



# Southern Education

## Student Handbook

41402

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## Version Control

<b>Document Owner</b>	Chief Executive Officer
<b>Responsible Officer</b>	Karishma Chand
<b>Version</b>	3
<b>Approved by</b>	Chief Executive Officer
<b>Approval Date</b>	30 April 2024
<b>Effective Date</b>	30 April 2024
<b>Review Period</b>	Every twelve (12) months
<b>Review Date</b>	15 April 2025

# Welcome

Thank you for choosing Southern Education Pty Ltd (hereby referred to as Southern Education), we look forward to working with you to achieve your training and career goals. Southern Education is a Registered Training Organisation (RTO No. 41402) committed to providing high quality standards of vocational education and training in Australia with a direct focus on the leisure industry.

Southern Education will ensure that you will receive the opportunity to fulfil your personal potential during your training and every endeavour will be made by staff to accommodate the training to meet your individual needs.

It is important to keep this handbook on hand during your training, as it will provide additional guidance as you progress throughout your training. This information booklet is designed to provide you with information about the services provided by Southern Education and our approach to providing you a safe, fair and supported environment to participate in training and assessment.

This handbook does not provide you with specific information about a particular course offered by Southern Education. This information is contained in the Course Brochure which is supplied separately.

If you have any suggestions on how we can improve our Policies and Procedures, please complete an "Opportunity for Improvement" form and submit it to the RTO Manager.

We sincerely hope your time at Southern Education is a memorable and productive learning experience.

If you require any assistance with understanding these Policies and Procedures, please do not hesitate to contact Southern Education, who can explain the process further.

You can find out more about Southern Education by visiting the following websites:

<http://www.southerneducation.com.au>

<https://training.gov.au/Organisation/Details/41402>

# Code of Conduct (T&S)

Southern Education is responsible for ensuring ongoing compliance with the Standards for Registered Training Organisations, including where services may be delivered on the RTO's behalf. The Chief Executive Officer is responsible for ensuring that the operations, staff, and students of the RTO complies with the requirements of the VET Quality Framework, which includes the following:

- the Standards for Registered Training Organisations (RTOs) 2015
- the Australian Qualifications Framework
- the Fit and Proper Person Requirements 2011
- the Financial Viability Risk Assessment Requirements 2011
- the Data Provision Requirements 2012

Southern Education will ensure that compliance applies across all of its operations within the RTO's scope of registration, as listed on the National Register (<http://www.training.gov.au>).

Southern Education has policies and procedures in place for ensuring compliance with the VET Quality Framework, which are distributed to staff and students as part of their induction process, these policies and procedures include how the RTO will comply with the following:

Standards for Registered Training Organisations 2015

- **Standard 1 – Training and Assessment**
  - Learners benefit from high-quality training that equips them for employment and/or further study in their chosen field.
  - Learners are confident they hold the skills and knowledge their certification describes and are well-equipped to undertake relevant tasks safely and productively.
  - Graduates have enhanced employment prospects because employers are confident in their abilities.
- **Standard 2 – Quality Assurance Strategies**
  - Learners are confident that the quality of training is monitored to ensure it meets their needs and the needs of employers.

- **Standard 3 - Certification**
  - Learners receive certification that clearly documents their skills and knowledge in a timely manner.
  
- **Standard 4 - Marketing**
  - Learners can make informed choices that the RTO has training that meets their needs with clear and accurate information including information about the performance of the RTO.
  
- **Standard 5 – Students rights and obligations**
  - Learners can make informed choices about the RTO and the training program that best suits their needs.
  - Learners know who is delivering their training and who is issuing any qualification or statement of attainment.
  - Learners are aware of their rights and responsibilities.
  - Standard 6 – Complaints and appeals.
  - Learners have any concerns about their training or assessment addressed promptly and equitably.
  
- **Standard 7 - Governance**
  - Learners know their provider is stable and well-governed, so are confident it will continue to operate and be properly resourced to deliver training.
  - Learners know that their exposure to financial loss is limited in the case of a provider closing or not being able to provide the training.
  
- **Standard 8 – Compliance with legislation**
  - Learners are assured that our RTO is monitored by a regulator that has accurate, up-to-date information about the provider.
  - Learners are confident our RTO complies with relevant legislation and regulatory requirements.
  - Learners are aware of requirements that relate to their training.
  - Learners can make informed choices about the RTO using accurate and up to date information.

**Australian Qualifications Framework:**

- Adhere to the requirements of the AQF Qualifications Issuance Policy
- Adhere to the requirements of the AQF Qualifications Pathways Policy

**Fit and Proper Person Requirements**

- All senior management, or persons who would have a significant impact on the RTO, are required to complete and submit a Fit and Proper Person form to the National VET Regulator

**Data Provision Requirements**

- Collect and store student and training records within an AVETMISS compliant Student Management System (DPR 4)
- Collect data on behalf of the National VET Regulator against the AVETMISS requirements (DPR 4.1)
- Collect data on behalf of the National VET Regulator against the Quality Indicators (DPR 6)
- Submit annual reports to the National VET Regulator on data collected (DPR 7)

**Working with Children Check:**

- All Trainers and Assessors are required to undertake a Working with Children Check prior to commencing training and assessment if they will be delivering training and assessment to students under the age of 18 years.

## Pre - enrolment

Prior to applying to undertake a course, students are encouraged to think about their individual learning needs. Students should then consider all the information provided in this handbook and decide whether the course, training and assessment methods and support mechanisms are appropriate for addressing their individual learning needs. Learning needs can mean different things to different people. Some examples of individual learning needs may relate to/ be the result of:

- Intellectual, psychological, physical, or medical conditions or have vision or hearing impairments.
- Family, work, or personal commitments that impact study.
- Why do you want to undertake the intended course e.g., to access further study or employment opportunities.
- The amount of time you have available to study per week or the duration of time you have to complete a course e.g., 1 year.
- Preferred learning styles. Some people learn best through reading, listening, or watching, some through working independently as opposed to in groups with others. Some people

learn best when completing practical activities and/or learning on the job. Some people learn best when undertaking a variety of learning methods identified above.

