal.
- Any additional, relevant information you didn't include in your original complaint.
- Suggestions about how you would like to see the issue resolved.
- You'll receive written acknowledgment of this request for an appeal within three business days of receipt.
- Your request for an appeal will be recorded on the *SSTS Complaints and Appeals Register*.

Step 2:

Response to an Appeal (Assessment/Academic Decision)

- If your appeal is in regard to an assessment decision (for example, the result of an assessment), an independent assessor will review and remark your assessment. The independent assessor will not have been part of the original assessment decision and will have specialised competency and vocational expertise in your area of study. All SSTS assessments are accompanied by a Marking Guide (for assessor use only) which is used to ensure consistent results across assessment tasks. Your original assessor, and the independent assessor will both use this Marking Guide to assess and reassess your assessment.
- The decision of the independent assessor will be considered the actual assessment outcome for the task.
- You will be advised in writing of the outcome of your appeal within 30 calendar days.

Response to an Appeal (Non-Academic Decision)

- The matter will be investigated to identify the reasons for the outcome of the original decision.
- Further details from all relevant parties may be requested.
- You may request an independent person/mediator to be involved in the appeal process at your cost. Alternatively, SSTS may request an independent mediator to assist in resolving the issue. This will be at SSTS's cost.
- The SSTS management team will review all of the relevant information and decide on an appropriate response.

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- It's intended that this process will take no more than 30 calendar days to completely resolve. If this timeframe is not possible, you'll be advised in writing and provided weekly updates until the matter is resolved.

Step 3: Notification of the Outcome

- You'll receive written notification outlining:
 - SSTS's understanding of the reasons for the appeal.
 - The steps taken to investigate and resolve the appeal.
 - Decisions made about the resolution of the appeal, and the reasons for the decisions made.
 - If relevant, areas identified as potential causes for the appeal and recommendations, if applicable, for improvement.
 - The right to make an external appeal if you're dissatisfied with the outcome of the appeals process and information on how to do this.
- SSTS will also:
 - Update the *Complaints and Appeals Register* to reflect the outcome of the appeal.
 - Update the *Continuous Improvement Register* to reflect any improvements, if applicable, to be made as an outcome.
 - Keep a copy of the appeal and its supporting documents on file.
 - Discuss the appeal and its outcome at the next SSTS management meeting to consider whether there are any other improvements to be made to prevent a similar recurrence.

EXTERNAL COMPLAINT AND APPEAL MANAGEMENT

If you're dissatisfied with the outcome of the SSTS internal complaints and appeals processes, you can escalate the matter to initiate an external complaint or appeal. Additionally, once you've have exhausted the SSTS internal complaints and appeals processes, you may request SSTS to appoint an independent party to review the matter.

For independent reviews, SSTS recommends contacting the Australian Human Rights Commission or if in New South Wales, the NSW Vocational Training Tribunal – Department of Education and Communities. If you choose to seek an independent review, any associated costs will be at your expense.

SSTS has the following processes in place if an external organisation or person is appointed to review or manage a complaint or appeal in accordance with SSTS *Formal Complaints and Appeals Policy*.

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- SSTS will fully cooperate with an external party to investigate and review a matter. This will include, but is not limited to, providing full access to relevant student files and internal complaints records (where permitted by law).
- All SSTS management, administrative staff, trainers and assessors will be instructed to cooperate and to give an accurate account of the events as they understand them.
- If the external party finds in your favour, SSTS will immediately organise a meeting of management to discuss the external process and its outcome including actions necessary to implement the decision. These actions will be implemented immediately following the meeting.
- You will be advised of the outcome of your complaint or appeal and the subsequent, if any, actions taken.

All SSTS personnel and those engaging with SSTS are required to adhere to our policies and procedures, including those that apply to processes for student complaints and appeals.

SSTS always use the complaints and appeals process as an opportunity to improve our services by identifying potential causes of a student's grievance and then taking actions to prevent the issue or issues from occurring again. SSTS management, administrative staff, trainers and assessors are always seeking to improve our organisation, policies, procedures and relationships with students.

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WITHDRAWING FROM AN SSTS COURSE

Sometimes things just aren't right for you. The timing may not be right, you're feeling overwhelmed, or you want to move in a different direction. We're always here to listen, support and advise. We always want you to give something a go – but we also want you to know that it's okay to step away when something really isn't working anymore.

If, for any reason, you need to withdraw from an SSTS course, make sure you contact us. We'll chat with you to see if we can support you in other way or to ensure this is the right decision for you moving forward.

Our administrative team and student support staff are available to you between 8am and 5pm (AEST/AEDT) from Monday to Friday. Outside of these hours email us, and we'll respond to all queries within 48 hours. Contact us by phone on 1300 656 321 or by email at info@ssts.edu.au

Your trainers and assessors are available to you between 9am and 5pm (AEST/AEDT) from Monday to Friday for the duration of your course. Outside of these hours, or if your trainer or assessor is engaged with other students, email us and we'll respond to all queries within 48 hours.

If you decide that you still need to withdraw, then you'll need to advise your trainer and info@ssts.edu.au in writing and complete a Withdrawal Form.

Your withdrawal from your enrolled course will be effective from the date of your written intent to withdraw, but is not considered granted until you've completed all the relevant documentation and it's processed by SSTS. This may take up to 21 days.

At the time of your Pre-Training Review, you'll receive ten business days as a 'cooling off' period if you decide your isn't course for you and you would like to withdraw.

