



Local Student Handbook

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Introduction

Welcome to Skills Australia Institute

Thank you for choosing Skills Australia Institute to deliver your next learning experience. We hope your time with us is memorable, that it matches or exceeds your expectations, and that it leads to the desired type of employment or further studies.

Skills Australia Institute is a Registered Training Organisation (RTO) and you can expect high quality training and assessments in an environment where you, the student, are our priority.

We are a young and dynamic team of experts, providing you with face-to-face learning and Work Based Training that helps you to gain the skills and knowledge required by the relevant industry and to transfer your newly acquired skills and knowledge to a workplace.

Of course, learning never stops, your graduation is but a chapter of your biography; that's why we will also show you how you can leverage your chances of success with lifelong learning.

As a student centric training organisation, we are not only concerned with your academic progress but also with your wellbeing. We make an effort to ensure you have plenty of opportunities to participate in extracurricular activities and forge lasting friendships with fellow students.

As a nationally Registered Training Organisation (RTO) we have obligations under the Standards for RTOs 2015. To our regulators and we must comply with numerous acts and regulations listed in this handbook.

This Student Handbook contains very important information about our obligations as a Government Registered Training Organisation (RTO) as well as the Student Support Services available to you. The Student Handbook also provides you with information about your rights and obligations as a Skills Australia Institute Student.

It is essential that you read and understand the Student Handbook in its entirety. If there are sections you do not understand, if you have questions about any aspect of the Student Handbook or your studies at Skills Australia Institute, please contact one of our Student Support Officers at 08 6148 1300.

You are encouraged to join in Skills Australia Institute's social activities to ensure you don't miss out on the best of student experiences.

If you have any concerns, difficulties or problems, whether it be academic or private; we are here to help you!

All staff members at Skills Australia Institute wish you good luck in your course and look forward to assisting you with any queries you may have.

DREAM | SEEK | ACHIEVE

Vishal Chaudhary
Chief Executive Officer

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About your Student Handbook

A copy of the Student Handbook is provided as part of our Enrolment Process with your Letter of Offer to ensure you have received sufficient information to make an informed decision. Another copy is emailed to you with your invitation to the compulsory Orientation program. It is important that you read and understand the contents of the Student Handbook before course commencement.

Once printed, the Student Handbook might be outdated. Please check the version control number on the left hand corner and check whether an updated version is available. You can access the most up-to-date version of the Skills Australia Institute Student Handbooks at any time via our website (www.skillsaustralia.edu.au) or simply request a soft copy or printed copy from the Student Services Team.

If you do not understand any part of the Student Handbook or you would like any sections explained to you, please contact our Student Support Officer on P: (+618) 6148 1300 or
 E: studentservices@skillsaustralia.edu.au or in person at any of our Campuses.

This version of the Student Handbook is for Local Students. (Domestic) Skills Australia Institute is a Registered Training Organisation (RTO) and a CRICOS Registered Provider and registered with the Australian Skills Quality Authority (ASQA). As an RTO, Skills Australia Institute is required to be compliant with the VET Quality Framework and responsible for the quality of training and assessment in compliance against the Standards for RTOs 2025 including the issuance of the AQF (Australian Qualifications Framework) certification documentation.

This Student Handbook includes information about your obligations under the National Vocational Education and Training Regulator Act 2011.

For further information about the requirements, and to review a copy of the relevant frameworks, please access the links below:

The Standards for Registered Training Organisations (RTOs) 2025
<https://www.legislation.gov.au/F2025L00354/asmade/text>

To assist you with both Academic and Non-Academic matters, Skills Australia Institute employs Student Support Officers who are available to help and support students. Please contact the Student Services Team, or see any of our Staff Members, if they can't help you, they will refer you to someone who can! We have Student Support Officers available at each of our campuses.

Definitions

AQF:	Australian Qualifications Framework
ASQA:	Australian Skills Quality Authority
CRICOS:	Commonwealth Register of Institutions and Courses for Overseas Students
DTWD:	Department of Training and Workforce Development

General Information

Skills Australia Institute Administration and Contact Numbers

Western Australia
Cannington Campus (Head Office) 230 Railway Parade Cannington WA 6107 Phone: +61 8 6148 1300 Email: info@skillsaustralia.edu.au Web: www.skillsaustralia.edu.au
For Emergencies, contact 1300 118 368

Key Personnel

Chief Executive Officer	Vishal Chaudhary	vishal.chaudhary@skillsaustralia.edu.au
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Student Services Team Email Addresses

Student Support Officers (Cannington, Perth)	studentservices@skillsaustralia.edu.au
Accounts	finance@skillsaustralia.edu.au
Admissions Officers	admissions@skillsaustralia.edu.au
Marketing Officers	marketing@skillsaustralia.edu.au

Student Services Team Office Hours

The available times for the Student Services Team in each Campus are as follows:

Cannington , Perth 8.00am – 4.30pm (Monday to Friday)

Cannington Campus is located in Australian Western Standard Time (AWST)

All emails for the Student Services Team, should be sent to studentservices@skillsaustralia.edu.au, and should be sent from your Skills Australia Institute email account.

Please be aware that responses to email queries may take up to 72 hours, Monday to Friday, longer response times may apply for emails sent over the weekend or on Public Holidays. All responses will be sent to your official Skills Australia Institute email account, regardless of what address they have been sent from. If you have not received a response, or require a more urgent response, we suggest that you contact us via telephone (Phone: 08 6148 1300) or in person at any one of our Campuses.

Supporting Individual Learners

Skills Australia Institute caters to a diverse range of learners needs and aims to identify and respond to the support needs of individual students prior to course enrolment.

Students are encouraged to express their views about their learning needs at the enrolment stage using the relevant Application Form and Learner Needs Questionnaire. The Skills Australia Institute Training and Student Support teams are also trained to identify additional support needs of students throughout the course of their enrolment.

Skills Australia Institute is committed to providing students with additional support, advice or assistance throughout their training. To achieve this, and to ensure the quality of the delivery of training and assessment, we provide our students with Support Services to maximise their chance of successfully completing the required training. Student individual needs could include but not be limited to:

- Training flexibility and adjustment due to personal circumstances
- Access to resources, technology and campus facilities
- The need for referral to additional support services (financial hardship, addiction or counselling support services)
- Financial support services (i.e. payment plans)
- Medical/Disability needs
- Language, Literacy, Numeracy and Digital Literacy support (LLND)

If you did not declare the need for additional individual support services during the enrolment process and would like to discuss your needs with our team, please see one of our friendly Student Support team.

Student Support Services

Student Support Officers are available at all campuses and can assist with all matters relating to all academic and non-academic Student welfare issues. You may also request additional support from your Trainer throughout your studies. The Student Support Officers (check consistent reference) can advise you in all aspects of student life. The Student Support Officers are available to discuss and support you with issues including, but not limited to:

- Support services available to assist you to adjust to study and life in Australia.
- English language and study assistance programs.
- Emergency and health services.
- Any relevant legal services.
- Skills Australia Institute's facilities and resources.
- Requirements for satisfactory course progress.
- Support in finding accommodation.
- Skills Australia Institute's Student Complaints and Appeals process.
- Support services available for you concerning general or personal circumstances that may adversely affect your education in Australia.
- Learning pathways and possible RPL opportunities.
- Provisions for special learning needs, special cultural/religious needs or special dietary needs.
- Support with creating a resume, interview skills and finding work.

Support services available to assist you to adjust to study and life in Perth

Skills Australia Institute Student Support Officers can provide assistance or refer you to the right source of information to help you adjust to life in Perth if you are new to the city. This includes but is not limited to:

- **Earning an Income** – Support relating to your Tax File Number, Tax Return and Superannuation.
- **Personal Safety Tips** – Including advice on how to look out for scams).
- **Managing your Finances** – Including monthly expenses, cost of living, setting up a bank account, use of banks and ATM's/EFTPOS, safety when carrying money and paying your bills.
- **Fair Work Ombudsman** - This free service is available to all Students to assist with enquiries/complaints concerning both vocational placements and paid work..
- **Consumer Protection** – The Australian Consumer Law protects local students when studying in Australia

Additional Student Services

Skills Australia Institute provides additional services for students as listed below:

- **Assessment Support Sessions** – Each faculty provides times to students for additional support to understand the requirements of the unit / assessment. For more information, please speak with your Trainer..
- **Student Counselling** - Student counselling for all matters regarding students' welfare and academic progress is always free. This can include but is not limited to general or personal circumstances, learning needs or emergency/health needs. Skills Australia Institute has experienced Student Support Officers that can provide support and refer to you a counsellor for any of your personal needs.

Referring to a Service**

The Skills Australia Institute Student Services team can provide you guidance/direction for any other service that you might need. This may include but is not limited to the following:

• **Legal Services** – If you require legal advice, Skills Australia Institute recommends the following providers of affordable legal services:

- Tan & Tan Lawyers – Phone (08 9221 2888), Email (ask@tanandtanlawyers.com), Address (Unit 6/78 Terrace Road, East Perth, WA 6004) or Website (www.tanandtanlawyers.com.au)
- Nick Xenophon & Co. Lawyers - Phone (08 8336 8888), Email (admin@xenlaw.com.au), Address (653 Lower North East Road, Paradise SA 5075) or Website (www.xenlaw.com.au)
- Stokes Legal – Phone (08 8444 7777), Email (info@stokeslegal.com.au), Address (777 Port Road, Woodville SA 5011) or Website (www.stokeslegal.com.au)

• **Driver's License Application or Enquiries** – For all drivers' license enquiries, we can assist you to find your local branch, or you can contact the following directly:

- Department of Transport – Driver and Vehicle licensing centres are available throughout Perth, for your local branch please visit the following Website (www.transport.wa.gov.au/licensing/visit-a-licensing-centre-or-agent.asp)

• **Tour Operators** – For when you want to get out and explore your surroundings, we can recommend and give you direction for the following Tour Operators:

- Travel Forever – Phone (0862 670 700), Email (info@travelforever.com.au), Address (135 Barrack Street, Perth, WA 6000) or Website (www.travelforever.com.au)

- ADAMS Pinnacle Tours – Phone (08 6270 6060), Address (Shop 1, Barrack Street Jetty, Perth, WA 6000) or Website (www.adamspinnacletours.com.au)
 - Aussie Perth Tours – Phone (08 9221 2400), Email (info@aussieperthtours.com.au), Address (Ground Floor, 64/269 Hay Street, East Perth, WA 6004) or Website (www.aussieperthtours.com.au)
 - Small Batch Wine Tours – Phone (0475396862) or Website (info@smallbatchwinetours.com.au)
- **Real Estate Agents** – We can recommend the following real estate agents to assist you in finding rental accommodation whilst studying in Australia:
Perth:
 - Harcourts – Website (<https://harcourts.com.au/Property/Rentals>)
 - Realmark – Website (www.realmark.com.au/)
 - L.J. Hooker – Website (www.ljhooker.com.au/rent)
 - Peard – Website (www.peard.com.au/real-estate/rent)
 - **Banking Services** – For all your banking needs we can give you direction to your local branch of the following four (4) Australian banks:
 - Commonwealth Bank - www.commbank.com.au
 - National Australia Bank (NAB) – www.nab.com.au
 - Westpac – www.westpac.com.au
 - ANZ – www.anz.com.au
 - **Community Services** – Each local shire (council) in Perth provides community services and facilities. Come and see our Student Services Team for assistance and direction to your local shire depending on where you live (see figure 1 below outlining relevant shire services near each of our campuses). Services can include but are not limited to:
 - Public Library's
 - Noise Management
 - Health and Wellbeing
 - Childcare
 - Community Safety and Surveillance
 - Rangers
 - Arts, Culture and Heritage
 - Community Facilities (i.e. Sports and Recreation)
 - **Emergency and Support Services** – The following support services are detailed in this handbook at the page number 62:
 - Emergency Services – Police, Fire and Ambulance services
 - Skills Australia Institute Emergency Line

- State Emergency Service
- Lifeline – Counselling service providing a 24-hour a day service
- Poisonings Information Line
- Translation and Interpreting Service

****Please note, whilst all organisations listed above are recommended by Skills Australia Institute, further options are available in the Perth Metro area which may not be included on this list.**

Skills Australia Institute Campus	Council	Services
Cannington Campus	City of Canning www.canning.wa.gov.au	City of Canning Library (233 Sevenoaks Street, Cannington WA 6107) Tel: (08) Phone: (08) 6350 7350 Website: https://www.canning.wa.gov.au/places-and-events/places-to-learn/canning-libraries City of Perth Library (573 Hay Street, Perth, WA 6000) Tel: (08) 9461 3500 Email: perth.library@cityofperth.wa.gov.au Website: www.visitperth.com.au/see-and-do/libraries/Venues/city-of-perth-library

Student Requests

In addition to the above services, the Student Services Team can process the requests listed below in any campus or via email (studentservices@skillsaustralia.edu.au). This may include but is not limited to:

- **Questions and Enquiries** – Student services are available during operating hours in any campus (face to face/email/telephone) to answer any questions or queries you may have. We can direct you to the right person for your enquiry, this may include but is not limited to; course/visa (admissions officer), scheduling (administration officer), re-enrolment (student support officer) and fees/payment plan (finance officer).
- **Course Variation Application Form (CVAF)** – If you need to request changes to your course/ commencement date, cancel your enrolment or would like to move to another RTO.
- **Student Request Form** – If you need to request a holiday letter/ enrolment status letter/ family invitation letter/ Work Based Training (WBT) confirmation letter/ release letter/ change in timetable/ request leave during a study period.
- **Application for Deferment** – If you would like to request a deferment to your course.
- **Complaints and Appeals Form (CAFO)** - If you are not satisfied with the outcome of any Skills Australia Institute decision, you may appeal, using the Complaints and Appeals Form available via the Skills Australia Institute website. This can include but is not limited to complaint resolution, appeal of results, appeal for the issuance of a Notice of Intention to Report/Cancel or a notice of sick leave.
- **Finance Requests** – You can contact the finance officer directly in the Cannington Campus or via email (finance@skillsaustralia.edu.au) or telephone (08 6148 1300) if you would like to arrange a payment plan. For other payments; (Cannington and Campus), EFTPOS or bank transfer
- **Application for Qualification or Statement of Attainment** – If you wish to apply for your Qualification or Statement, this process is detailed.
- **Recognition of Prior Learning (RPL) / Credit Transfer** – If you wish to apply for Recognition of Prior Learning (RPL) / Credit Transfer this process is detailed.

Location of training venues

Your schedule is available via the Student Portal and will clearly identify the Training Venue and Room for your course/units. To identify how to reach your training venue from your place of residence in Western Australia, visit the Perth Transport website at www.transperth.wa.gov.au. The website will produce a number of options on how to reach your training venue in time, from your place of residence in Western Australia. If you need assistance, please contact our Student Services Team. During Orientation we will include a tour of the campus related to your studies.