- Existing knowledge, skills, and experience relevant to their intended course of study

Prior to submitting an enrolment application all students should read this handbook in full. Particular attention should be paid to the sections that outline how Southern Education and the specific course in which you are interested in could address your learning needs.

The course brochure provides details on course aims, course durations, course demands per week, types of learning and assessment methodologies, and further study and employment opportunities on successful course completion. Students should think about whether the course and support mechanisms address their learning needs.

Students should note that course delivery and assessment methodologies, duration and many other aspects of a course can be amended (where feasible) to address individual learning needs.

Students should consider whether the support mechanisms outlined in this handbook are appropriate for supporting their individual learning needs. e.g., Sometimes being provided access to modified training materials address specific needs or being provided extra time to complete a task allows students to appropriately address the assessment requirements.

During enrolment, students will be asked to identify any individual learning needs that require support during their course. It is recommended that students provide Southern Education full details that will enable us to identify whether we can appropriately address your individual needs and if so, how this can be achieved. Southern Education encourages students to contact them and discuss any specific learning needs they may have and if/ how these can be supported during their studies.



# Enrolment and Selection

All students are required to complete an enrolment form prior to course commencement to ascertain contact details, Unique Student Identifier, course of interest, emergency contact details, whether there is any recognition of prior learning and to collect the relevant statistical information required for AVETMISS reporting.

There is a link on the enrolment form that leads to the Terms and Conditions of enrolment webpage that is on the Southern Education Website. Students are required to check the box on the form acknowledging their agreement with the RTO's terms and conditions and privacy policies.

A copy of the Enrolment Form will be supplied to the learner, in line with the Australian Consumer Law requirements, prior to course commencement.

The RTO Manager is responsible for ensuring each student has completed an enrolment form prior to course commencement.

The following is a list of "Terms & Conditions of Enrolment":

- Enrolment and Selection (Clause 5.3)
- Consumer Guarantee (Clause 5.3)
- Fee Protection (Clause 7.3)
- Cooling Off Period (Clause 5.3)
- Changes to Agreed Services (Clause 5.4)
- Course Fees, Payments and Refunds (Clause 5.3)
- Complaints and Appeals (Clause 6.1)
- Credit Transfer (Clause 3.5)
- Language, Literacy and Numeracy (Clause 1.7)
- Support Services (Clause 1.7)
- Legislative and Regulatory Requirements (Clause 8.5)
- Workplace Health and Safety (Clause 8.5)
- National VET Data Privacy Notice (DPR 4.1)

The Enrolment Agreement Form includes a link to this student handbook which details the following:

- Confirmation that the RTO is responsible for compliance of training and/or assessment
- Confirmation that the RTO is responsible for issuance of AQF certification documentation
- Details of the RTO complaints and appeals processes (also refer Clauses 6.1 – 6.4)
- The learner's rights if the RTO or third party closes or ceases to deliver the agreed training and/or assessment

Each student is required to complete an enrolment form prior to course commencement. Students are required to confirm that they have read through and agree with the RTO's policies and procedures during the online enrolment process.

During enrolment please also note the following:

1. The student is responsible for notifying Southern Education if they have a medical condition or disability or require assistance in their training.
2. It is the student's responsibility to note the date, time and location of the course as advertised.
3. Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
4. Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
5. If you are unable to complete your course, due to changed personal circumstances, the RTO will make every effort to ensure you are placed into an alternative pre-scheduled course.
6. Students can only join after the course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
7. The RTO reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.
8. Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. The RTO's students are covered by public liability insurance whilst working within the RTO's premises.
9. If a student is identified as having a Disability and requiring further support, refer to the Support Services section in this manual.

## Recognition of prior learning (RPL)

All students are eligible to apply for Recognition of Prior Learning and are **advised of this in the Terms and Conditions and on the course flyer.**

Recognition of Prior Learning is granted as a result of identifying and assessing previous and current informal education and training, work experience and/or life experience and knowledge. Previous learning and the evidence supplied is measured against predetermined performance standards contained within the Units of Competency.

To prepare for recognition of prior learning the student should indicate their decision to apply for recognition as soon as possible, ideally before enrolment into a course. The following is the process for preparing for recognition of prior learning:

In consultation with the trainer/assessor the student should:

- Decide which units are to be recognised.
- Provide an Evidence Portfolio in line with agreed evidence plan.
- Undertake peer assessment or third-party evidence.
- Be prepared to 'show, tell and apply' skills and knowledge.

- Evidence for recognition of prior learning may include any of the following:
- Performance, demonstration, or skills test/assessment
- Workplace or other pertinent observation
- Oral presentation
- Portfolio, logbook, task book, projects, or assignments
- Written presentation
- Interview and questions
- Simulations
- Video, photographic (endorsed) evidence.
- Competency conversations (focusing on key points to look for in responses)

Students will initially be assessed against the performance criteria and critical aspects of evidence for each unit of competency within the Training Product.

RPL applicants must demonstrate their claim for competency in sufficient detail to enable the assessor to make clear judgements.

Students are required to sign an RPL Assessment Kit, which outlines the requirements of the evidence required for proof of competency. Assessors will develop an Assessment Plan to enable a portfolio to be developed. For more information, please feel free to contact Southern Education at [info@southerneducation.com.au](mailto:info@southerneducation.com.au).

## RPL Kit

The RPL Kit is to be completed by students who wish to be given recognition for skills and knowledge that they may currently hold within a field or industry. The application process requires the student to provide evidence of, or demonstrate, their current ability to perform the requirements of each of the performance criteria within the unit of competency of a qualification.