At our discretion, SSTS may withdraw you from your course in the event of:

- Misconduct
- Using materials in an unlawful or unauthorised way
- Plagiarism, cheating and/or collusion
- Inadequate progression within the course.

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FEES, CHARGES AND REFUNDS

SSTS are always proactively seeking and applying for funding to deliver our courses. This gives as many potential participants as possible the opportunity to gain, enhance or validate their knowledge and skills in their chosen field of employment.

COURSE FEES

SSTS, in conjunction with available government initiatives and corporate training packages, are able to offer fully funded, partially funded or full fee-paying courses to students, dependent upon circumstances and the qualification undertaken. At the time of enrolment, it will be made very clear to you the total cost of your course, your out-of-pocket expenses (if any), and the fee structure.

If you have any questions or uncertainty regarding fees, make sure you contact SSTS at info@ssts.edu.au prior to the commencement of your course.

If you're unable to pay any fees, contact SSTS at info@ssts.edu.au as soon as possible so we can discuss, and hopefully, resolve the matter with you. We may offer you a payment extension or another suitable alternative. If you miss fee payments as part of your agreed fee schedule and don't contact SSTS to discuss your options, your submitted assessment activities will not be assessed and you will not be observed in role play and demonstration assessment activities until the matter is resolved. SSTS may ask you to withdraw or defer from your course.

Tuition Fees for Credit Transfer and Recognition of Prior Learning

The *Australian Qualifications Framework (AQF)* states:

- A *Credit Transfer* is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.
- *Recognition of Prior Learning* is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

Depending upon the relevance of any previous study or experience you have undertaken, you may be eligible for a *Credit Transfer* (CT) from your previous training/education provider or *Recognition of Prior Learning* (RPL) from your previous training/education provider or existing or previous workplace. This must be declared to SSTS prior to the commencement of your course with SSTS and must be supported by certified copies of academic transcripts, Statements of Attainment, or other relevant substantiated documentation submitted to SSTS

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for review. SSTS can provide more specific details of what is required upon enquiry at info@ssts.edu.au

If your *Credit Transfer* or *Recognition of Prior Learning* is deemed relevant by SSTS, you may be eligible to pay a reduced course fee. SSTS will advise you of any reduction to your fee structure upon successful approval of your application/s.

ADDITIONAL CHARGES

SSTS may apply additional charges for:

- Replacement of learning materials
- Replacement of certificates
- Replacement of statement/s of Attainment
- Due date extensions
- Additional assessment attempts

REFUNDS

SSTS can refund fees to students in the following circumstances:

- There is a ten day 'cooling off' period from the time you commence your Pre-Training Review. Within this ten day period you may withdraw from your enrolled course without any cost or debt. After the 'cooling off' period has expired, you can't cancel your enrolment unless approval to do so is granted by SSTS and only in exceptional circumstances.
- If during your course SSTS authorises your withdrawal, any fees paid in advance or through a payment plan may be refunded pro-rata depending upon the number of units you've completed or the amount of training that has been delivered to you.
- If you apply for Recognition of Prior Learning (RPL) and your application is unsuccessful, a refund is not available.
- If you're not offered a place in an SSTS course, you will receive a full refund.
- Any refund issued by SSTS will be payable to the same person or organisation who made the payment on behalf of the student.
- In special or exceptional circumstances, SSTS may at its discretion refund student fees partially or fully. In this circumstance, an application for a refund must be submitted in writing and any decision to approve or deny a refund request is at the discretion of the SSTS General Manager.

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- If your enrolment is subsidised by government funding, any refund will only be applicable to the portion of fees paid you paid.
- Refunds may take up to 21 business days.

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ISSUING OF QUALIFICATIONS

It's a huge achievement to earn a qualification in any academic venture. Ensure you receive and keep your certificate of qualification for future reference and as a recognition of all of your hard work.

SSTS issue *Certificates of Qualification* and/or *Statements of Attainment* in accordance with legislation, government regulations, quality assurance arrangements and SSTS policies and procedures. You'll receive your *Certificate of Qualification* once you've successfully completed all the requirements of your enrolled course/qualification. If you only complete part of a course/qualification, then you'll receive a *Statement of Attainment* showing the units of competency you have successfully completed.

All SSTS Certificates of Qualification are issued within 30 days upon successful completion of your training program (providing there are no outstanding fees). Upon request, we can mail your *Certificate of Qualification* to the address we have for you. If you have changed your address, it's very important you advise us as soon as possible.

Certificates of Qualification are awarded in the name of the student as given to SSTS at the time of enrolment. If you change your name during your time with SSTS, ensure you advise us as soon as possible and provide official proof of your change of name. If you change your name after you've have been awarded your *Certificate of Qualification* and would like your certificate to reflect your new name, you will be required to update your USI so we can issue a replacement certificate upon the provision of official proof of your identity and change of name.

We can, at our discretion, replace a lost or damaged certificate upon satisfactory proof of your identity.

At time of publication of this Student Handbook, the cost of a replacement certificate is \$40 (excluding postage and handling).

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Author:	Southern Solutions Training
Approved By:	Amos Phillips
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Review Date:	July 2024

FINAL WORDS

By now we're sure you appreciate how strongly SSTS value your learning, your wellbeing and your future. Our intentions, words, actions, policies and procedures reflect our commitment to providing you with quality training to achieve successful short-term and long-term outcomes.

Our team of management, administrative staff, trainers and assessors are always here to support, encourage and motivate you on your training journey. Remember, the best way to contact us is by email or phone:

info@ssts.edu.au

1300 656 321

We wish you every success!!

From the SSTS team.

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