Cannington Campus

230 Railway Parade, Cannington WA 6107

Telephone: 08 6148 1300

Emergency Line: 1300 118 368

Parking: Limited **free** student parking is available at the Cannington Campus. Cars must only be parked on campus in the designated car bays and driveways **MUST** not be blocked.

Please note that Skills Australia Institute is not responsible for theft or damage to any vehicle. Students are advised to be careful and to not leave valuables or other items on display within their vehicles.

Skills Australia Institute Intake Dates

Please visit www.skillsaustralia.edu.au to verify the student intake dates.

Public Holidays (Western Australia)

Public Holiday	2025	2026	2027
New Year's Day	Wednesday 1 January	Thursday 1 January	Friday 1 January
Australia Day	Monday 27 January	Monday 26 January	Tuesday 26 January
Labour Day	Monday 3 March	Monday 2 March	Monday 1 March
Good Friday	Friday 18 April	Friday 3 April	Friday 26 March
Easter Sunday	Sunday 20 April	Sunday 5 April	Sunday 28 March
Easter Monday	Monday 21 April	Monday 6 April	Monday 29 March
Anzac Day	Friday 25 April	Saturday 25 April and Monday 27 April	Sunday 25 April and Monday 26 April
Western Australia Day	Monday 2 June	Monday 1 June	Monday 7 June
King's Birthday	Monday 29 September	Monday 28 September	Monday 27 September
Christmas Day	Thursday 25 December	Friday 25 December	Saturday 25 December and Monday 27 December
Boxing Day	Friday 26 December	Saturday 26 December and Monday 28 December	Sunday 26 December and Tuesday 28 December

Source: <https://www.wa.gov.au/service/employment/workplace-arrangements/public-holidays-western-australia>

Campus Resources

The campus you will undertake the majority of your studies in is as detailed in your International Student Letter of Offer. Skills Australia Institutes have three (3) campuses and offer the following at each:

- Student Support Team and Skills Australia Institute Admissions
- Air-conditioning, free WIFI, male/female toilets
- Classrooms with projectors/LCD televisions, desks and chairs
- Meeting rooms and break-out areas
- Kitchenettes

Skills Australia Institute provides you with all course delivery materials needed for you to successfully complete your course.

We encourage you to join the local library, for access to additional resources. Membership is generally free, and the libraries conveniently located close to campuses.

Computer Facilities and WIFI

Skills Australia Institute has free WIFI available in all Campuses.

Bring Your Own Device (BYOD)

Students undertaking a course at Skills Australia Institute are required to bring their own device to campus to be able to participate in the classes and complete assessments. The minimum device requirements for a laptop include:

- Operating System: Windows 8 Home Edition or later
- Processor: Intel Core i3 / AMD 2.0 Ghz or better
- RAM: Minimum 4 GB, recommended 8GB
- Hard Drive: 128GB SSD (256GB SSD recommended if not using Cloud storage)
- Display: 13 inch full HD (1920 x 1080) with a built-in webcam
- The wireless network installed at Skills Australia Institute operates on both the 2.4 Ghz and 5 Ghz range.
- Devices with 802.1x compliant will be able to connect as long as they support WPA Enterprise encryption (The ability to provide a username and a password to join the Wi-Fi network).
- Device must be fully charged and have the capability to last a minimum of 5 hours of constant use without charge.
- Device hardware specifications must meet the minimum (ideally the recommended) specifications of the operating system and all applications.
- USB Headsets with microphone

The use of personal devices at Skills Australia Institute will be governed by the needs of Skills Australia Institute. When at a Skills Australia Institute location internet access will be provided through the wireless network at no cost to the student who is enrolled at Skills Australia Institute.

- Students are responsible for the care and maintenance of their personal devices including data protection and battery charging.
- Skills Australia Institute will not accept any liability for any theft, damage or loss of any student's device. Any device bought onto Skills Australia Institute premises is done so at their own risk.
- Skills Australia Institute is not obliged to provide hardware or technical support for devices.
- Where Skills Australia Institute has reasonable grounds to suspect that a device contains data which breaches the BYOD, they may confiscate the device for confirming the existence of the material.

Depending on the nature of the materials involved, further action may be taken including referral to the Skills Australia Institute disciplinary action and/or police, whichever is appropriate.

- It is important to ensure that students are aware of and agree to their obligations under the Student Bring Your Own Device (BYOD) requirements and other relevant policies, prior to using their own device on the Skills Australia Institute Wi-Fi network. The BYOD student responsibilities will be explained during the student orientation session.
- By accepting the terms, the student acknowledges that they agree to comply with the conditions of the Student BYOD. Understand that non-compliance may result in the student being subject to disciplinary action.

Cost

- Internet access through Skills Australia Institute's network will be provided at no cost to students.
- Access to course resources will be provided through the Learning Management System and other published portals.
- A large selection of licensed software will be made available for student use whilst at Skills Australia Institute, as per training package requirements or accredited course requirements).

Student Responsibilities

- Students are solely responsible for the care and maintenance of their own devices.
- Students are responsible for managing the battery life of their device and acknowledge that Skills Australia Institute is not responsible for charging their devices. Students should ensure that their devices are fully charged before bringing them to Skills Australia Institute.
- Students are responsible for taking insurance coverage of their own device to protect any accidental damage, theft or loss.
- Students must have a supported operating system and current antivirus software installed on their device and must continue to maintain the latest service packs, updates and antivirus definitions.
- Students should not attach any Skills Australia Institute owned equipment to their mobile devices without the permission of the trainer or National Student Support Manager.
- Students are responsible for securing and protecting their device in colleges. This includes protective/carry cases and exercising common sense when storing the device. Skills Australia Institute is not required to provide designated or secure storage locations.
- Students are responsible for ensuring the operating system and all software on their device is legally and appropriately licensed.

Damage and loss

- Students bring their devices to Skills Australia Institute at their own risk.
- In cases of malicious damage or theft of another student's device, processes for damage to college or another student's property apply. Skills Australia Institute does not provide accidental damage or theft cover for 3rd party (student owned) devices and shall therefore not be liable for any damages or theft that occurs on Skills Australia Institute's premises unless the device was under the direct control of a staff member.
- Under no circumstances should devices be left in unsupervised areas (including, but not limited to, Skills Australia Institute premises, open building spaces, specialist areas, offices, unlocked classrooms or toilets). Any device left in these areas is at risk of being stolen or damaged. If a device is found in an unsupervised area, it will be taken to the Student Services office.

Technical Support

- Skills Australia Institute is under no obligation to provide any technical support on either hardware or software.
- As part of BYOD, Skills Australia Institute will offer technical support that will assist in helping students with connecting to the Skills Australia Institutes network and internet. Due to the device being owned

by the student, all other technical support and warranty issues will need to be sourced by the student from an external provider.

Acceptable use of BYO devices

- Using Skills Australia Institute's network to seek out, access, store or send any material of an offensive, obscene, pornographic, threatening, abusive or defamatory nature is prohibited. Such use may result in legal and/or disciplinary action.
- Students shall not create, transmit, retransmit or participate in the circulation of content on their devices that attempts to undermine, hack or bypass any hardware and software security mechanisms that have been implemented by Skills Australia Institute.
- Students must not copy, transmit or retransmit any material that is protected by copyright, without prior permission from the copyright owner.
- Mobile phone voice and text, SMS messaging or device instant messaging use by students during the Institutes hours is prohibited during class time.
- Students must not take photos or make video or audio recordings of any individual or group without the express permission of each individual being recorded and the permission of a Trainer.
- The National Student Support Manager retains the right to determine what is, and is not, appropriate use of BYODs at Skills Australia Institute within the bounds of privacy and other legislation.
- The consequences of any breaches will be determined by the National Student Support Manager and any other parties of the RTO, in accordance with the Skills Australia Institutes policies and procedures.

Student ID

As part of our Orientation Program, we will take your photograph for use on your Student Identification Card (ID). This card will be available for collection from the Student Services Team. All students please allow up to ten (10) working days for this to be ready.

Your Student ID includes your photograph, name, student number, commencement and completion dates.

You are **required** to have your Skills Australia Institute Student ID with you at all times whilst at any of the Skills Australia Institute Campuses. You may be asked to produce your Student ID at any time and may be asked to vacate the premises if you are unable to provide it.

If your Student ID card is damaged, lost or stolen without a Police Report there will be a card replacement fee charged. (Please refer to the Fees and Charges document on our website)

Student Portal

All Skills Australia Institute Students have access to our Student Portal. You will be able to access information regarding your schedule, your assessment results, your fees and details of non-participation (absences). You can also check and update your contact details.

Please note: Assessment Outcomes and/or Training Outcomes may take up to 72 hours to be updated in your Student Portal, after you have received the feedback in writing, from your Trainer.

Students can update their details in person at Skills Australia Institute using the Student Change of Details Form, or via the online Student Portal. This must include Emergency Contact details if a change has occurred.

Please note: Important news and messages from Skills Australia Institute will be emailed to your Skills Australia Institute email address for your attention.

Student Email Account

Skills Australia Institute's official communication method with students is via your **Skills Australia Institute email**. As a student of Skills Australia Institute, yourID@skillsaustralia.edu.au email account will be activated as part of the Orientation Program.

**The Skills Australia Institute email account is the
OFFICIAL COMMUNICATION METHOD
between the student and the Skills Australia Institute.**

All correspondence will be emailed to your Skills Australia Institute email address.

It is your responsibility to check your email account at least once a day.

- Your email account username is: (Student Number) S999XXXX@skillsaustralia.edu.au or SAIXXXXX@skillsaustralia.edu.au
- Your initial email account password is: SAI01000

YOUR Skills Australia Institute email account can be accessed via our website at www.skillsaustralia.edu.au.

To protect your privacy, **you must change your password** when you first log-in to your email account. Do not let anyone know your password and change your password at least monthly. For questions or technical problems relating to your email account, please contact the Student Services Team.

DO NOT IGNORE SKILLS AUSTRALIA INSTITUTE EMAILS. Emails sent to your Skills Australia Institute email account are important and may contain official information crucial to your studies and your stay in Australia. Not checking your email account will not stop Skills Australia Institute from processing disciplinary actions and cancellations.

To protect Skills Australia Institute from the potential effects of the misuse and abuse of email, the following instructions are for all users.

- No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of Skills Australia Institute.
- Emails must not contain material that amounts to gossip about students or that could be offensive, demeaning, persistently irritating, threatening, and discriminatory, involves the harassment of others or concerns personal relationships.

- When using email, a person must not pretend to be another person or use another person's computer without permission.
- Excessive private use, including mass mailing, "reply to all" etc. that is not part of the person's duties, is not permitted.

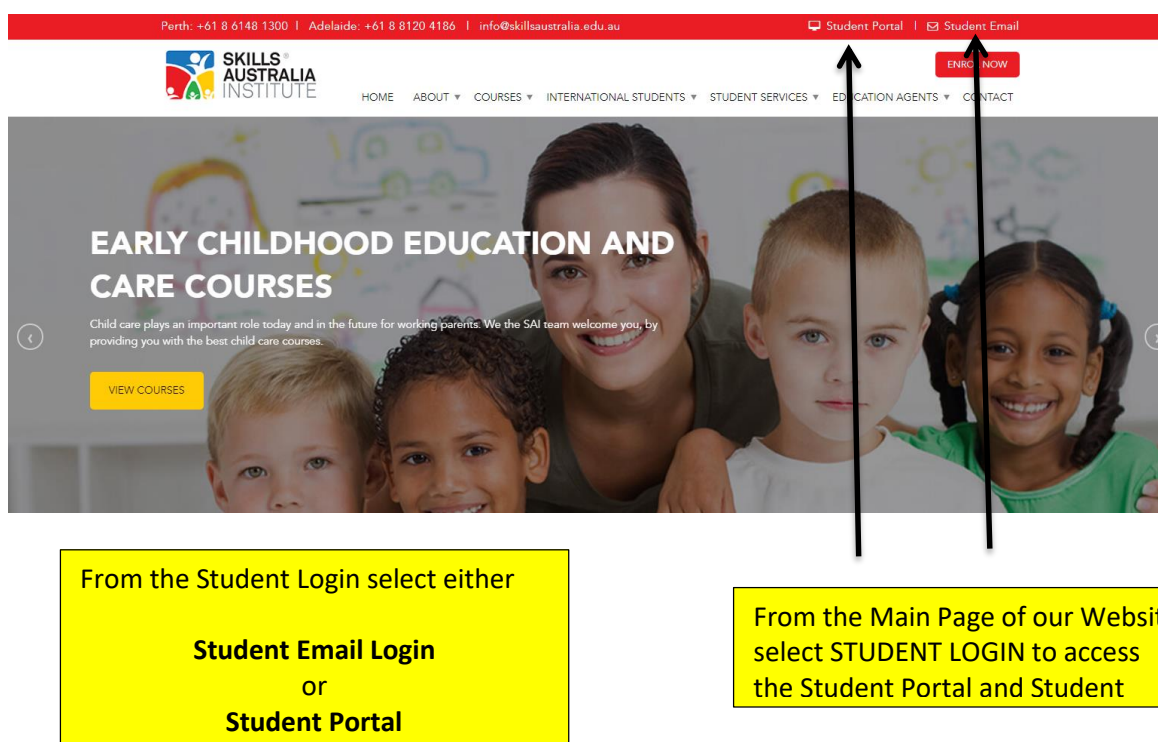
Skills Australia Institute may also send you a courtesy SMS text message to remind you to read urgent emails. Please do not ignore these text messages.

Please note: All assessments submitted electronically, must be submitted via your Skills Australia Institute Email account. Any assessments submitted via a personal email account will not be accepted. All assessment feedback is communicated using your Skills Australia Institute Email account.

Students are able to link their Gmail account to smartphones via the Gmail app.

Student Logon

Diagram 1: Main Page of Skills Australia Institute website



Finding Work

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore, you should not rely on income from employment when budgeting to pay for living expenses.

There are many different ways to find a job in Australia:

- Newspapers
- Skills Australia Institute Notice Board
- Online - through one of these online companies:
 - www.seek.com.au
 - www.careerone.com.au
 - www.indeed.com.au
 - www.jobsearch.com.au
 - www.jora.com.au
 - www.adzuna.com.au

Earning an Income

The Fair Work Ombudsman

The Fair Work Ombudsman has advice and assistance to all workers to help them understand their rights.

There are **minimum pay rates** that employees have to be paid, based on the work they do. Employees also have other minimum conditions at work. These are set out either in an Award or agreement, or come from the National Employment Standards. A payslip needs to be provided each time an employee gets paid.

Further information and support is available via www.fairwork.gov.au.