The following is the process for applying for RPL using the RPL Kit:

- Student to contact the RTO and advise that they wish to apply for RPL using the RPL Kit
- RTO to supply the RPL Kit and explain the process for RPL.
- RTO to allocate an Assessor to contact the student to ensure that they understand the requirements of the evidence to be supplied.
- Student to submit to the Assessor all the required evidence and the completed RPL Kit
- Assessor to review the RPL Kit and determine whether the student has the required skills and knowledge against each Unit of Competency

Once the eligibility of the student has been determined by the Assessor, the kit is to be forwarded to the RTO for Certificate issue.

Students can request an RPL kit by emailing Southern Education at [info@southerneducation.com.au](mailto:info@southerneducation.com.au)

## Credit Transfer (CT)

Southern Education recognises qualifications and statements of attainment issued by other Registered Training Organisations, or by Southern Education for other qualifications that you may have previously completed. Students who have successfully completed whole units of competency with another RTO can apply for credit transfer.

Students can apply for Credit Transfer by emailing Southern Education at [info@southerneducation.com.au](mailto:info@southerneducation.com.au) with a request detailing which unit(s) they would like a credit transfer for and attaching a certified copy of an original certificate/statement of attainment from the other RTO or an authentic USI transcript and highlight the units you wish to have applied to your current enrolment. The Credit Transfer application form is available on request from the administration staff. You can email [info@southerneducation.com.au](mailto:info@southerneducation.com.au) to request a form.

**Note:** All current BlueFit staff are required to keep all qualifications and files on record with the BlueFit group. As Southern Education and BlueFit are affiliated these files will be made available to Southern Education. If a BlueFit staff member does not want these files to be available, please email [info@southerneducation.com.au](mailto:info@southerneducation.com.au) as you will be required to provide these directly.

## Unique Student Identifier

The Unique Student Identifier (USI) scheme, enabled by the Student Identifiers Act 2014, allows learners to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs.

Unless exempt, the RTO must only issue a qualification or statement of attainment to a learner after:

- The learner has provided the RTO with a verified USI, or
- The RTO has applied for a USI on the students' behalf.

A USI gives you access to your online USI account, which is made up of ten numbers and letters. It will look something like this: **3AW88YH9U5**.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016. When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet, or smartphone anywhere and anytime.

## Do you need a USI?

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

- student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate, or diploma course; or

- school student completing nationally recognised training; or
- student continuing with nationally recognised training.

You are a continuing student if you are a student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked, and you will be able to:

- view and update your details in your USI account; give your training organisation permission to view and/or update your USI account.
- give your training organisation “view access” to your Record of Results.
- control access to your Record of Results; and
- view online and download your training records and results in the form of a Record of Results which will help you with job applications and enrolment in further training.

If you are an international, overseas or an offshore student please visit [usi.gov.au](http://usi.gov.au) for more information.

While students may create their own USI, our RTO is also able to create USIs for our students. As a part of the enrolment process, we have included on the Enrolment Agreement Form a section for the student to provide their USI, if you do not have a USI in place, we can provide you with a USI Privacy Notice so that we can apply for a USI on the students' behalf.

For more information, please refer to the following: <https://www.usi.gov.au/students>

## Security of the Student USI

The RTO will ensure the security of USIs and all related documentation for verifying the student identity, all personal information collected solely for the purpose of applying for a USI on behalf of a student will be destroyed in a manner that will keep all personal information confidential, this includes digital and hard copy of records.

The following process is in place for ensuring the security of a student's USI:

- Only authorised personnel will have access to a student's personal information, for both hard copy and electronic records.
- Strong passwords on all network-connected computers are in place, which is only accessible by authorised personnel.
- Copies of the database are automatically uploaded as the database is cloud based.

## Language, Literacy and Numeracy (LLN)

To ensure that Southern Education is catering for individual learning needs LLN support will be available to provide students with advice and support services in the provision of language, literacy, and numeracy assessment services. Student's needing assistance with their learning will be identified upon enrolment. Trainers and staff within the RTO can provide students with support to assist the student throughout the learning process.

Language, Literacy and Numeracy skills are generally included and identified in Training Products and accredited course programs. In identifying language, literacy and numeracy requirements, students are required to have basic skills in:

- Count, check and record accurately.
- Read and interpret information.
- Estimate, calculate and measure.

All students will complete a LLN assessment as part of the enrolment process in accordance with regulatory guidelines. This process will be completed as part of the Pre-training review form which students will be required to fill out upon completing the enrolment form.