Getting a Tax File Number

You must obtain a Tax File Number (TFN) to be able to work in Australia. A (TFN) is your unique reference number to the Australian tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

You can apply for your TFN online at <https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/> or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.

Tax Returns

Taxes are managed through the **Australian Taxation Office (ATO)**. The tax you pay depends on how much you earn. If you pay too much tax, you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using **e-tax** (free), by mailing a **paper tax return**, or by paying a **registered tax agent** to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit www.tpb.gov.au
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June). Each person who has worked during a financial year is required to submit a tax return by the 31st of October.

Superannuation

If you earn a wage, your employer **must** contribute an additional sum equal to 12% of your before tax wage into a nominated superannuation (pension) account for you.

Your workplace will have a superannuation fund that they can recommend for you, or you can nominate your own fund. Some examples include:

- ING Living Super - www.ing.com.au/superannuation.html
- Virgin Money Superannuation - www.virginmoney.com.au/products/superannuation/joint/
- Hostplus – www.hostplus.com.au
- Australian Super Fund – www.australiansuper.com/super
- Westpac Super Solutions – [Superannuation | Westpac | Westpac](#)
- AMP Superannuation – <https://www.amp.com.au/lp/quick-join/super>

Managing Your Finances

Paying your Tuition Fees

Skills Australia Institute tuition fees must be paid by the due date; the following payment methods are accepted:

By Electronic Funds Transfer (EFT) to:

Bank Commonwealth Bank of Australia
Address 413 Albany Highway
Victoria Park, Perth, Western Australia, Australia

Account Name Excellent Accounts Pty Ltd
BSB 066 128
Account Number 1062 6125
SWIFT Code CTBAAU2S

Please note - You must quote your **student number** when transferring funds by EFT

By Credit Card:

Only payable at Skills Australia Institute in person.

A credit card surcharge of 1% is added to the total amount payable. check

By EFTPOS and Debit Card:

Only payable at Skills Australia Institute in person.

Additional Fees and Charges

The following list shows additional fees and charges you may incur at Skills Australia Institute. (Fees may be subject to change. Please refer to the **Fees and Charges Policy On Skills Australia Website** - <https://www.skillsaustralia.edu.au/>

***Please note:** charges for uniforms are only applicable if students require further items after receiving the initial supply.

Please also refer to **Fees and Charges document On Skills Australia Website** - <https://www.skillsaustralia.edu.au/>

Monthly Expenses

This is an example of some of the expenses you might encounter when living and studying as a student in Skills Australia Institute:

Expense	Estimated Cost
Temporary accommodation (Hostels and Guesthouses)	\$160 - \$350 per week
Shared rental accommodation	\$150 - \$215 per week
Homestay accommodation	\$345 - \$385 per week
Rental accommodation	\$450 - \$532 per week
Groceries and eating out	\$140 - \$380 per week
Gas and electricity	\$30 - \$50 per week
Phone and internet access (WIFI)	\$20 - \$60 per week
Public Transport	\$30 - \$60 per week
Car (after purchase)	\$60 - \$150 per week
Entertainment	\$80 - \$150 per week

Source: cost of living calculator at <https://costofliving.studyaustralia.gov.au/> and utility calculator at <https://www.myconnect.com.au/post/average-utility-bill>

For further information, see the Study in Australia website:

<http://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia/how-to-keep-safe>

Setting up a Bank Account

You can choose to open an account at any **Bank, Credit Union or Building Society** in Australia. Do your research to get the best deal. Further information concerning the four key Australian banks is available as follows:

- Commonwealth Bank - www.commbank.com.au
- National Australia Bank (NAB) – www.nab.com.au
- Westpac – www.westpac.com.au
- ANZ – www.anz.com.au

To open a bank account, you will need:

1. at least one valid, government issued ID such as an Australian driver's license, Medicare card, birth certificate or passport
2. your current residential address
3. money to deposit into the account (this can be as little as \$10)
4. Tax File Number

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. As a student you will be able to open an account with special student benefits. Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings

You also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account.

For a comparison of accounts in banks throughout Australia see: <https://www.finder.com.au/banking>
<http://www.banks.com.au/personal/accounts/>

Most people in Australia enjoy the convenience of **Internet banking** and/or **Telephone banking**, which enables them to manage their money, pay bills etc. from home. At the time you are setting up your account you can request these services from your bank.

Bank and ATM Locations

Please visit this website and find Banks and ATMs nearest to you:

www.lookatwa.com.au/AboutPerth/banks.html

Banking Hours

Most bank branches are open from **Monday to Friday, 9:00am to 4:00pm** (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). **ATMs remain open 24 hours a day.** However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

ATMs (Automatic Telling Machines)

ATMs can be used to withdraw cash from an account by using the ATM card which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. Using the ATMs of your bank will generally cost less money than if you use another bank's ATMs. Fees for using ATMs can vary between banks and between accounts.

Using an ATM

You will be given a PIN (Personal Identification Number) by your bank. You will need to enter this into the keypad at the ATM to access your account. It is the key to your account, and it is important that you never tell anyone your PIN. A bank or reputable business will never ask you for your PIN. If anyone does, be suspicious, don't hand it over and report the incident to the bank and the police. Be careful no-one is looking over your shoulder when you enter your PIN.

These general rules should be followed for **ATM safety**, especially at night:

- Minimise your time at the ATM by having your card ready when you approach the machine.
- Take a look around as you approach the ATM and if there's anything suspicious, don't use the machine at that time (report any suspicions to the police).
- If you don't feel comfortable using a particular ATM, consider continuing on to another branch or using off-street ATMs.
- Do remember that EFTPOS can be used to withdraw cash at many other places, like supermarkets and service stations.
- If you simply want to check your account balance or transfer funds between accounts, telephone or Internet banking can be used instead of an ATM.

If your ATM or credit card is lost or stolen (or if your PIN has been revealed to another person), notify your bank immediately. This will enable your bank to put a stop on your card immediately so that no one else can use it and get access to your money. Most banks have a 24-hour telephone number for reporting lost cards – it's a good idea to keep a record of this number handy at all times, just in case. If you don't know the number, ask your bank. (Source: Australian Bankers' Association Inc.)

Safety When Carrying Money

The first and fundamental rule of safety when you carry money is: **“Don’t carry large amounts of cash!”**
“Don’t advertise the fact that you are carrying money!”

- Divide your cash into different locations on your person (front pocket, coat pocket, shoes, etc.).
- Keep your wallet in one of your front pockets at all times.
- Do not carry cash in a backpack or back pocket.
- Sew a small money pocket into the cuff of a trouser, sleeve of a shirt or even a bra.
- Divide your bank/credit cards and keep them in separate locations.
- Do not place money or valuables in lockers.
- Be very careful how you carry your handbag and never leave it open for someone to slip their hand inside.

EFTPOS

Short for ‘Electronic Funds Transfer at Point of Sale’, EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors’ surgeries and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn which may be dependent on the amount that is spent in the store.

When paying by EFTPOS, you also use your PIN to access your account or you can use ‘Tap and Go’. Tap and Go is a contactless payment system where you tap your card, phone or other device at a payment terminal when making a purchase. This eliminates the need to insert your card and enter your PIN for small amounts. The limit for contactless card payments varies, for example Mastercard has a limit of \$100, Westpac is \$200. Service providers, ie: supermarkets, service stations, restaurants and cafes usually have a limit of \$100 but this may also vary. If you are purchasing goods/services over the limit you will be required to enter your PIN. If not using the Tap and Go method of payment, the same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no-one is looking over your shoulder when you enter your PIN. See: Using an ATM.

Paying Bills

Most bank accounts offer lots of easy options for paying bills. Transaction accounts with cheque book facilities are only available through the Westpac Bank. This method allows you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

A note of caution on direct debits – they are a convenient way to pay everyday bills, but always make sure you’ve got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonoured payment – both can cost you money.

Fair Work Ombudsman

Work Based Training (WBT) placements are referred to by the Fair Work Ombudsman www.fairwork.gov.au as ‘Vocational Placements’. These programs give you the chance to get the skills you need to transition successfully from study to work.

WBT placements are a required component of specific courses at Skills Australia Institute. WBT can be arranged by either Skills Australia Institute, or as a student, you can initiate the placement directly as long as it meets the requirements of your course.

Will I be paid?

Host Employers are not obliged to pay you remuneration for the duration of this WBT Placement. Placements that meet the definition of a vocational placement under the Fair Work Act 2009 (the FW Act) are **lawfully unpaid**.

If you receive remuneration, then your Host Employer would be considered 'Employer' and you as the student 'Employee' under the *Workplace Health and Safety Act 2020* and *Fair Work Act 2009*. This will then become a private arrangement between you and the employer. Therefore, Skills Australia Institute's insurance policy for students in work based training, which only provides insurance coverage for students completing voluntary work, will not cover against any accidents and does not cover any student who receives remuneration from the Host Employer or their staff. In this instance, you would be able to continue and finish your Vocational Placement with your employer.

What about my hours of work?

Students must complete:

- WBT - A **MINIMUM of 20 scheduled course contact hours** per week.

You must attend your WBT at the venue for the **duration you have been scheduled to attend training** and are not allowed to finish earlier than the scheduled finish date. The days and times of your shifts are as agreed with the Skills Australia Institute Trainer/Employment Liaison Officer and outlined in your placement Portfolio during the final WBT induction session.

When should I contact the Fair Work Ombudsman?

If you believe you are not receiving your minimum rights and conditions at work, whilst on your WBT placement or in your own employment, contact the Fair Work Ombudsman for FREE information and advice.

- Fair Work Infoline – Tel: 131 394

I need more information

For further assistance or information, please find the below links from the Fair Work Ombudsman:

- Student placements: <https://www.fairwork.gov.au/pay/unpaid-work/student-placements>
- Unpaid Work Vocational Placements: https://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/unpaid-work/unpaid-work#vocational_placements
- Pay and Conditions Tool: www.fairwork.gov.au/pact

Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers. The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services. You should contact the relevant government trade and consumer agency in your state or territory, if you:

- Would like information about your consumer rights.
- Have a problem with a consumer good or service that you have bought or are considering buying.
- Would like to know how a business should behave under the law.
- Would like to make a complaint about a business.

Visit www.australia.gov.au or www.consumerlaw.gov.au to find the relevant government agency for where you are living and studying.

Personal Safety tips

- Travel in groups or with a companion wherever possible.
- When walking alone, do not wear headphones. It is good to be able to hear what is happening around you.
- **Keep valuables such as mobile phones, laptops and iPods out of sight and stay aware of your surroundings when travelling on public transport.**
- Outside of peak times and at night, travel in the front carriage of the train nearest the driver. Where possible do not travel in empty carriages.
- Check Public Transport timetables in advance. Avoid long waits on platforms and around Public Transport hubs. If you do have a long wait, stay in well-lit areas or near open shops.
- Walk in well-lit areas even if it means your trip is longer, avoid short cuts through dark isolated areas.
- If you feel threatened in any way while walking on the street go to a shop or a house with its lights on (if at night) and ask for police to be contacted.

For further information, see the Study in Australia website:

<http://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia/how-to-keep-safe>

Scams

Scams take advantage of people's trust in authorities and fear of doing the wrong thing. Victims can feel an array of emotions such as; helplessness, humiliation, anger and guilt; but it's important to know you are not to blame and there is help at hand.

If you think someone is trying to scam you, or you've been scammed, the Australian Federal Police advises to cease all contact with the scammer and contact your local police or consulate immediately.

The Australian Federal Police (AFP) has the following tips on how to protect yourself:

- If you get cold called by someone making threats about arrest or deportation, it is a scam. Do not send them any money. Instead, hang up the phone immediately and report it to your local police.
- Never give your personal, credit card or online account details over the phone unless you made the call, and the phone number came from a trusted source.
- If you think you have provided your bank account details to a scammer, contact your bank or financial institution immediately.
- When dealing with uninvited contacts from people or businesses, whether it's over the phone, by mail, fax, email, in person or on a social networking site, always consider the possibility that the approach may be a scam.
- You can contact IDCARE (Australia and New Zealand National Identity and Cyber Support Service) for support if you have concerns about your identity being compromised. Contact them via the online form or phone: 1800 595 160.
- The 'Scamwatch' website has information about scams in multiple languages.

For more information, you can visit:

- AFP website: <http://www.afp.gov.au>
- Scam Watch website: www.scamwatch.gov.au
- IDCARE website: www.idcare.org

Or come and see one of our Student support officers who are here to help you.

Other useful information

For more useful information relating to your stay in Australia, we recommend you visit the following websites:

www.studyaustralia.gov.au/

www.mscwa.com.au

www.studypertth.com.au

Lost property

Lost Property is held by the Student Services Team at each Campus. If you have lost any items, please contact student services either in-person or via email (E: studentservices@skillsaustralia.edu.au).

During normal hours any property found on campus should be handed in to the Student Services Team, at the Campus where the items were found.

All property handed to the Student Services team will be safely stored until it is collected by the owner.

Unclaimed items are held for a maximum of three (3) months before being disposed of.

Skills Australia Institute takes no responsibility for replacing lost or stolen items.

Training and Assessment

Introduction to Vocational Education and Training (VET)

Vocational Education and Training (VET) provides students with the skills and knowledge required to gain employment. Whether you want to enter or re-enter the workforce, train for a new job, upgrade your skills or pursue further studies, VET courses will help you to meet your goals. Skills Australia Institute offers a wide range of VET courses in Business, Management, ICT, Construction, Automotive and Early Childhood Education.

Training Delivery

Skills Australia Institute is a Registered Training Organisation (RTO), is responsible for the quality of training and assessment and for the issuance of the AQF (Australian Qualifications Framework) certification documentation. This is according to Australian Government standards stipulated in the relevant training packages (www.training.gov.au) and in the Australian Qualifications Framework (AQF) (available at www.aqf.edu.au.) The requirements of any unit of competency for a qualification can be found on the www.training.gov.au website.

All Skills Australia Institute courses are delivered by:

- **Structured Training and Assessment** – Training/Learning and assessment for a minimum of 20 scheduled course contact hours per week, can include:
 - **Supervised Face to Face Learning and Assessment*** – Classroom learning and assessment for a minimum of 20 scheduled course contact hours per week, including all training delivery and assessment; engagement in group activities; class discussion; participation in simulated activities; roles plays; observations; attending guest lectures or excursions; completion of assessments (projects and work tasks).

**Face to face includes training in our simulated/real workplace environments.*

- **Unsupervised Learning and Assessment** – Recommended minimum 5 hours per week study away from class. This includes self-directed/self-paced hours for revision and completion of activities and assessments.

Information regarding the study shifts and intakes for each qualification, can be found on the Skills Australia Institute website via www.skillsaustralia.edu.au.