### Pre-training Review

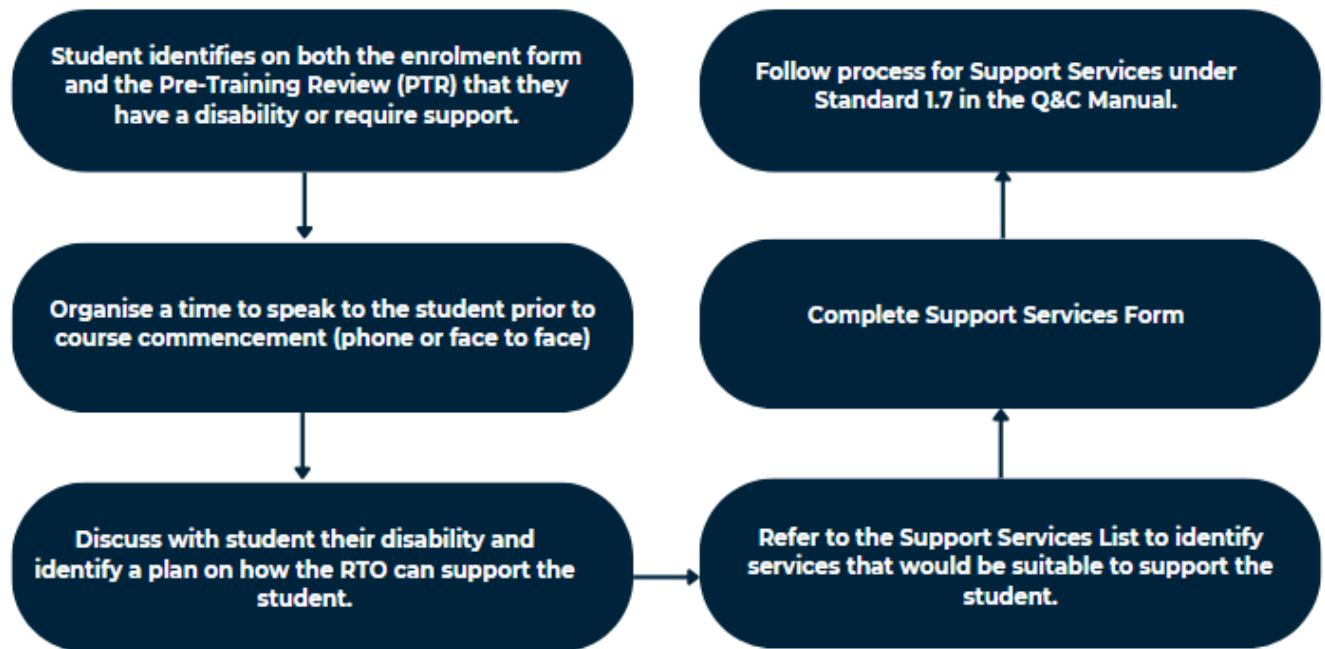
To ensure students are placed in a course with an appropriate delivery and assessment strategy we review their existing knowledge, skills, experience, and qualifications relevant to the course for which they are applying. Students are required to complete the Pre-training review during the enrolment process.

The results of the Pre-training review are used to determine if the student possesses the required LLN skills and knowledge, skills, and experience to address course requirements and confirm whether the course is suitable for addressing their learning needs. The Pre-training review and Enrolment forms are used to collect the information that will be analysed to determine if the course is appropriate for addressing the students' learning needs.

### Student Support Services Process

Southern Education caters to diverse client learning needs and aims to identify and respond to the learning needs of all students. All students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrollment stage.

Southern Education is committed to providing students requiring additional support, advice, or assistance while training. To achieve this and to ensure the quality delivery of training and assessment, we provide support services to improve and extend training outcomes.



Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with the RTO manager to discuss support services.

Additional support services include:

- Learning Support
- Assistance when applying for RPL or credit transfer.
- Whether or not specialist support equipment or personnel is required
- Whether or not any reasonable adjustments need to be applied to suit the candidate context
- Briefings on the assessment process, may be written or verbal. If verbal, must be looked up in writing.
- Provision or access to assistive technology
- Additional tutorials to assist with learning.
- Assistance in using technology.
- Adjustment to equipment (i.e., change of study to support a student with a bad back)
- Referral to LLN assistance
- Mentoring
- Referral to counselling services
- Grievance /conflict resolution
- Stress management
- Access and equity issues
- Client welfare and support

Genuine difficulties for a learner to complete a program in the allotted time frame are to be brought to the attention of the RTO manager at the first available opportunity.

The Support Services contact list provides a list of support services available to students through referral, please refer to the list to identify the most appropriate service for the students. This list is provided on the back of the Student Handbook and includes website addresses and phone numbers to access these services. If a student is unsure of the service that they require, they should contact their trainer or the RTO Manager to discuss further.

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## Course information

Course information can be found at [www.southerneducation.com.au](http://www.southerneducation.com.au) or by speaking directly with Southern Education staff. This includes information on content, length, mode of study, entry requirements and pathway information.

## Course Progress

Southern Education monitors student course progress and may provide assistance if the student is experiencing difficulties and not progressing through their course as per the course schedule.

## Access & Equity

Southern Education is committed to integrating access and equity principles within all the services we provide to our students. All staff treat all students fairly, equally and without discrimination. Our Code of Conduct guides all staff activities and practice. Southern Education provides access and equity to students with special learning needs.

We encourage positive outcomes for students of the Vocational Education and Training system by giving them enabling skills to participate successfully in Vocational Education and Training services and programs. Southern Education trainers take special needs into consideration from the planning stage onwards and adopt particular delivery and assessment methods as appropriate.

Regardless of cultural background, gender, sexuality, disability, or age all students have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner. Southern Education has developed quality support services that enhance student's chances to achieve positive outcomes. Each unit of competency will normally involve two or three assessments and after each assessment the students' submission will be marked S – satisfactory or NS – non-satisfactory.



Students are normally given 3 attempts to demonstrate competency at each assessment. If they are still unable to demonstrate competency at this point (NYC) they must re-enrol and undertake the training again. This may incur a fee.

## **Training & Assessment**

### **Training Guarantee**

Southern Education will take all reasonable steps to ensure we provide a course to a student/s once it has been confirmed. In the unlikely event of Southern Education being unable to fulfil its commitment to provide a course at the agreed date it will offer the student a full refund or reschedule the course.

### **Transition Arrangements**

Southern Education implements an effective policy and procedure to ensure that it delivers current AQF training packages and accredited courses. This policy and procedure ensure new training packages and accredited courses will be implemented within 12 months of their introduction and that students are fully informed of the process and subsequent arrangements. Transition arrangements will also take into account state / territory education department requirements for courses.

### **Assessment**

Students' performance is assessed in accordance with the guidelines outlined in the relevant AQF training package unit of competence. This may be in the form of answering questions in writing, verbally, keeping log books or through practical demonstrations of knowledge and skills developed.

Each unit of competency will normally involve two or three assessments and after each assessment the students' submission will be marked S – satisfactory or NYS – not yet satisfactory.

Students are normally given 3 attempts to demonstrate competency at each assessment. If they are still unable to demonstrate competency at this point (NYC) they must re-enrol and undertake the training again. This may incur a fee.