Work Based Training

Work Based Training (WBT) ensures Skills Australia Institute students achieve the skills needed to be career ready. Work Based training is a structured, assessable programme, which makes up an invaluable part of a qualification and the professional and personal development. Work based training is considered as class time. The courses listed below include a COMPULSORY work based training placement. During scheduled WBT students must complete a minimum of 20 scheduled course contact hours per week.

All work based training is organised by Skills Australia Institute's Employment Liaison Team in consultation with students.

Work Based Training (WBT) Location Criteria

Skills Australia Institute has established a maximum allowable distance for students to undertake Work Based Training (WBT) to ensure accessibility and alignment with academic requirements.

- **Maximum Distance:** Students must undertake WBT within a **30 km radius** from their respective campus locations:

- **Cannington Campus:** 230 Railway Parade, East Cannington, WA 6107

- **Exceptions:** In certain circumstances, students may apply for an exception to this rule. Requests must be submitted in writing via email, providing a valid justification. Each request will be assessed on a **case-by-case** basis. *Note, this exception is not a guarantee or warrantee that the request will be approved, and Skills Australia Institute reserve the right to reject the request.*

This policy ensures that students have reasonable access to their WBT locations while maintaining compliance with institutional guidelines.

Skills Australia Institute	Course	Mandatory Work based Training (WBT)
Early Childhood Education	CHC30121 Certificate III in Early Childhood Education and Care	WA Funded - 240 hours WBT SA Funded - 200 hours WBT
	CHC50121 Diploma of Early Childhood Education and Care	WA Funded - 360 hours WBT SA Funded – 320 hours WBT

Prescribed Hours for Work Based Training

All Skills Australia Institute courses that include a compulsory period of WBT contain a prescribed number of hours and/or service periods that you must complete in order to achieve your chosen qualification. Further information concerning the minimum hours required is available at www.training.gov.au.

In some cases, to enhance your overall experience in industry, Skills Australia Institute provides additional time (above the minimum WBT requirement) to help you to successfully become part of the Australian workforce during your study. This additional time will assist you to integrate into the Australian workforce whilst on your WBT. This additional time will assist you in settling into Australian work culture including exposure to:

- Respect in the workplace and appreciating everyone's contribution
- Be open and ask questions
- What is acceptable or not acceptable (language use, behaviour, socialising and relationships)
- Job roles/responsibilities
- Uniform/ grooming standards
- Working hours and expectations of timekeeping
- Wages, Superannuation and Taxes (including award pay rates)
- Skills and Development

Support during your Work Based Training

Skills Australia Institute's friendly Work Based Training Coordinator are here to help you every step of the way. If you have any questions, concerns or queries during your Work Based Training, students can seek support by emailing the dedicated Work Based Training support email accounts that are listed below:

- Early Childhood Education Students: ecec.wbt@skillsaustralia.edu.au
- Automotive: auto.wbt@skillsaustralia.edu.au
- Construction Courses Carpentry/Bricklaying and Blocklaying/Wall and Floor Tiling: carpentry.wbt@skillsaustralia.edu.au

Alternatively, you can contact the Work Based Training Coordinator by telephoning Cannington, Perth (08) 6148 1300

Submission of Work Based Training Timesheets

Your Work Based Training timesheets must be posted or scanned and emailed to Skills Australia Institute **EVERY Monday**. When we don't receive fully completed and signed Timesheets, you will be marked as non-attendance for the entire week. Details for your submission are provided below:

Email: wbt.timesheets@skillsaustralia.edu.au

Post: Cannington: Student Services, 230 Railway Parade, East Cannington, WA 6107

Host Employer Agreements - Work Based Training (WBT)

Skills Australia Institute is responsible for the quality of all training and assessment, including when students are participating in WBT. As part of Skills Australia Institutes responsibilities listed under the Standards for RTOs 2025, each WBT employer signs an agreement with Skills Australia Institute which outlines their role/responsibility in the Provision of Educational or Support Services'. This is applicable when you are participating in the WBT element of your course at an external venue.

Additional Requirements to Participate in Work Based Training

Students must supply course specific evidence before they can commence OR continue the work based training component of their course. Evidence listed below must be provided at least six (6) weeks prior to the commencement of work based training.

CHC30121 Certificate III in Early Childhood Education and Care*

CHC50121 Diploma of Early Childhood Education and Care*

- Students must provide a Current Working with Children Check

***Please note** – To be employed in the Early Childhood Education industry, a National Police Clearance is not required. However, some WBT employers may require that you obtain one prior to commencing your WBT placement.

Assessments and Assessment Outcomes

You will receive an Assessment Cover Sheet at the commencement of each Unit of Competence/Class. The Assessment Cover Sheet informs you of the requirements of the unit, including the number of assessments required to complete satisfactorily to be deemed competent and the assessment completion due dates. It then refers to the Assessment Submission Guidelines. As a Registered Training Organisation, Skills Australia Institute must ensure that ALL Assessments conducted follow the Principles of Assessment and Rules of Evidence.

Principles of Assessment

Fair	The assessment is fair and accommodates the needs of all students, including implementing reasonable adjustments where appropriate and enabling reassessment where necessary.
Flexible	The assessments are flexible and appropriate to the context, training product and student. They assess the student's skills and knowledge for the training product regardless of how or whether the student has acquired those skills and/or knowledge.
Valid	The assessment is valid and includes practical application components that enable the student to demonstrate the relevant skills and knowledge in a practical setting

Reliable	The assessment have evidence that is reliable and interpreted consistently by assessors and the outcomes of assessment are comparable irrespective of which assessor is conducting the assessment.
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Rules of Evidence

Whilst each of the rules are important factors in their own right, assessment activities should reflect all rules and not elevate the importance of one at the expense of others.

Valid	The assessment is adequate, such that the assessor can be reasonably assured the student possesses the skills and knowledge described in the training product.
Sufficient	There is sufficient evidence that demonstrates quality, quantity and relevance, enabling the assessor to make an informed judgement of the student's competency in the skills and knowledge described in the training product.
Authentic	The assessment evidence provided gives the assessor assurance that the students assessment is the original and genuine work of that student.
Current	The assessment evidence presented to the assessor demonstrates the student's current skills and knowledge.

(Source: Standards for RTOs 2025)

Reasonable Adjustments

Skills Australia Institute will implement reasonable adjustments to support students with a disability. As an RTO, it will work proactively to engage with students, trainers and other stakeholders in identifying and implementing appropriate modifications, including: customising resources, providing specific technologies, offering flexibility in its learning formats and adapting assessment methods. These adjustments will not compromise the integrity of the industry standard or the competency requirement of the training product.

Assessments Methods

Assessment Methods at Skills Australia Institute include the following:

Method	Examples of Methods
A = Knowledge - <i>Indirect Evidence</i> :	Portfolio of written work, ie: knowledge questions, case studies, projects etc.
B = OBC (Observation) - <i>Direct Evidence</i> :	Practical Demonstration, ie: simulated demonstrations, presentations, role play, scenarios etc.
C = On the Job - <i>Direct Evidence</i> :	Work based training demonstrations and completion of workplace tasks in a workplace environment
D = Workbook Photo Evidence - <i>Supplementary Evidence</i> :	Products as a result of a project, work samples/products for, ie: Automotive, Construction, Cookery
E = WBT Logbooks - <i>Supplementary Evidence</i> :	WBT Logbook evidence
F = 3rd Party Evidence - <i>Indirect Evidence</i> :	3rd party evidence; ie: Third Party Feedback (testimonials, supervisor reports/interviews etc)

The outcome of each assessment is either **S** = Satisfactory or **NS** = Not Satisfactory. In order to be deemed competent in a unit of competency, you must complete every assessment satisfactorily. If you do NOT submit assessments, the result will show as DID NOT SUBMIT, which is the same as a Not Satisfactory result.

If your performance in any one assessment is NOT Satisfactory (NS) you cannot be deemed competent for that unit of competency. To be awarded with a Qualification (Certificate or Diploma) you must have achieved competency in all units of competence of the course (which may include core and elective units).

If you are unable to achieve competency in all units of the course, a Statement of Attainment (not a qualification), listing the units for which you achieved competency will be issued.

Assessment Submission Guidelines

This Assessment Submission Guidelines outlines the rules that govern all assessments at Skills Australia Institute. Each unit has a Unit Outline and Assessment Agreement (UOAA) Assessment Cover Sheet that must be signed to state you agree with the contents of this document. No assessments will be accepted for marking without a completed and signed Assessment Cover Sheet.

Retention of Assessment

It is your responsibility to keep a copy of your assessments. Skills Australia Institute does not take responsibility for lost or stolen assessments. Skills Australia Institute reserves the right to request a copy of your original assessment at any time after you have submitted your assessment. This includes WBT (Work Based Training) documentation submitted.

Late submission of Assessments

The Assessment Cover Sheet prescribes when each assessment is due for each Unit of Competence. If you submit your assessments later than the due date (set by your trainer and highlighted on your Assessment Cover Sheet) you will be required to pay the late assessment fee at the Front Office. You will receive a receipt which you must attach to the assessment before it will be marked. Please be aware that following payment and submission of late assessments, student's work will be marked within four (4) weeks.

Re-Assessment Fee

Where an assessment you submitted has been marked as *Not Satisfactory (NS)*, you will have up to two (2) weeks to re-submit required assessment corrections. Any assessments re-submitted after this time may not be accepted and a re-assessment fee may apply.

Fees to be Charged:

- Please refer to fees and charges document on Skills Australia Website - <https://www.skillsaustralia.edu.au/>

Re-Enrolment Fee

For each student to prove competency, this requires demonstration of current performance; therefore, assessments must be submitted within thirteen (13) weeks of the unit being completed. If you have not submitted your assessments (first submission) you will be deemed Did Not Submit (DNS) for that unit and will be required to re-enrol in the unit. The fee for this is as follows:

- Please refer to fees and charges document on Skills Australia Website - <https://www.skillsaustralia.edu.au/>

Submitting your assessment

All submitted assessments file names must include the following details (If electronically submitted):

FILE NAME:
Class_Full name_Student ID_Unit of Competence_Assessment Number_Trainer_Date submitted
Example:
C4CC01A_Elvis PRESLEY_12000634_BSBDIV501A_Rami_DDMMYYYY

Assessment Readiness

Students participating in more than 60% of scheduled classes will be deemed assessment ready, unless instructed otherwise by the trainer. Students not reaching the required schedule classes will have the option of speaking to the trainer and/or a Student Support Officer. Trainers cannot accept completed assessments from students who are not assessment ready.

Assessment Retention Requirements

Skills Australia Institute as required by its regulatory body, will securely retain all completed unit assessment/assessment items submitted by a student for the qualification they are enrolled for a period of two (2) years after the student has completed the training product.

To ensure that our students are ready for industry, Skills Australia Institute focuses on ensuring student assessments reflect the industry requirement. Work ready documentation in terms of format, presentation and consistency is a key part of our assessment process. All students are expected to adhere to the required standard depending on the course level/type they are enrolled in.

References

References must include the following information:

From a book:	Book title, author, year published and Page No.
From a newspaper:	Newspaper Name, Issue No. Date and Page No.
From the internet:	Website address, Author (if available), Date downloaded

Academic Deceit/Dishonesty

This is defined as academic misconduct and refers to the behaviours that undermine academic integrity, providing a student with an unfair or unearned advantage.

This behaviour encompasses, plagiarism, cheating, collusion, fabrication and falsification and is a breach of the Skills Australia Institutes Code of Conduct. It includes but is not limited to:

1. Deliberately or intentionally using or attempting to use unauthorised materials from a trainer or another person.
2. Using evidence or study aids such as mobile phones, handwritten notes in an assessment.
3. Replicating/copying another students work.
4. Submitting work for an in class assessment that has been prepared in advance.
5. Representing assessments/ other work prepared by another person as your own work with or without their permission.
6. Using part of someone else's work without the proper acknowledgement
7. Copying full or partial sentences and/or paragraphs from one or more sources.

8. submitting substantial copies or extracts from books, articles, thesis, unpublished work such as working papers, seminar and conference papers, internal reports, computer software, websites, lecture notes or tapes, without clearly indicating their source/origin.
9. using notes, your mobile, input from others, or other unauthorised resources without permission during a summative assessment.
10. have one or more other people assist or contribute to your assessment/evidence submitted and represented (implicitly or explicitly) as being your own/individual work.
11. stealing an assessment document or assessment marking guide from within Skills Australia Institute.
12. near imitation of a transcript or an idea.
13. another person helping in the creation of an assessment/evidence without the express need, consensus, or knowledge of the Trainer.
14. asking someone else to write and/or submit assessment work/evidence on your behalf.
15. downloading from the internet and submitting the contents 'as is' and as your own work.
16. Asking another person to prepare and or submit an assignment on your behalf.
17. Solely created by ChatGPT or another AI product.
18. Submitting work for an in-class assessment with work prepared in advance.
19. Using another student's laptop and accessing their saved files for assessments or submissions.

Assessments completed dishonestly or by improper means are considered plagiarised. You must not submit assessments that are not entirely your own work. You must not assist others or accept assistance from others for individual work.

Where plagiarism and/or cheating has been identified within a students submitted assessment/evidence, Skills Australia Institute will contact the relevant student/s individually and invite them to discuss the findings, evidence and seek feedback from the student/s.

In circumstances where academic deceit/dishonesty has been confirmed, one or more of the following actions, fees and penalties may apply:

1st offence:

- First written warning issued to the student
- The student is required to meet with Student Services Officer (SSO)
- The student is required to pay the required administrative fee
- The student to request permission to do a RE – ASSESSMENT and/or required evidence of the assessment at their own cost
- trainer and/or SSO to confirm approval to RE-ASSESSMENT of the assessment and/or required evidence, in writing with the new assessment date for the RE-ASSESSMENT and/or the due date for the required evidence
- Student is required to pay the Skills Australia Institute RE-ASSESSMENT Fee for each assessment/each week.

NOTE: all correspondence/details between Skills Australia Institute and the student/s will be recorded in eBECAS.

2nd offence:

- Second and final written warning issued to the student
- The student must meet with Student Services Officer (SSO)
- The student is required to pay the required administrative fee
- The student must request permission to RE-ENROL in the relevant unit of competence or subject/cluster and pay the subsequent fee/s

NOTE: all correspondence/details between Skills Australia Institute and the student/s will be recorded in eBECAS.

Students can refer to the Fees and Charges document on Skills Australia Website - <https://www.skillsaustralia.edu.au/> for further information regarding fees.

3rd offence:

Where a Skills Australia Institute student has been identified as having submitted assessment/s and/or evidence that is plagiarised or the student has cheated on a third occasion, Skills Australia Institute may commence action to issue the student with a Notice of Intent to Report/Cancel their enrolment, which would include details being forwarded to the relevant and appropriate required Government agencies.

NOTE: Skills Australia Institute trainers are required to report all instances of suspected plagiarism and/or cheating. This information and supporting evidence must be submitted to the National Student Support Manager for further review and action if/where applicable.