### **Course Progress**

Southern Education monitors student course progress and may provide assistance if the student is experiencing difficulties and not progressing through their course as per the course schedule.

## Academic Support

Students who are experiencing difficulties with any aspect of their course are encouraged to contact their teacher/trainer or a member of the Southern Education team. Our staff are able to provide academic support to facilitate the successful completion of your course. In certain circumstances, they may refer you to external agencies for support.

## Welfare Support

We understand that our students sometimes require extra support to help them cope with their training course. Sometimes there can be personal issues that impact their successful course completion. Our Welfare Officer and relationships with professional welfare services ensures that our students are provided with access to services if required.

## Client Feedback

To ensure we continually improve our training services and resources, Southern Education encourages students to give us feedback in an informal and formal way. Please approach any member of staff or your teacher/trainer with informal feedback and we would appreciate it if you could please take a few minutes during your course to complete the training evaluation form.

If you wish to complain about any aspect of your training and assessment with us, please approach a member of staff or your teacher/trainer with informal complaints or formally by accessing the Complaints and Appeals process. Further information on the Complaints and Appeals policy and procedure is contained on our website.

## Post Course Communication

To ensure we continually improve our services and courses we will keep all students informed of future vocational information as well as new courses on offer by Southern Education.

If at any time you would not like to receive this communication, please email [info@southerneducation.com.au](mailto:info@southerneducation.com.au) and we will remove you from the communication platform.

## Course Fees, Payments, and Refunds

Please refer to the course flyer for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).

1. In line with the RTO's Fee Protection Policy the RTO will not collect more than \$1,500 prior to course commencement.

2. Certificates and Statements of Attainment are issued to students who are assessed as competent in the units successfully completed. The cost of the certificates is included in the course fees.
3. Refunds may be made in the following circumstances:
  - Participants have overpaid the administration charge.
  - Participants enrolled in training that has been terminated by the RTO.
  - Participants advise the RTO prior to course commencement that they are withdrawing from the course.
  - If the participant withdraws from a course or program, prior to course commencement, due to illness or extreme hardship as determined by the RTO.
  - In the event that the RTO fails to provide the agreed services
4. No refunds will be issued once the student has commenced the course.
5. If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given another opportunity for reassessment.
6. If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
7. There will be no reassessment fee, unless stipulated on the course flyers. If a reassessment fee is applicable, this fee will be included on the course flyer.
8. If a student is deemed not yet competent by the third attempt, they will be required to withdraw from the course.
9. If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued, and the student will be given a six month period to undertake reassessment if required.

## Cooling Off Period

The RTO protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager (a letter or email is acceptable) within 10 business days of enrolment, unless the student has already commenced the training.

Please refer to the Refund policy for the process of acquiring a refund.

## Payment Plans

Payment plans may be offered in circumstances where students are facing financial difficulties. Students may contact Southern Education to request a payment plan and requests will be assessed on a case-by-case basis.

## Consumer Guarantee

Southern Education guarantees that the services provided by Southern Education Pty Ltd will be:

- provided with due care and skill.
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

On the Enrolment Agreement Form the supply of services states when the services will be provided and the date they will be completed. If the Enrolment Agreement Form does not include the dates, i.e., for RPL or on the job training, the RTO guarantees to supply the service within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as the students' ability to complete the training and assessment.

## What happens if this guarantee is not met?

In the first instance, the student should submit a complaint to the RTO identifying where the RTO has not met its requirements against the Consumer Guarantee, please refer to the Complaints and Appeals policy on page 135 for how to submit a complaint.

If a student believes that the RTO has failed to meet one or more of the consumer guarantees, he/she is entitled to a remedy – for example, a refund, a further service to rectify the problem and in some circumstances compensation for consequential loss. In line with the Complaints and Appeals process, the RTO will provide the appropriate remedy.

If the problem is minor and can be fixed, the RTO will choose how to fix the problem.

The consumer cannot cancel and demand a refund immediately, the RTO must have an opportunity to fix the problem. If the complaints process takes too long, the consumer is eligible to cancel the service and request a refund.

In the event of a major problem, and the RTO is unable to fix the training service, the consumer can choose to:

- terminate the contract for services and obtain a full refund, or
- seek compensation for the difference between the value of the services provided compared to the price paid.

A purchased service has a major problem when it:

- has a problem that would have stopped someone from purchasing the service if they had known about it.
- is substantially unfit for its common purpose and can't easily be fixed within a reasonable timeframe.
- does not meet the specific purpose the consumer asked for and can't easily be fixed within a reasonable timeframe.
- creates an unsafe situation.

Southern Education Pty Ltd is not required to provide a remedy or refund if a consumer:

- simply changes their mind, decides they do not wish to go ahead with the training.
- discovers they can buy the training more cheaply elsewhere.

## Changes to Agreed Services

Where there are any changes to the agreed services that will affect the learner, including in the event of Southern Education closing down, the RTO will advise the learner in writing within 10 business days of the event, this includes changes to any new third-party arrangements or a change of ownership or any changes to existing third party arrangements.

# Certificate Issuance

## Certificates/Statements of Attainment

The RTO is responsible for issuance of AQF certification documentation within 30 calendar days of course completion, provided that all components of the course have been completed (including online work).

Southern Education is responsible for complying with the requirements of the Australian Qualification Framework (AQF) to issue eligible students a Certificate and Record of results or a Statement of attainment.

Southern Education will issue students a Certificate and Record of Results or a Statement of Attainment in accordance with its scope of registration within 30 days of receiving results from the trainer/assessor and confirming that all online course work has been completed. All Certificates, Record of results and Statements of Attainment will meet the requirements of the Australian Quality Framework (AQF). Certificates, Record of results and Statements of Attainment will only be issued to students once all course related fees due to Southern Education have been fully paid by the student, and a valid Unique Student Identifier (USI) has been provided.