Results

Your Assessment Results (Assessment Outcomes) and Unit/Module Results (Training Outcomes) will be made available via the Student Portal. The following are the guide times for these results:

- Four (4) weeks, after unit end date or assessment due date, whichever is the later.

Where your assessment has been marked Not Satisfactory, you must re-submit your assessment with the required corrections within two (2) weeks of the Not Satisfactory result. The Assessment Results timeframes for any resubmitted assessment is three (3) weeks after the re-submission date.

For units that include Work Based Training, the assessment due date is the last day of your work based training placement. As such, results will be made available following the guide time outlined in the table.

The Assessment Results timeframe for any resubmitted assessment is three (3) weeks after the re-submission date.

Where Assessments are submitted late (after the due date), please allow four (4) weeks from receipt for these assessment results to be made available. It is your responsibility to check your results on a regular basis.

You may logon to the Student Portal (access via Skills Australia Institute website) to check your results.

Where we are unable to meet these guide times, for any reason, we will send you an email to inform you of the delay. If you have any specific questions or concerns, please contact our Student Services Team.

Assessment decisions can be appealed. Please refer to the information on complaints and appeals, available on our website.

Assessment Support Services

Assessment Support Sessions

Undertaking course/study can be an exciting and challenging time. At Skills Australia Institute we offer assessment support sessions that take place during scheduled class times.

Support Guidelines

- Student counselling for all matters regarding students' welfare and academic progress is always free!
- No reassessment fees apply where students present a valid medical certificate for the day of the assessment.
- Payable reassessments must be settled in advance and a receipt must be shown to the trainer to be submitted. Payment must be made at Student Services.

Skills Australia Institute Complaints and Appeals Policy and Procedure

Students who feel dissatisfied with the way they have been assessed and/or the assessment outcomes or results recorded for them, should in the first instance communicate the issue and/or concerns with their relevant trainer as soon as possible from the effective date of the incident or decision.

If the issue or concern cannot be solved informally, the student may complete a Skills Australia Institute Complaints and Appeals form. A Complaint or an Appeal must be lodged within 20 calendar days of the initial event/decision.

A student completes the Skills Australia Institute Complaints and Appeals form, then submits this completed form to Student Services in person at Skills Australia Institute reception or by emailing and attaching the completed form to: studentservices@skillsaustralia.edu.au

If the student is not successful in the complaint/appeal process or is not satisfied with the outcome they must be advised that within 10 working days of the outcome they have the right to access an external complaints/appeals handling process.

Recognition (Exemptions)

Recognition of Prior Learning (RPL)

This process encourages you to apply for recognition for previous study, work, life and educational experience that match the units of competency, qualification or part qualification of modules within the training and assessment program.

If you are applying for recognition of existing skills and knowledge, then you will need to generate evidence to support your claim in order to be assessed. Examples of evidence might include; documentation such as certificates issued by other training organisations, support letters from employers, job description, resume or outlines of previous training and development.

To apply for RPL, contact Skills Australia Institute to discuss your skills recognition and assessment options. You will receive a copy of the Application for Recognition Form, which you will need to complete and return. An appointment will be made for you to discuss your application.

Please note: Credit for course fees are only calculated where an Application for Recognition is submitted prior to commencement of studies.

As a Registered Training Organisation, Skills Australia Institute will recognise AQF Qualifications and Statement of Attainments issued by another RTO, refer to Credit Transfer.

Credit Transfer

Credit transfer is where you have completed units of competence from a current or previous training package that are comparable (through a mapping process) to those you are about to be or are currently enrolled in.

To apply for Credit Transfer, complete the Application for Recognition Form (available via Student Services) and attach copies of the evidence you have (e.g. Statement of Attainment or Qualification) to show you have completed the unit.

Where possible the assessment should occur before you commence your studies.

Skills Australia Institute's Recognition Policy recognises that learning takes place not only through formal studies at recognised training organisations but also through activities such as employer based training and development and relevant life experience and if you are granted Credit Transfer by Skills Australia Institute you do not need to complete that unit of study again.

The policy supports the granting of credit to students with recognised Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other registered education provider.

Applications for RPL/Credit Transfer which require no further information will be assessed and you will be informed of the outcome of the assessment in writing within 10 working days of the application being received with all necessary supporting documentation. You will be notified in writing if any further information is required in support of your application.

Skills Australia Institute will provide a record of the RPL or Credit Transfer to you within 15 working days and in exceptional cases as soon as possible. You must acknowledge your acceptance of the RECOGNITION/CREDIT TRANSFER in writing **before** the recognition/credit transfer can take effect. A record of your acceptance will be kept in your personal file.

Application for Qualification or Statement of Attainment (Award)

Qualifications can only be issued to students who have been deemed Competent in all units of competence of their course (including all core and elective units). Students who have not been deemed Competent in all units of competence will receive a Statement of Attainment listing all units in which they have been deemed competent.

Students will need to complete the **Application for Qualification or Statement of Attainment (Award)** form:

- Preparation of the Award documentation may take up to 10 working days. Skills Australia Institute will send you an SMS when it is ready for collection.
- The Award documentation will not be prepared if there are outstanding fees, therefore students should ensure outstanding fees are paid PRIOR to applying for an Award.
- Skills Australia Institute will not provide your Award documentation to a third party, including parents, spouse etc.; unless you have nominated them on the form or provided formal written advice.
- Students who have undertaken any studies from January 2015, are required to provide their USI (Unique Student Identifier) BEFORE a qualification/statement of attainment (award) can/will be issued. In some cases you may be entitled to apply for an exemption, if you receive an exemption, please provide Skills Australia Institute with the Exemption Notice Letter. For more information about applying for a USI please refer to www.usi.gov.au

Award Collection Method

- Via post (**Fees are subject to change, please refer to Fees and Charges document on Skills Australia Institute website.**)

- Collect from Skills Australia Institute
- Nominate a person to collect the award, with their details completed on the form

Skills Australia Institute will take every effort to ensure that the Award is packaged appropriately to avoid damage; however, Skills Australia Institute will take no responsibility for any damage caused during postal delivery.

Code of Conduct & Policies

Skills Australia Institute Code of Conduct

Skills Australia Institute want to offer a harmonious learning environment in which each member respects the beliefs, feelings, person and property of others without condition.

By enrolling at Skills Australia Institute, you have agreed to adhere to the Skills Australia Institute Code of Conduct.

The Skills Australia Institute Code of Conduct is as outlined below. It was also included in your pre-enrolment documentation and is available at www.skillsaustralia.edu.au.

Breaches of Skills Australia Institute's Code of Conduct may lead to cancellation of your enrolment.

All students enrolled at Skills Australia Institute must uphold the following standards at all times. Students will:

1. behave honestly and with integrity
2. respect other people's rights to hold different positions and views;
3. respect other people's beliefs, nationality, religion, age, associations and gender;
4. not use offensive language;
5. maintain an environment suitable for study and work free of interruption;
6. act with care and diligence on campus and at work based training organisations;
7. maintain satisfactory course progress (Participation);
8. not cheat or plagiarise;
9. allow trainers to deliver their course material without being unnecessarily interrupted or disturbed;
10. adhere to Skills Australia Institute Uniform policies where required;
11. respect Skills Australia Institute's No Smoking, No Alcohol, No Drugs policy;
12. uphold the reputation of Skills Australia Institute,
13. provide accurate and timely notification of information required by Skills Australia Institute to make appropriate decisions about their continuing enrolment at the college;
14. comply with Skills Australia Institute policies and procedures as stipulated in this student handbook;
15. apply a high level of professionalism when communicating, socialising or networking using any social media or facility.

The Skills Australia Institute Code of Conduct and the contents of the Student Handbook are reviewed each year. Skills Australia Institute students are invited to contribute to the improvement of our Code of Conduct, policies and procedures. Please contact the Student Support Office to provide Skills Australia Institute with your recommendations or complete a feedback form.

Breaches of Code of Conduct

Students found breaching the Skills Australia Institute Code of Conduct will be dealt with as stipulated under the 'Student Discipline' section of this handbook.

Students affected by a breach of the Skills Australia Institute Code of Conduct are encouraged to contact the Student Support Officer immediately to discuss the issues concerned.

Skills Australia Institute may initiate a suspension or cancellation of your studies on the grounds of misbehaviour or a breach of the Skills Australia Institute Code of Conduct.

Reporting Breaches

Skills Australia Institute staff and students are responsible for maintaining a harmonious learning environment. Therefore, students are encouraged to report any undue pressure, disturbance, or harassment by any member of staff or by any other student as stipulated in the Skills Australia Institute Code of Conduct.

Reports of breaches can be submitted in writing or verbally; by clearly outlining the details to the Student Support Officer, their Trainer or the Training and Compliance Manager. Any reports will be viewed by Skills Australia Institute's Management.

If you are uncertain about your rights and responsibilities, please contact the Student Services Team for clarification to discuss any issue related to the Skills Australia Institute Code of Conduct. Your rights as a student will always be respected and you are in turn, expected to respect the rights of others.

Process

Breaches to the Skills Australia Institute Code of Conduct will be processed as soon as possible. Involved parties will be informed in writing. Breaches are dealt with by a committee formed to deal with the breach and include the National Student Support Manager Student Support Officer and where necessary, selected students and staff.

Note: Skills Australia Institute will review its decisions based on documented compassionate/compelling circumstances.

If you are not satisfied with the outcome of any Skills Australia Institute decision, you may appeal, using the Student Complaints and Appeals Form (CAFO) available from the Student Services Team or via the Skills Australia Institute Website.

Alternatively, you can contact The National Training Complaints Hotline, available via [National Training Complaints Hotline - Department of Employment and Workplace Relations, Australian Government](#) or phone 13 38 73.

Cancellation resulting from Breaches

In cases where we intend to cancel your enrolment because of a breach of the Skills Australia Institute's Code of Conduct you will be issued with a "Notice of Intention to Report/Cancel" which will be sent to you **via email to your Skills Australia Institute email account**, as a courtesy a COPY may be mailed to your last known postal address or personal email address.

The Notice of Intention to Report/Cancel will advise you of your breach and inform you that your enrolment may be cancelled at Skills Australia Institute.

Deferring, Suspending, Cancelling and Transferring Enrolment

Deferrals, Suspensions, Cancellations and Transfers can only be applied for in writing, using the Course Variation Application Form (CVAF) (available from www.skillsaustralia.edu.au and at the reception desk).

VERBAL notifications to Skills Australia Institute staff or agents ARE NOT VALID.

Definitions

- Deferral – postponing the commencement of your course prior to course commencement.
- Suspension – postponing your enrolment during your course.
- Cancellation – cessation of enrolment in the course.
- Transfer – when a student moves from one provider to another

An administrative fee applies for any of the above request, please refer to the Fees and Charges Policy on the SAI website:

- <https://www.skillsaustralia.edu.au/>

All fees and/or payment plans during the time of any of the above (deferment period, suspension period or transfers), will stay unchanged. It is the students responsibility to ensure to pay the schedule fees on time. In the event the fees are not paid on time and/or regularly, Notice of Cancellation can be issued as per the policies of Skills Australia Institute.

Cancelling your enrolment will attract **cancellation fees***. Where applicable, cancellation may also affect your refund. **Please read the Refunds and Cancellation Policy** carefully to make an informed decision. A copy of our Refunds and Cancellation Policy was included in your Letter of Offer.

A deferral, suspension, cancellation or transfer of your enrolment can be initiated by yourself or by Skills Australia Institute. All applications for deferment, suspensions, cancellations and transfers must be made in advance and will be considered within 10 working days.

Deferment or suspension of study can be requested by you for compassionate and compelling circumstances. These can include but are not limited to:

- Serious illness or injury, where a medical certificate states that you are unable to attend classes.
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on your studies.
- A traumatic experience, which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime, and this has impacted on you (these cases should be supported by police or psychologists' reports)
- Where the registered provider was unable to offer a pre-requisite unit, or you have failed a prerequisite unit and therefore face a shortage of relevant units for which you are eligible to enrol.

Right of Appeal

You have the right to appeal any decision by Skills Australia Institute to defer, suspend, cancel or transfer your studies. Skills Australia Institute will maintain the student's enrolment until the internal and external complaints and appeals process are completed.

Deferral of Enrolment - Student Initiated

You may request a deferral of your course commencement by completing an Application for Deferment as follows.

Complete an Application for Deferment Form and submit to a Student Support Officer, with evidence to support your application, who will:

1. Discuss your application for deferment with the National Student Support Manager/Student Support Officer.
2. Discuss the changes to your training plan with you.
3. Confirm the outcome of the meeting in writing, and, if granted, provide you with a copy of the new schedule and/or intervention strategy.
4. Update your student file accordingly.
5. Send you a letter outlining the deferment details.

Note: Deferring your enrolment may cause your refund for the current and subsequent semester to be forfeited. Please read the Refunds and Cancellation Policy carefully to make an informed decision. A copy of our Refunds and Cancellation Policy was included in your letter of offer.

Suspension of Enrolment - Student Initiated

You must have written approval from Skills Australia Institute before you can leave. You must lodge your request for suspension with a Course Variation Application Form (CVAF), at least 10 working days prior to the requested suspension date (unless in an emergency – see ‘compassionate or compelling reasons’). The maximum accepted duration for suspensions is two (2) study terms (20 weeks). **Note: Suspending your enrolment may cause your refund for the current and subsequent semester to be forfeited.** Please read the Refund and Cancellation Policy carefully to make an informed decision. A copy of our Refund and Cancellation Policy was included in your Letter of Offer.

Complete a Course Variation Application Form (CVAF) and submit to the Student Support Officer, who will:

1. Discuss your application for suspension with the National Student Support Manager.
2. Discuss the changes to your training plan with you.
3. Confirm the outcome of the meeting in writing, and, if granted, provide you with a copy of the new training plan.
4. Update your student file accordingly.
5. Send you a letter outlining the details of your suspension.

Deferment of Enrolment - Skills Australia Institute Initiated

Skills Australia Institute may defer your enrolment of a course if the course does not commence as agreed in the Student Agreement.

You will be informed about the changes to the course details and receive an option to either agree to the changes or to receive a refund, where applicable, as stipulated in the Refunds and Cancellation Policy outlined in this student handbook and available on our website.

Suspension of Enrolment - Skills Australia Institute Initiated

Skills Australia Institute may suspend your enrolment for a course if the course ceases to be provided at any time after it starts but before it is completed.

You will be informed about the changes to the course details and receive a refund, where applicable, as stipulated in the Refunds and Cancellation Policy outlined in this student handbook and available on our website.