Upon successful completion of all the units of competency in their course of study, students will be issued a Certificate and Record of results. A student who successfully completes some but not all of the units of competency in their course of study will be issued a Statement of Attainment indicating the units they have successfully completed.

Students who successfully complete a qualification with Southern Education may be able to access job opportunities. However, students should note that successfully completing a course at Southern Education does not guarantee that they will gain employment in a job role/ industry.

## Occupational Health and Safety

Southern Education conducts regular Health & Safety reviews covering all Southern Education operations to ensure our equipment, materials and practices comply with all OHS legislation. We also ensure that facilities comply with both Southern Education standards as well as OHS legislation. Our staff and teacher/trainers will deliver training and assessment activities in a manner that removes or controls any hazard/ risk.

Students must also act in a manner that safeguards their own health and safety and that of their fellow classmates. When Southern Education staff and teacher/trainers are providing OHS information it is important that this is understood, and instructions followed. If a student spots a potential hazard, please report this to a member of staff and they will take the appropriate action.

Further information on OHS can be found at the following websites:

<https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>

<https://www.safeworkaustralia.gov.au/>

## Attendance

All students are required to attend all classes.

Southern Education recognises that sometimes students may be unable to attend due to unforeseen circumstances.

Southern Education will monitor student's attendance and provide appropriate support to facilitate successful completion within the scheduled period.

## Privacy

Southern Education will treat all student personal information confidentially and will not disclose any details to a third party without the student's prior written consent\*\* \*\*Except where required to provide details under its commitment to provide details to the regulatory body or by Law.

## Access to Records

Students may access their personal records free of charge at any time by contacting the Training Manager on [info@southerneducation.com.au](mailto:info@southerneducation.com.au).

## Academic Misconduct

Students are also required to adhere to the Southern Education code of conduct. If a student is found to have acted in a way that Southern Education deems to be misconduct, it may impact their successful completion of the course.

## Cheating and Plagiarism

Southern Education does not condone cheating or plagiarism in any form by students of the RTO and will ensure that these standards are upheld. Trainers must be diligent in reducing potential opportunities for cheating and plagiarism to occur by adhering to our policy on Cheating and Plagiarism.

### Definition of Cheating

Cheating is defined as obtaining or attempting to obtain, or aiding another to obtain credit for work, or any improvement in evaluation of performance, by any dishonest or deceptive means.

Cheating includes, but is not limited to: lying; copying from another's test or examination; discussion at any time of answers or questions on an examination or test, unless such discussion is specifically authorised by the instructor; taking or receiving copies of an exam without the permission of the instructor; using or displaying notes, "cheat sheets," or other information devices inappropriate to the prescribed test conditions; allowing someone other than the officially enrolled student to represent same.

Cheating in any form during assessments will result in the student's assessment submission being invalidated.

### Definition of Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission this also constitutes plagiarism.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/> or contact admin at [info@southerneducation.com.au](mailto:info@southerneducation.com.au)

Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated.

## Collusion

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work

Unauthorised collusion during assessments will result in the student's assessment submission being invalidated.

If students have been found to have colluded, cheated or plagiarised, there are penalties and processes that are followed. Students may be penalised by any of the following ways as:

If you are suspected of cheating, your Trainer/Assessor will investigate to establish evidence to support the suspicion.

If there is evidence to support the suspicion, your Trainer/Assessor will notify the RTO Manager and set out the concerns to you in writing, requesting a time to discuss the matter. You will have the opportunity to counter the allegations made against you.

Once you have provided your information, Southern Education may come to one of two decisions:

- It is a minor or unintentional offence and you will need to undergo an alternative form of assessment, such as a short oral assessment, which may involve talking about the work or questioning. The penalty in this case is that you will receive the lowest level of competency or pass for all the learning outcomes being assessed.
- It is a serious offence and you will fail the module. Repeated offences of cheating – minor or serious – will result in failure of the module plus a record on your student file, together with the reason.

You will be advised of all penalties in writing.

### **What if I don't agree with the decision?**

If you are accused of and penalised for cheating and believe that the accusation is unjust, you have the right to appeal against the charge. This appeal must be lodged in writing with the educational manager of the program within one week of the penalty being imposed. The appeal may be lodged against:

- the process
- the decision
- the penalty

## **Complaints and Appeals**

If a student, trainer, or staff member is experiencing any difficulties, they are encouraged to discuss their concerns with Senior Management. Southern Education administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a student or Staff member wishes to make a formal complaint, they are required to complete a Complaints and Appeals Form, which is included in the Student Handbook. Once the form has been completed, the form should be submitted to the RTO manager for actioning. If required, the



student has the right to have a third party/support person assist them through the Complaints Process, this may be due to language barriers or simply at the students' request.

The following is the process for managing complaints:

1. Formal complaint is received by the complainant to the RTO.
2. If not already submitted with the complaint, a Complaints and Appeals Form is completed and submitted to the RTO Manager
3. A written acknowledgement of receipt of the Complaints and Appeals Form will be forwarded to the complainant following receipt by the RTO Manager within 5 business days.
4. The Complaint is discussed with all parties involved in the grievance, in order to find a solution agreeable to all parties.
5. Grievances should be kept confidential, in order to protect the complainants.
6. The RTO Manager is to follow the process on the Complaints and Appeals Form for the process under "Recommended Action Required for Improvement".
  - a. An initial meeting is to be held within 10 business days.
  - b. If further investigation is required, this should be completed within 60 calendar days.
7. Each appellant:
  - a. Has an opportunity to formally present his or her case.
  - b. Is given a written statement of the complaint outcomes, including reasons for the decision.
8. If a solution cannot be found the matter is brought before senior management for resolution, agreeable to all parties.
9. If Senior Management is party to the grievance, they will not take part in any discussions or decisions made and the matter will be referred to the CEO.
10. If a solution has not been reached to the benefit of all parties the complainant has the right to request a review by an independent party, who is not part of the RTO.
11. The RTO is responsible for acting upon the subject of any complaint found to be substantiated.
12. Complaints and Appeals Forms received are to be entered onto the Complaints and Appeals Register
13. If the RTO determines that the complaint process cannot be finalised within 60 calendar days, the RTO Manager will:
  - a. Confirm this in writing to the complainant, including reasons why more than 60 calendar days is required.
  - b. Will regularly update the complainant or appellant on the progress of the matter.