Cancellation of Enrolment - Skills Australia Institute Initiated

Skills Australia Institute may choose to cancel your enrolment under the following circumstances:

- Breach of the Skills Australia Institute Code of Conduct
- Failure to meet attendance requirements*
- Assault of another student or staff member.
- Non-participation of class and/or not contacting Skills Australia Institute for a period of 10 working days or longer.
- Misbehaviour by the student.
- Failure to pay course fees.
- Any behaviour or serious breach of the Skills Australia Institute Code of Conduct, identified as grounds for possible expulsion.

*For attendance requirements, this is identified because your overall attendance has dropped below 80% of the scheduled contact hours.

Where Suspension and Cancellation is not initiated by the student, you have the right to access the Skills Australia Institute Student Complaints and Appeals Process as listed below.

If Skills Australia Institute decides to defer, temporarily suspend or cancel your enrolment, then Skills Australia Institute will let you know about their decision in writing, via a Notice of Intention to Report/Cancel Skills Australia Institute will remind you that you have 20 working days to use Skills Australia Institute's Student Complaints and Appeals process as outlined in this Student Handbook. A copy of all correspondence will be kept in your student file.

If you do use the complaints and appeals process, the deferment/suspension/cancellation will not take effect until the process is completed.

Complaint and Appeal Process

Skills Australia Institute provides a complaints and appeals process that is transparent, fair and equitable and refers student to an independent external body if necessary.

Skills Australia Institute complaint and appeal processes are:

- Available to all students
- Confidential
- FREE of cost
- The Complaints and Appeals process must commence within **ten (10) working days** of receipt of the **complaint and/or appeal**

The processes set out hereinafter do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in these procedures limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

Complaint

A complaint is the process of informing your dissatisfaction to Skills Australia Institute's services, team members, facilities or any other area you are dissatisfied with.

A complaint can be lodged either informally or formally. Appeals relating to an assessment outcome must be lodged within **two (2) weeks** of the date the original assessment outcome was given to you. Appeals relating to other matters should be lodged as soon as practical.

Informal Procedure

- a) You can lodge an informal complaint verbally, face-to-face, over the telephone or through a third party (friend, family member etc.) to any staff member at Skills Australia Institute.
- b) Staff members will promptly attempt to resolve your complaint if the matter lies within their range of responsibilities and authorities. In all other cases, the staff member receiving your complaint will refer you to the Student Services Team.

Formal Procedure

- a) A formal complaint can be lodged to any staff member, in writing, over the telephone, via email or through other methods of communication.
- b) The staff member you approach will ask you whether you wish to lodge a formal complaint and issue a Complaint and Appeals Form or refer you to Student Support Officer, whichever you prefer.
- c) The Student Support Officer will inform you about Skills Australia Institute's student complaint process, including:

1. Assuring you of your right to complain without fear of being disadvantaged or punished in any way.
2. Assuring you that the matter remains confidential, and students have the right to view their submissions, reports and outcomes of a formal complaint with the Student Support Officer during Skills Australia Institute normal operating hours.
3. Asking you whether a translator is required.
4. Allowing you to present your case **FREE of cost**.
5. Informing you about your right to access the:

National Training Complaints Hotline

[National Training Complaints Hotline - Department of Employment and Workplace Relations, Australian Government](#) phone: Freecall 13 38 73

6. Informing you about your right to be accompanied and assisted by a support person of your choice at any relevant meetings.
 7. Inform you that Skills Australia Institute will commence the complaints process within 10 days of the lodgement date of the complaint or appeal.
 8. Once a decision has been reached you will be informed about the outcome of your complaint, in a written statement which will include details of the reasons for the outcome.
 9. Inform you about your right to lodge a complaint for external review, if you are not satisfied with the outcome
 10. Inform you that Skills Australia Institute maintains your enrolment throughout the complaints process, including the external review process with the National Training Complaints Hotline.
 11. Informs you about the following process after your complaint has been received.
- d) The Student Support Officer will hear you and will make notes of it in the complaint form and in the Student Database (eBECAS).
 - e) The Student Support Officer investigates and liaises with relevant staff (also the Training and Compliance Manager if staff conduct is involved) to gather information about your complaint. The Student Support Officer prepares a case file for presentation to the Executive Management Team.
 - f) The Executive Management Team makes a decision about your complaint.
 - g) Once a resolution is reached, the Student Support Officer prepares a draft letter and submits it to Executive Management Team for approval;
 - h) Once a decision has been reached and approved, you will be provided with a written statement which will detail the reasons for the outcome. Within this you are invited to acknowledge your satisfaction with the outcome or otherwise your intention to access Skills Australia Institute's external review process.
 - i) If you are satisfied with the outcome, the relevant files will be updated and the case is closed.
 - j) If you are not satisfied with the outcome, then you have the right to access Skills Australia Institute's external review process with the National Training Complaints Hotline.

Appeal

An appeal is the process of informing Skills Australia Institute about your dissatisfaction with a decision made by Skills Australia Institute. The decision may be about an assessment outcome, a complaint outcome, a decision not to defer your course or any other decision made by Skills Australia Institute. Appeals relating to an assessment outcome must be lodged within **two (2) weeks** of the date the original assessment outcome was given to you. Appeals relating to other matters should be lodged as soon as practical.

You may appeal on the following grounds:

- Skills Australia Institute's failure to record the outcome of your assessment accurately
- Compassionate or compelling circumstances, or
- Skills Australia Institute has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to you.

A reasonable cause for non-compliance is compassionate or compelling circumstances, which may include:

- Serious illness or injury (requires a medical certificate stating that the student was unable to attend class)
- Bereavement of close family members – parents or grandparents (death certificate to be provided)
- Major political upheaval or disaster in your home country requiring emergency travel
- Traumatic experience – such as being involved in or witnessing an accident
- Committing a crime or impacted by a crime (police report required)

Note: The following reasons do not constitute compassionate or compelling grounds:

- Attending (or being part of) a wedding party (in Australia or abroad)
- Helping a friend or family member
- Employer requirements
- Stress and depression (unless certified by a medical certificate)
- Tiredness

Appeals relating to other matters should be lodged as soon as practical.

Appeals Procedure

- a) A formal appeal can be lodged using the 'Complaints and Appeals Form (CAFO)' via the Skills Australia Institute Website.
- b) The Student Services team are here to assist you to complete the CAFO if required.
- c) The Student Support Officer will invite you to a meeting to inform you about Skills Australia Institute's appeal process, including:
 1. Informing you of your right to appeal without fear of being disadvantaged or punished in any way.
 2. Assuring you that the matter remains confidential.
 3. Asking you whether a translator is required.
 4. Allowing you to present your case at no cost.
 5. Informing you about your right to be accompanied and assisted by a support person of your choice at any relevant meetings.
 6. Informing you that Skills Australia Institute will commence the appeal process within 10 working days of the lodgement date of the complaint or appeal.
 7. Once a decision has been reached you will be informed about the outcome of your appeal, in a written statement which will include details of the reasons for the outcome. Informing you about your right to lodge the appeal with the National Training Complaints Hotline (see section in this handbook).
 8. Inform you that Skills Australia Institute maintains your enrolment throughout the appeal process, including the appeals process with the National Training Complaints Hotline.
 9. Informs you about the following process after your appeal has been received:

- The Student Support Officer or in the absence of a Student Support Officer, the National Student Service Manager will accept your appeals form and make a note of the appeal in the Student Database.
- The Student Support Officer investigates and liaises with relevant staff (and the National Student Support Manager and Training and Compliance Manager if staff conduct is involved) to gather information about your appeal.
- Student Support Officer prepares a case file for presentation to the Executive Management Team.
- The Executive Management Team determines an outcome of your appeal.
- Student Support drafts a letter with the outcome/resolution and submits it to the National Student Services Manager for approval.
- If you are satisfied with the outcome the relevant files will be updated, and the case closed.

The procedures set out here do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in these procedures limits the rights of individuals to take action under Australian Consumer Protection Laws. Also, these procedures do not circumscribe any individual's rights to pursue other legal remedies.

Appeals relating to an assessment outcome must be lodged within two (2) weeks of the date the original assessment outcome is provided to you.

To appeal an assessment outcome first discuss your assessment outcome with your trainer. If you cannot resolve the matter or choose not to discuss the matter with your trainer, you can lodge an appeal in writing using the Complaints and Appeals form (CAFO).

Where your appeal is successful, the outcomes may vary according to the findings of the appeals process:

- If the appeal shows that there was an error in recording the outcome of your assessments, Skills Australia Institute does not report the student and there is no requirement for an intervention

Where:

- The student has chosen not to access the Complaints and Appeals process within 20 working days
- The student withdraws from the process, or
- The process is completed and results in a decision supporting Skills Australia Institute (i.e. your appeal is unsuccessful)

If your appeal relates to a Notice of Intention to Report/Cancel, and the appeal is unsuccessful you will receive a notice of the outcome, and your enrolment at Skills Australia Institute may be cancelled. You will also be informed of your rights to access the National Training Complaints Hotline to lodge a complaint. Please ensure that you inform Skills Australia Institute of your intention to lodge an appeal with the ombudsmen.

Please note that during the appeals process you are allowed to continue with your studies.

Student Discipline / Disciplinary Reasons

Skills Australia Institute treats all breaches of Skills Australia Institute's Code of Conduct seriously. Students are expected to report any breaches of the Code of Conduct to the Student Support Officer. All Skills Australia Institute Staff members MUST report breaches to the National Student Services Manager.

All breaches are automatically substantiated and will be investigated. The repercussion of breaches can be as follows:

- Written Warning

- Suspension from Class
- Request for apology
- Counselling
- Student monitoring
- Mediation
- Supervised withdrawal from class
- Cancellation of enrolment

Depending on the severity of the breach, Skills Australia Institute **may decide at its discretion** to investigate a matter either by itself or involving students and staff to make informed decisions.

Where the breach is perceived as being an immediate risk to the wellbeing of students, staff or the general public, Skills Australia Institute will report the breach to relevant authorities, including the Police.

In cases where we intend to cancel your enrolment because of a breach of Skills Australia Institutes Code of Conduct (including unsatisfactory course progress) you will be issued with a 'Notice of Intention to Report/Cancel' which will be **emailed to your personal Skills Australia Institute email account**.

The Notification of our Intention to Report/Cancel will advise you of your breach and inform you that you are subject to cancellation.

Examples of serious breaches

1. Low attendance/participation
2. Non-Payment of Fees
3. Plagiarism
4. Academic Dishonesty

Non-payment of fees

Tuition fees must be paid in advance and prior to the commencement of a study period, due dates are as outlined in your Letter of Offer (Payment Agreement). Tuition fees do not cover charges for accommodation, living expenses, textbooks, uniforms, stationery, equipment, and external examinations. If fees are not paid by the due date, an administration fee will be charged (***please refer to Fees and Charges Policy on SAI website - <https://www.skillsaustralia.edu.au/>***).

If you do not pay your fees prior to the commencement of the course study period, you will be issued a Notice of Intention to Report/Cancel your enrolment. The Notice will be sent to you via email only.

You will have 20 working days to pay any outstanding fees in full or to appeal our decision to cancel your enrolment. If Skills Australia Institute has not received your payment 20 working days after the Notice of Intention to Report/Cancel has been emailed to you, your enrolment MAY be cancelled.

If you are experiencing difficulties paying your fees by the due date, you must speak to the Finance Officer or Student Support Officer at Skills Australia Institute **BEFORE THE FEE BECOMES OVERDUE**.

Skills Australia Institute reserves the right to refuse access to training and assessments, if fees have not been paid and/or where no payment plan has been signed.

Academic Course Progress/Course Attendance

Course Progress Policy and Procedure

Skills Australia Institute will monitor, record and assess your course progress for each unit of the course for which you are enrolled to help you achieve satisfactory course progress and will intervene if you are at risk of failing to achieve satisfactory course progress. Course Progress is assessed by monitoring the following:

- At the end of each Study Period (10 weeks) your results for the units scheduled during that study period will be reviewed.

Your course progress will be deemed satisfactory if:

- You have successfully completed# or demonstrated competency in at least 50% of the units scheduled during that study period (study period = 10 weeks)

*# Successfully completing a unit (where competency is not yet determined), is where you have achieved a satisfactory result, for each unit, for all assessments that were due to be submitted, in the study period, and have attended more than **65%** of the scheduled contact hours for each unit during the study period.*

Your course progress will be deemed not yet satisfactory if:

- You have not successfully completed## or demonstrated competency in at least 50% of the units scheduled in two (2) consecutive study periods (study period = 10 weeks) and/or you have not attended more than 65% of the scheduled contact hours (per unit)

Not successfully completing a unit (where competency is not yet determined), is where you have achieved a Not Satisfactory Result (including did not submit/did not attend) for one or more assessments due to be submitted, in the period.

Factors that could affect your course progress:

- Submitting plagiarised/copied work which has resulted in a Not Yet Competent outcome.
- Not completing pre-requisite unit required to progress to the next unit of study.
- Having too many outstanding assessments.
- Your trainer identifies you as being at risk of making unsatisfactory course progress before the end of each study period.

Please note: Skills Australia Institute may permit you to re-enrol in units you have been deemed not yet competent; however, any associated costs, such as additional course fees, and other fees are your responsibility.

Intervention Strategy

For Local Students Skills Australia Institute's intervention strategy, will apply to you if it comes to our attention that you **are at risk** of not maintaining satisfactory course progress.

For Course Progress, this is identified because you have not successfully completed or demonstrated competency in at least 50% of the units scheduled in one (1) study period (study period = 10 weeks) and/or you have not attended more than 65% of the scheduled contact hours (per unit).

At the end of each study term, you will be assessed against the Course Monitoring Progress Policy. If you are identified for the first time as not maintaining satisfactory course progress, the Skills Australia Institute intervention strategy is implemented within four (4) weeks.

Intervention

An Intervention Strategy is an agreement between you and Skills Australia Institute in which you agree to adhere to a strict plan which may involve additional extracurricular work (homework) and extracurricular coaching sessions with a trainer (see note below). An intervention strategy is necessary where you have been deemed at risk of not meeting satisfactory course progress requirements.

Skills Australia Institute's intervention strategy includes:

- Procedures for contacting and counselling students.
- Strategies to assist identified students to achieve satisfactory course progress; and
- The process by which the intervention strategy is activated.

Skills Australia Institute's intervention strategy includes provision for:

- advising you on the suitability of the course in which you are enrolled.

A copy of the intervention strategy will be submitted to the Training and Compliance Manager and your Trainer/s delivering and assessing the relevant units of competency. The Trainer/s will be instructed to monitor your adherence with the Intervention Strategy and to report any short comings (such as tardiness, non- attendance and/or unsatisfactory performance).

If you fail to fulfil the requirements of the agreed intervention strategy a warning letter will be issued to your Skills Australia Institute email account. You must respond to the warning letter, clearly indicating the reasons for not adhering to the Intervention Strategy.

Note: Extracurricular coaching sessions may attract an additional fee, if the student is available during Skills Australia Institute's normal operating hours. Extracurricular coaching cannot be offered outside of Skills Australia Institute's normal operating hours. Extra assessments are charged at the rates listed for reassessments. Please refer to Fees and Charges document on Skills Australia Website - <https://www.skillsaustralia.edu.au/>

You may access the Student Complaints and Appeals Process within 20 working days from the date stated in the Notification of our Intention to Report/Cancel. To access the Student Complaints and Appeals process you must complete a Complaints and Appeals Form (CAFO) available on the Skills Australia Institute web site. You may contact the Student Support Officer to assist you with this process. Read more about the Complaints and Appeals process in this student handbook.

Extending Course Duration

Skills Australia Institute may choose to extend a student's course duration in the following situations:

- It is assessed that compassionate or compelling circumstances exist. Evidence must exist to support this decision.
- If Skills Australia Institute has implemented or is in the process of implementing an Intervention Strategy for a student who is at risk of not meeting satisfactory course progress.
- A student has an approved deferral/suspension of their enrolment.

Student Dress Code

To maintain the good image of the College, students are reminded to be appropriately attired in a manner befitting the status of Skills Australia Institute students as well as the occasion, when you are on campus. You should dress appropriately in rooms / kitchen/ offices. For example,

- **Clothing**
 - you must not expose your midriff, chest, upper thigh or show visible cleavage or undergarments
 - you must not wear clothes that are transparent (see-through)
 - your clothes must not bear any vulgar, offensive or obscene prints or language

- **Footwear**
 - you must not wear flip-flops or slippers (thong sandals are allowed if prescribed)

For security purposes, students must be readily identifiable at all times with their faces uncovered. Students shall not wear anything that prevents ready identification such as full-face motorcycle helmets, masks or veils.

Student Feedback

At Skills Australia Institute our goal is for all our students to Dream, Seek and Achieve. We are always keen to hear your views about where we are and more importantly aren't meeting this goal. Student feedback is a valuable source of information for Skills Australia Institute to improve the quality of training as well as the overall student experience. As such, we provide multiple avenues for both structured and unstructured feedback. We also welcome you to provide feedback on our services at any time.

There are three (3) ways for you to provide feedback to Skills Australia Institute. They are:

1. End of Unit Feedback

At the end of every unit students can provide feedback on their experience during the unit. This feedback is accessed via Canvas and the link is within each unit for easy access.

The feedback is monitored by the Training and Compliance Manager for continuous improvement. Where you identify that you would like to discuss your feedback with a Skills Australia Institute team member, a meeting is arranged.

2. End of Course Feedback

When students have completed their course they are provided with the AQTF Learner Questionnaire. This survey focuses on your overall experience at Skills Australia Institute, including your entire course of study.

The feedback is monitored by the Training and Compliance Manager for continuous improvement. Where you identify that you would like to discuss your feedback with a Skills Australia Institute team member, a meeting is arranged.

3. Sending Emails

All students are encouraged to send us feedback at any time using the studentservices@skillsaustralia.edu.au email. This email account is monitored daily. All feedback is reviewed by the Training and Compliance Manager for continuous improvement and where you require assistance or further clarification, a meeting is arranged between you and a member of the Student Services Team, to ensure that you have your concerns addressed.

Student Services Team

Our Student Services Team is here to help and support you with Academic and Non-Academic issues. You are welcome to come and discuss feedback about Skills Australia Institute with them in person or via telephone on 08 6148 1300.

Students with Special Needs

In line with our Access and Equity practices, students with special needs are offered the same opportunities as any other candidate. Our training and assessment programs will take special needs into consideration. Flexible learning and assessment methods will be adapted according to your specific requirements if necessary.

To ensure that we are able to assist you with these needs, please ensure that you advise us either at the time of your enrolment or via our Student Support Officers.

Social Media Policy

Social media refers to any facility for online publication and or commentary including blogs, Facebook, LinkedIn, X (formerly Twitter), YouTube, Instagram, virtual worlds, text messaging and many more. This policy provides guidance as to our expectations when your activity on social media refers to or relates to Skills Australia Institute and its stakeholders (example: Students, Staff, Employers, Government).

This policy applies to all students, past and present, who uses social media either in an authorised capacity, as part of their job, or in a personal capacity, where social media activity concerns Skills Australia Institute, its products and services, its people, clients, vendors, competitors and or other business related individuals or organisations.

All students are required to apply a high level of professionalism when communicating, socialising, or networking using any social media platform. None of the material published concerning Skills Australia Institute and its stakeholders shall, in all circumstances, be perceived as being obscene, culturally offensive, defamatory, threatening, harassing, discriminatory, hateful or menacing in any way.

Use of a disclaimer is encouraged to ensure that your stated views and opinions are understood to be your own and not those of Skills Australia Institute. Example disclaimer –

The content, view and/or opinions stated herein this post are min and mine alone and are not or do not represent those of Skills Australia Institute in any way.

Failure to comply with the Skills Australia Institute Social Media Policy (available on the Skills Australia Institutes website may result in disciplinary action, including cancellation of studies.

Students use of social media

Student responsibilities for the personal use of Social Media while studying at Skills Australia Institute and thereafter. Students:

- must not attempt to “follow”, request or accept a “friend request” from a staff member of Skills Australia Institute.
- should not use any swearing, harassment, bullying, physical and/or verbal assault via cybercommunication will not be tolerated as stated in the Code of Conduct.
- must be sensitive to the privacy of others. Seek written permission from anyone who appears in any photographs, video or other footage before sharing these via social media.
- must not comment, contribute, create, forward, post, upload or share content that is malicious or defamatory. This includes statements which may negatively impact on the reputation of another or the reputation of Skills Australia Institute.
- should always be courteous, and respectful of others’ opinions including detractors
- who believe they have been or are being bullied, threatened, harassed, sexually harassed or discriminated against on social media channels may address their concerns through the Student Services Team and/or make a formal complaint through the Students Complaints and Appeals Policy and Procedure.

Health and Safety on Campus

Skills Australia Institute has adopted the SAFE risk management model. It is a simple and easy process to remember for undertaking risk management. The SAFE risk management model enhances health and safety in the workplace and incorporates a simple four (4) step process:

- S** Spot the hazard
- A** Assess the risk
- F** Fix the problem
- E** Evaluate the results

The Work Health and Safety Act 2020 (WHS Act) prescribes the employers duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- A workplace that is safe to work in
- Adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene.
- Properly maintained facilities and equipment.
- The provision of Personal Protective Equipment (PPE) such as gloves, eye and ear protection and sharps containers where required.
- A clean and suitably designed work place with the safe storage of goods such as chemicals.

Each Skills Australia Institute campus has a Health and Safety Officer, who regularly checks the campus and reports issues.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Do not smoke on campus and at work based training venues
- Do not consume alcohol on campus and at work based training venues
- Do not consume illicit drugs on campus and at work based training venues
- Maintain a safe, clean and efficient, working environment
- Store and dispose of waste according to health regulations
- Clean walls, floors and working surfaces to meet health and safety standards without causing damage
- Check all equipment for maintenance requirements, refer equipment for repair as required
- Store equipment correctly and safely
- Use safe lifting and carrying techniques
- Identify fire hazards and take precautions to prevent fire
- Ensure student safety at all times
- Ensure procedures for operator safety are followed at all times
- All unsafe situations recognised and reported
- Implement regular fire drills and provide first aid courses to all staff and students
- Display first aid and safety procedures for all staff and students to see
- Report any identified Work Health and Safety hazards to the appropriate staff member as required

- Implement procedures and practices, in accordance with State and Local Government Health regulations
- Animals are not permitted on any campus.

All Skills Australia Institute students are required to REPORT any HAZARD immediately to a Skills Australia Institute Staff Member.

eScooters

International guidelines around lithium-ion batteries tend to be even more strict than Skills Australia Institute Guidelines. eScooter Batteries are made using Lithium batteries which at Skills Australia Institute represent a hazard for everyone. Due to the rare possibility of Li-ion batteries becoming overheated and exploding, they are classified as a Dangerous Good.

Under different conditions, lithium batteries might react, causing flames and fire. As you might have seen there have been some incidents with eScooters where flames and fires have been fast and widely spread. There are some reasons for this to happen: battery failure, poor quality construction, physical damage, overcharge or discharge, exposure to high or low temperatures.

Safety recommendations:

- Make sure you read the Health and Safety Manual of your Scooter
- Make sure you follow the Health and Safety terms and conditions.
- Make sure you do not overcharge your eScooter and do not leave it in areas with extreme temperatures.

Skills Australia Institute Policy:

As we are concerned about your health and safety, we have implemented the following eScooter guidelines:

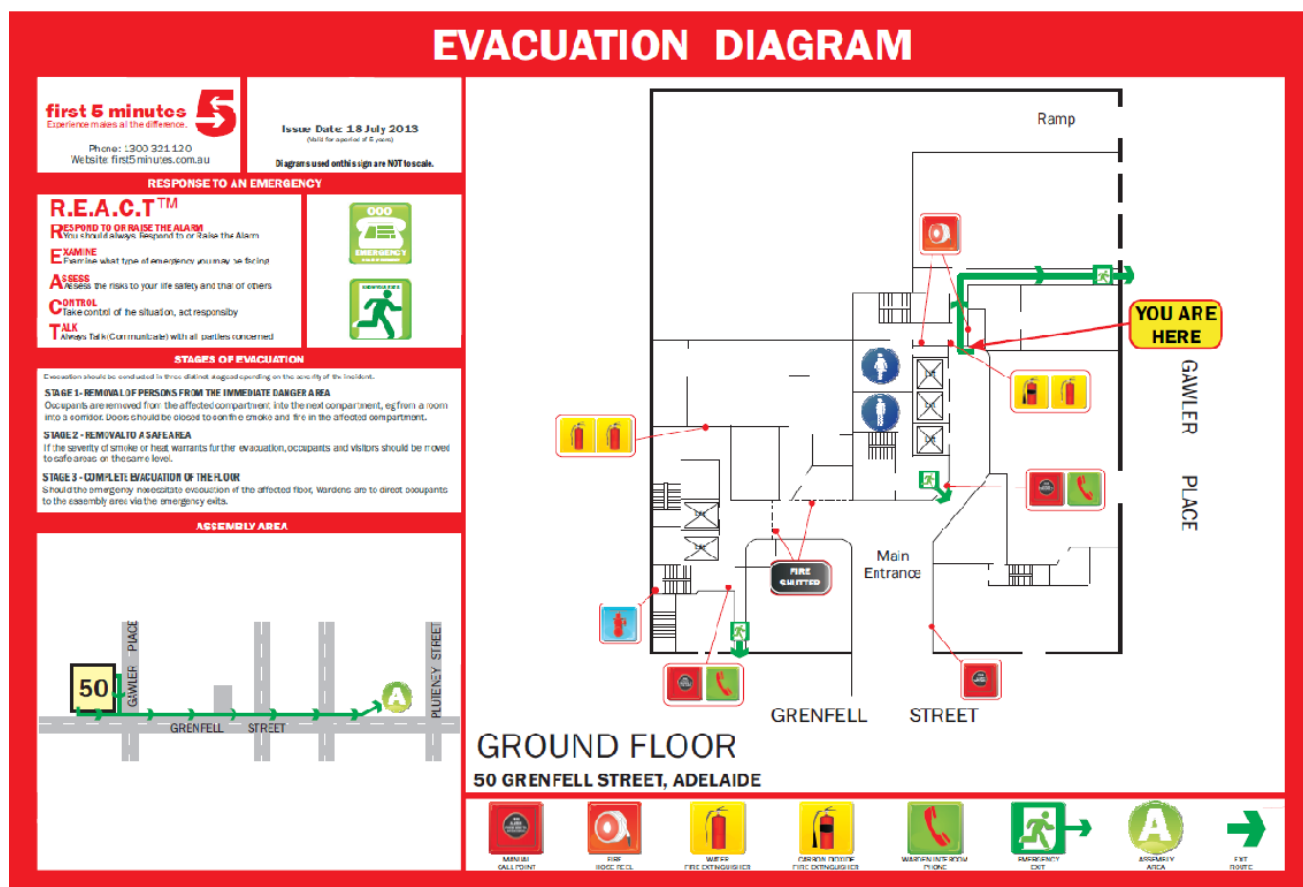
- eScooters cannot be charged whilst on campus
- eScooters must not be stored inside the campus
- eScooters placed outside campuses are not the responsibility of Skills Australia Institute.

Emergency Evacuation Procedure

Emergency Evacuation plans are located in every classroom and throughout each Skills Australia Institute campus. Please ensure you are familiar with emergency evacuation procedures and the location of exits, fire extinguishers, fire alarm sounds and emergency assembly points (muster point) in case an emergency occurs while you on campus. The evacuation plans will be reviewed with you at Orientation, and again at commencement of each new unit/course.

In the case of an emergency or a practice evacuation, please pay attention to **Skills Australia Institute staff**, who will lead you from the building to the emergency evacuation assembly point. Fire Warden/s are assigned to each campus and are responsible for coordinating emergency evacuation procedures. Please ensure that you pay close attention to the Fire Warden's directions in case of an emergency evacuation. Fire Wardens will be wearing yellow, red, or white hats during an evacuation. See the sample Evacuation Plan below.

Diagram 1: Sample Evacuation Plan



Our emergency procedure is as follows:

- If you witness a fire or other emergency situation; immediately notify the closest Skills Australia Institute staff member and if directed to do so, evacuate the building going directly to the emergency assembly point.
- An alarm or voice alert will sound to advise of an emergency and may be followed by a continual siren or voice alert message advising that an evacuation is required.
- Follow the instructions of Skills Australia Institute staff and campus Fire Wardens to evacuate the campus and go to the designated meeting point. Please remain at the meeting point until you receive further instructions.

First Aid on Campus

Each Campus has a trained First Aid Officer on hand, in the event of a student accident or emergency on campus, students should:

- Seek assistance from the Skills Australia Institute team to locate a trained First Aider.
- In an emergency situation, dial 000.
- First Aid assistance/advice is available via Student Services.

Each campus has emergency evacuation diagrams. These are located within each campus building and identify the location of First Aid kits provided for student/staff to use. Please note that no staff members/students, including those that have gained the appropriate First Aid training, are expected to carry out any First Aid procedure if they are not comfortable with it.

All Skills Australia Institute students are required to REPORT any STUDENT OR STAFF Emergency immediately to a Skills Australia Institute Staff Member.

Personal Safety

When you are out and about it is important to be alert and aware of your personal safety.