Complaints and Appeals Forms are to be actioned by the appropriate staff member and filed into the Complaints and Appeals Register and a scanned copy saved onto the student file in the database.

All Complaints and Appeals Forms are to be reviewed during the monthly Quality and Compliance Meetings and improvements are to be identified and implemented according to the Policies and Procedures of the RTO.

Should the internal process be unsatisfactory, you can lodge a complaint to the:

- [National Training Complaints Hotline](#):  
Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.  
Email Complaints: <https://www.education.gov.au/email-complaints>
- Office of Fair Trading: <http://www.fairtrading.nsw.gov.au>
- Australian Skills Quality Authority: <http://www.asqa.gov.au/complaints/complaints.html>
- Consumer and Business Services SA: <http://www.cbs.sa.gov.au/wcm/>

There is no cost involved with lodging a complaint with Southern Education Pty Ltd.

## Assessment Appeals Policy

The student has the right to appeal on an assessment result if they believe that the result given was unfair or unjustified.

This includes Appeals arising in the following areas:

- Student disagrees with the result given by their Assessor (including Third Party)
- Student wishes to have their result reviewed by another Assessor.
- Student wishes to be reassessed for the same unit.
- Student wishes to change the unit.
- Student believes that they were discriminated against by the Assessor.

## Assessment Appeals Procedure

All students have the right to appeal any assessment decision made by the RTO if they:

- Believe that the assessment is invalid and/or
- Feel that the process was invalid, inappropriate, or unfair.

Before making an appeal, we ask that you discuss the matter with your Trainer/Assessor in an attempt to reach a decision.

If you are still not happy, you are then entitled to lodge a formal Appeal by completing an “Complaints and Appeals Form” within 7 days of the initial discussion. Once a formal appeal is

lodged a new Assessor will be appointed in an attempt to resolve the appeal Any decision recommended by this party is not binding to either party in the dispute.

If you are still not satisfied another registered training provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary.

You have the right to a support person to be involved at all times during the appeal process.

The following is the process submitting an Appeal:

1. Student receives a result for an assessment task of which they do not agree with the result.
2. Student completed a Complaints and Appeals Form
3. The Complaints and Appeals Form is submitted to the RTO Manager
4. A written acknowledgement of receipt will be forwarded to the student confirming receipt of the Complaints and Appeals Form
5. The RTO Manager will consult with the trainer/assessor and student individually.
6. The RTO Manager is to follow the process on the Complaints and Appeals Form for the process under "Recommend Action Required for Improvement".
7. An initial meeting should be held within 10 business days.
8. The student will be advised of the outcome of this consultation process within 15 business days of the dispute being lodged.
9. If it is decided that there is a case for review, a suitably qualified, independent assessor will be employed to conduct another assessment. An assessment date will be negotiated with the student. Following the assessment, the student will be advised of the result within 10 business days.
10. If the student is not satisfied with any decisions made in this review process, a Review Board (which may include representatives from another RTO) will be convened to review the case again. An opportunity for Improvement Form may need to be completed in order to identify any improvements on the process that may need to be made.
11. All Complaints and Appeals Forms received are to be entered onto the Complaints and Appeals Register

If the RTO determines that the appeals process will take more than 60 calendar days, the RTO manager will notify the student in writing including reasons why more than 60 days is required. The RTO manager will regularly update the student with the process.

## Code of Conduct

Southern Education practices are directed by our code of conduct. The code of conduct is a guide to ensure we consistently provide the highest possible quality services to all our stakeholders and ensure we act in a manner that respects their rights.

## Access & Equity

Southern Education ensures that:

- all students, teachers/trainers and Southern Education staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability, or origin.
- We employ a systematic, fair, and equitable approach to enrolling students.
- all Southern Education staff and teachers/trainers will perform their duties in a fair, equitable and respectful manner.
- all training and assessment staff and teacher/trainers employ language that facilitates learning and achievement and does not exclude students.
- all Southern Education staff and teachers/trainers are aware of their responsibilities with respect to equity and access.
- Southern Education staff and teacher/trainers' activities are evaluated for continuous improvement purposes.
- Southern Education staff and teacher/trainers are culturally aware and sensitive to differing norms, beliefs and values systems are employed to receive feedback.
- Southern Education staff, teachers/trainers and students are required to comply with access and equity requirements at all times.

Southern Education ensures that all students have the:

- right to be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability, or origin
- right to learn in an environment free from intimidation and interference from others
- right to access all services and facilities as identified in pre-enrolment information.
- right to suitably qualified and experienced trainers
- right to seek academic advice and support from Southern Education trainers and their teacher/trainer
- right to learn in a safe and clean environment that facilitates achievement.
- right to access the Complaints and Appeals policy to resolve disputes/ complaints.

## Management

Southern Education ensures that:

- the provision of high-quality training and assessment is its principal purpose.
- all decisions will be informed by appropriate stakeholders to ensure that high quality training and assessment is consistently provided.