Below are some helpful tips to remember when you are going out:

- Be alert and aware of your surroundings and notice the people around you, especially if you are alone or when it is dark. Whenever possible, travel with a friend or in a group.
- Do not respond to conversations from strangers on the street or in a car - continue walking
- Be discrete with your cash or mobile phones.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- If you do not have a mobile phone, that you have sufficient money (coins) to make a phone call. Emergency 000 calls are free of charge.
- Make sure you have enough money to get home.
- Never hitch-hike or accept lifts from people that you do not know.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start - move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.

(Source: Australian Federal Police)

Critical Incidents

A Critical Incident is any traumatic event, or threat of such (within or outside Australia) which has the potential to harm life or well-being, and causes extreme stress, fear or injury to the person experiencing or witnessing the event. Such Critical Incidents are not limited to but may include:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse
- Incidents that may cause physical or psychological harm

Note: *Non-life-threatening events could still qualify as critical incidents although serious illness or injury would probably not be considered a critical incident in the broader campus community.*

Student Procedure

If you as a student are involved in or witness to a Critical Incident, see the below procedure:

- Please contact the emergency number 1300 118 368, if you experience, witness or perceive a critical incident. The emergency telephone number available 24 hours a day 7 days per week
- An appropriate staff member may ask you to provide more details whilst they complete a 'critical incident report'.
- The report and all information you have provided will be completed/verified by the National Student Support Manager and given to the CEO of Skills Australia Institute.
- The 'critical incident report' is to contain as much information as possible and indicate the people directly involved in the incident.
- If necessary, following the incident, you may be required to attend a follow up meeting to assess any further risks or follow up actions.

Students and their families can access Skills Australia Institute's Student Support Officer at all times. During a critical incident, Skills Australia Institute's Emergency Telephone Number becomes a Hot Line, where information can be received.

Where appropriate, Skills Australia Institute's website will be updated to keep students and families informed. Student's privacy will be upheld at all times.

Emergencies

In Emergencies – Dial 000 or 112 mobile (to override key locks), this is a secondary emergency number than can be dialled from a mobile phone.

The Triple Zero (**000**) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines **MUST NOT** be used for general medical assistance.

Police

In Australia, the police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics in any way and are there to help you feel safe in threatening situations. In a **non-emergency situation**, you can contact the local police station directly on:

- **13 14 44** - Police Assistance Line

Fire

The Fire Brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call **000** no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital. **Dial 000**.

Skills Australia Institute Emergency Line

Call Skills Australia Institute's Emergency Line, Emergency Line: 1300 118 368 if you observe a risk to property or people on campus or if you want to communicate to the college an emergency or situation, after the public emergency services have been contacted.

State Emergency Service

The **State Emergency Service (SES)** is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a **Flood** or **Storm** dial **13 25 00**.

Lifeline

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Poisons Information Line

The Poisons Information Line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital.

The Australia-wide **Poisons Information Centres** have a common telephone number: **13 11 26**.

Translating and Interpreting Service (TIS)

Tel: 13 14 50

The Australian Government, through the Department of Home Affairs, provides a Translating and Interpreting Service (TIS) for people who do not speak English and for English speakers needing to communicate with them. TIS is a national service and is available to any person or organisation in Australia requiring interpreting assistance. TIS is available 24 hours a day, 7 days a week, and is accessible from anywhere in Australia for the cost of a local call.

Skills Australia Institute Privacy Notice

Under the *Data Provision Requirements 2020*, **Skills Australia Institute** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the **Skills Australia Institute** enrolment form), may be used or disclosed by **Skills Australia Institute** for statistical, administrative, regulatory and research purposes. **Skills Australia Institute** may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts.
- Facilitating statistics and research relating to education, including surveys and data linkage.
- Pre-populating RTO student enrolment forms.
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

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

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

Skills Australia Institute is committed to ensuring the proper handling of your personal information in accordance with the [Privacy Act 1988](#) ('Privacy Act'). **Skills Australia Institute** is an 'APP entity' that must comply with the [Australian Privacy Principles](#) (APPs) which are set out in Schedule 1 of the Privacy Act. The Privacy Act and APPs regulates how **Skills Australia Institute** must collect, use, disclose and hold personal information, and how people may access and correct their personal information.

Government Funded Courses (for WA Local Students)

Skills Australia Institute has been appointed to the preferred provider panel for courses funded under the Jobs and Skills WA program. We offer funded courses in Early Childhood Education.

Further Information

For further information on the courses offered and eligibility requirements, please www.skillsaustralia.edu.au/funded-courses-wa.

Student fees may be waived for applicants with severe financial hardship. For more information, call Skills Australia Institute at 08 6148 1300. Additional information on Jobs and Skills WA is available from www.dtwd.wa.gov.au/jswa. The Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resource fees.

Students please note: To ensure authenticity of reports we submit to claim funding for your enrolment, you will be required to sign documentation to confirm commencement and completion for each unit during your course. For more information, or where you have questions, please see our Student Services Team.

Government Funded Courses (for SA Local Students)

SkillsSA (South Australian government department), offers government-subsidised, low cost training to eligible residents of South Australia. Interskills is a training arm of WISE Employment and a SkillsSA approved provider that delivers specific, Nationally Recognised Training programs and individualised support.

Skills Australia Institute is able to refer you to Interskills should you require additional services and support during your study. This support is free to every Skills Australia Institute student and includes:
 confidential support to get you back on track and bring your goals within reach
 deliver success and wellbeing services by experienced and dedicated coaches

Interskills Success and Wellbeing coaches will help you to overcome any challenges that prevent you from studying and achieving your career goals. They will listen with empathy and provide guidance, services, tools and resources that meet your personal goals and wellbeing throughout the duration of your study. They are able to coach in person, over the phone or by video call, email or text and they can even come to you.

Refunds and Cancellation Policy

This Refunds and Cancellation Policy applies to all Skills Australia Institute students and includes information for International Students, Fee for Service Students and Funded Program Students. You will only need to refer to the Fee For Service or Funded Program Student sections.

Refunds and Cancellation Policy – Fee for Service Students

The Skills Australia Institute Refunds and Cancellation Policy for 'Fee for Service Students' covers how REFUNDS and CANCELLATION Fees are calculated in the event of cancellation of enrolment before course completion, either at the request of Skills Australia Institute, or as a result of a breach of Skills Australia Institute's code of conduct.

Refund for fees paid in advance

- The Refunds and Cancellation Policy is subject to review from time to time.
- **Refer to the Refunds and Cancellation Policy for details at .**
<https://www.skillsaustralia.edu.au/downloads/>

Cancellation fees

Where a course of study is cancelled before the agreed Completion Date, Skills Australia Institute will calculate the Cancellation Fee in accordance with table 2 in the Refunds and Cancellation Policy.

Fees and Charges

Fees payable may include the following:

- **Tuition Fees:** Tuition Fees are the fees payable to Skills Australia Institute for undertaking a course. The Refund and Cancellation Policy specifications detailed below cover **TUITION FEES** only.
Tuition Fees are NOT applicable for students enrolled in a DTWD Funded Program including Jobs and Skills WA Training Courses.
- **Other Fees:** Any other fees are as specified in your agreement with Skills Australia Institute. Fees may change and students will be notified about changes of other fees. ***Other Fees are not refundable.***

Definitions

- **Course:** Means the Course you are enrolled in as outlined in the signed Letter of Offer.
- **Course Commencement Date:** Means the agreed starting date of a course, as stipulated in the signed Letter of Offer.
- **Course Completion Date:** Means the agreed completion date of a course, as stipulated in the signed Letter of Offer.
- **Study Period:** Means your Study Period as outlined herein and in your Letter of Offer with Skills Australia Institute:
 - One Term** = 10 weeks study + 3 weeks holidays = Total 13 weeks
 - One Semester** = 20 weeks study + 6 weeks holidays = Total 26 weeks
- **Course Duration:** Means the total duration of your course of study including holidays.

General Information

- Course Fees and Charges are as per our Skills Australia Institute Course Fee List. *Note:* in line with our regulatory framework, Skills Australia Institute will only accept a maximum payment of \$1000 before commencement of studies and no more than \$1500 per month. Details of instalments are included in the Payment Agreement.
- All Refund Requests and Cancellation Notifications must be submitted using the **Course Variation Form (CVAF) and the Refund Application Form, both of which** are available at the Reception Desk or

via the Skills Australia Institute website www.skillsaustralia.edu.au. VERBAL notifications to Skills Australia Institute staff or agents **ARE NOT VALID**.

- The date the written notice is received by Skills Australia Institute is the CANCELLATION DATE, and is the date used for the calculation of any refund and/or cancellation fee.
- Skills Australia Institute calculates Refunds and Cancellation fees based on a SEMESTER Fee (20 weeks study period plus 6 weeks holidays = 26 weeks). For courses shorter than a Semester, Refunds and Cancellation fees will be calculated on the Course Fees.
- In case of a cancellation by the student or Skills Australia Institute, any outstanding fees to Skills Australia Institute become due within seven (7) days.
- Any costs incurred by Skills Australia Institute to recuperate outstanding fees will be charged to the student.
- Unpaid fees will be recorded as a debt and recovered by action in a court of competent jurisdiction.
- Skills Australia Institute will not release any testamurs/awards to students until outstanding course fees have been paid in full.
- All amounts are in Australian Dollars (AUD).
- Where a refund is approved by the National Student Support Manager, Skills Australia Institute will make payment of the refund within 28 days of receipt of the application. The refund will be deposited into the **student's bank account only**, as nominated by the student on the Refund Application Form.
- No refunds will be paid to a third party (a person other than the student), unless directed by the student on the Refund Application Form.
- Refunds and Cancellation applications WILL NOT be processed where the signature on the Course Variation and/or Refund Application Form **DOES NOT** match the student's signature as shown on other documents provided by the student for admission to Skills Australia Institute.
- Students will receive a clear Statement of Refunds explaining how the refund was calculated, where a cancellation fee has been applied, students will receive a Statement of Cancellation clearly outlined how our Cancellation Policy has been applied.
- This agreement, and the availability of the complaints and appeals processes, does not remove the right of the student to take further action under Australia's consumer protection laws.
- The Refund and Cancellation Fee Policy is subject to review from time to time.

Refunds and Cancellation Policy – Funded Students

The Skills Australia Institute Refunds and Cancellation Policy for Funded Programs and Fee for Service Programs student undertake covers how the Refund Fees are calculated in the event of a cancellation of enrolment before unit/course completion, either at the request of Skills Australia Institute, at the request of the student or as a result of a breach of Skills Australia Institute's Code of Conduct.

Funded students are those who are enrolled into a course/program offered by the Department of Training and Workforce Development (DTWD) including Jobs and Skills WA Training Courses or SkillsSA Funded Programs and Interskills Programs.

Refund for fees paid in advance

- The Refund and Cancellation Fee Policy is subject to review from time to time.
- **Refer to the Refunds and Cancellation Policy for details on fees and charges.**
<https://www.skillsaustralia.edu.au/downloads/>

Fees and Charges

Fees payable may include the following:

- **Unit Fees:** Are the fees payable for students undertaking a Department of Training and Workforce Development (DTWD) Funded Program, including Jobs and Skills WA Training Courses. Student Fees or

SkillsSA government subsidised training program are charged in accordance with the VET Fees and Charges Policy 2025 WA or the SA VET Training Fee Framework.

- **Other Fees:** Any other fees are as specified in your agreement with Skills Australia Institute. Fees may change and students will be notified about changes of other fees. For Funded Program students, other fees currently charged are as follows:
 - None

General Information

- **Enrolment Invoices:** Students are issued an enrolment invoice at course commencement. Students are invoiced on a Unit by Unit (per subject) basis, as they COMMENCE the units. Each student's invoice details withdrawal dates set the enrolment.
- **Recognition of Prior Learning/Credit:** There is no fee for units that are granted Credits. RPL units are charged on a unit-by-unit (per subject) basis (fee payable will vary depending on the type of evidence submitted).
- **Withdrawal Dates:** Students are only required to pay for the units that they complete. Students must notify Skills Australia Institute of their intention to cancel a unit by the individual unit withdrawal date, to avoid paying the Unit Fee or to receive a FULL Refund of unit fees pre-paid. Withdrawal dates are set for each unit at no less than 20% of the way through the period during which the unit is undertaken.
- **Student Portal:** Students can check their student portal to confirm when fees are due and see which fees have been paid.

Unique Student Identifier (USI)

Since 1 January 2015, every student studying at a Registered Training Organisation (RTO) in Australia will require a Unique Student Identifier (USI)

A USI gives you access to your online USI account which is made up of ten (10) numbers and letters. It will look something like this: **3AW88YH9U5**. A USI account will contain all your nationally recognised training records and results from the 1st of January 2015 onwards. Your results are available as follows:

Results for units studied in 2015, available after March 2016
 Results for units studied in 2016, available after March 2017
 Results for units studied in 2017, available after March 2018
 Results for units studied in 2018, available after March 2019
 Results for units studied in 2019, available after March 2020
 Results for units studied in 2020, available after March 2021
 Results for units studied in 2021, available after March 2022
 Results for units studied in 2022, available after March 2023
 Results for units studied in 2023, available after March 2024
 Results for units studied in 2024, available after March 2025
 Results for units studied in 2025, available after March 2026
 Results for units studied in 2026, available after March 2027

By having a USI you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation.

Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips.

You will need to have at least one (1) valid form of ID from the list below:

- Medicare Card (this includes a current family Medicare card where your name is included)
- Australian Driver's Licence
- Australian Passport
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate Of Registration By Descent
- Citizenship Certificate
- ImmiCard (Only applicable to a visa holder Marking) .

What Happens When Skills Australia Institute Verifies your USI

Each time Skills Australia Institute verifies your USI, you will receive a notification. This includes when Skills Australia Institute accesses the USI system to locate your USI. Students need to be aware that when this search is being done to locate your USI, the following will occur:

- You will receive a notice regarding the use of this function to confirm your USI.
- The RTO name included on the notice will appear as follows:
 - Legal Name – Excellent Accounts Pty Ltd.
 - Trading Name – Skills Australia Institute.

For more information, including direction on how you can give Skills Australia Institute permission to access your USI for enrolment purposes, credit transfers and entitlement assessments, please speak to a member of our Student Services Team.

Please note - If you are having difficulty creating a USI using the online self-service option, you can submit a Help Request via the USI website. The USI Office can then assist you to process your application.

The National Training Complaints Hotline

The National Training Complaints Hotline

<https://www.dewr.gov.au/national-training-complaints-hotline> Telephone: **13 38 73**

If you have a complaint relating to your experiences whilst undertaking training in the vocational education and training (VET) sector, the National Training Complaints Hotline can refer your complaint to the most appropriate authority to have your complaint considered.

The Hotline is unable to investigate complaints and will not advocate on your behalf. You can lodge a complaint with National Training Complaints Hotline by completing the complaints form or by calling the student enquiry line on 13 38 73

Thank you for
choosing to
study at
Skills Australia
Institute