- We adopt appropriate governance arrangements to guide the implementation of our strategic and business plans.
- suitably qualified staff and teacher/trainers contribute to informed decision-making in management, academic and support services.
- all staff and teacher/trainers are aware of their responsibilities to students of Southern Education
- It employs a fair and equitable systematic approach to recruitment, induction and professional development of its staff and teachers/trainers.
- a safe learning environment is provided to facilitate student learning.
- it maintains appropriate insurance.
- it will inform the regulator of any significant changes to the control, senior management, and scope of Southern Education
- it provides the regulator with the required data in soft and hard copy when requested (free of charge).
- it will fully cooperate with all regulators during audits.
- courses delivered are current and in accordance with training package requirements.
- it will implement new training packages/ accredited courses within 12 months of their introduction.
- it communicates all appropriate information relating to academic and support services to students in a timely manner.

## Administration Management

Southern Education ensures that:

- AVETMISS and academic records are stored for a period of 30 years.
- Personal records are treated as confidential and stored on and off site.
- it maintains appropriate systems to record and store student details relating to attainment, attendance, AVETMISS details, and related correspondence.
- it adopts an AVETMISS-compliant Student Management System
- Southern Education staff, teachers/trainers and students are to be able to access their own records at no cost.
- statements of attainment and certificates are awarded to students who successfully complete courses.
- statements of attainment and certificates are provided in a timely manner.
- statements of attainment and certificates contain the required information.

- it uses Unique Student Identifiers where required.

## Training and Assessment

Southern Education ensures that:

- all learning and assessment materials are their own or permission has been obtained from publishers for use where Southern Education does not own the copyright of the materials.
- courses are delivered in accordance with AQF training package requirements or those prescribed for non-accredited courses.
- training and assessment strategies are employed for each course in accordance with regulatory requirements.
- suitable learning and support resources are employed to guide staff, teacher/trainers, and students.
- the opportunity for recognition of prior learning and credit transfer are provided to students where appropriate.
- all accredited courses provided are in accordance with its scope of registration.
- appropriate academic and personal support services are provided to students.
- language, literacy, and numeracy needs are assessed and accommodated where appropriate.
- all course learning and assessment material is systematically validated internally and externally.
- all learning and assessment strategies are systematically validated internally and externally.
- course and Southern Education information is provided to students' pre-enrolment **and at orientation**.
- appropriate learning and assessment facilities are provided.
- learning and assessment facilities comply with appropriate legislation.

## Staff

Southern Education ensures that training and assessment staff and teacher/trainers:

- possess relevant current vocational experience for the course/s they deliver.
- hold appropriate vocational qualifications.
- possess a Certificate IV in Training and Assessment or equivalent.
- engage in professional development activities relevant to their teaching.
- follow Southern Education policies and procedures when training and assessing.
- treat all students in a fair and equitable manner.
- treat students in a non-discriminatory manner.
- are fully informed of their roles and responsibilities.

## Marketing & Enrolment

Southern Education ensures that it:

- provides appropriate pre-enrolment information to students to enable them to make an informed choice of course.
- does not provide false or misleading information about Southern Education or its courses.
- performs marketing activities with integrity and accuracy.
- identifies all AQF accredited and non-accredited courses in all its materials.
- identifies Southern Education's name and number on all its materials.
- systematically reviews its marketing materials to ensure currency and accuracy.
- employs a systematic, fair, and equitable approach to enrolling students.

In addition, students will be provided access to appropriate academic and personal support services during their course.

## Student Responsibilities:

As a student with Southern Education Pty Ltd, you are responsible for your own actions, this includes:

- Complying with the policies and procedures within the Student Handbook
- Communicating with the Trainer any struggles that you may be having, especially if it will affect your training and assessment.
- Approaching learning and assessment activities in an ethical manner
- Attending all classes/sessions
- Completing all assessment requirements required to determine your competency.
- Cooperating with Trainers, Assessors, RTO Staff and Students in the conduct of training and assessment
- Paying all course fees prior to course commencement
- Not engaging in cheating or plagiarism
- Meeting the terms of enrolment
- Participating in course learning and assessment activities
- Following all Southern Education instructions during learning and assessment activities
- Treating other student, staff and teacher/trainers in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin



# Appendix

## Complaint and Appeals Form

Clients who wish to submit a complaint or appeal can do so by completing this form. and submitting to Southern Education. Outline the reasons for the complaint/ appeal and attach any supporting evidence.

Please indicate whether you are lodging a: **Complaint**  **Appeal**

<b>Complainant Name:</b>		<b>Title:</b>	
<b>Date Submitted</b>			
<b>Please indicate which group you belong to:</b>	<input type="checkbox"/> Student	<input type="checkbox"/> Trainer/Assessor	
	<input type="checkbox"/> RTO Staff member	<input type="checkbox"/> Employer	
<b>Details of complaint/appeal:</b> Provide an explanation of the reasons why you are complaining/ appealing (please provide as much detail as possible including staff/ clients involved, places, timings, assessment/ course details and other relevant details if appropriate).			
<b>Signature:</b>	<b>Date:</b>		

## Support Services List

Organisation	Contact Information	Client Needs
<a href="#">About the Adult Migrant English Program (AMEP)</a>	Ph: 131 881 E: <a href="http://www.education.gov.au/feedback-and-enquiry-form">http://www.education.gov.au/feedback-and-enquiry-form</a>	For recent migrant who require assistance with LLN
<a href="#">Beyond Blue</a>	Ph: 1300 224 636 E: <a href="https://www.beyondblue.org.au/about-us/contact-us">https://www.beyondblue.org.au/about-us/contact-us</a>	For anyone who are experiencing anxiety and/or depression
<a href="#">Black Dog Institute</a>	Ph: (02) 9382 2991 E: <a href="http://www.blackdoginstitute.org.au/aboutus/contactus.cfm">http://www.blackdoginstitute.org.au/aboutus/contactus.cfm</a>	Depression and Bipolar Disorder Information Australia
<a href="#">Kids Helpline</a>	Ph: 1800 551 800 E: Webchat/email available online	Services for assisting children or people who are concerned about a child
<a href="#">Lifeline</a>	Ph: 13 11 14 E: <a href="https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat">https://www.lifeline.org.au/Get-Help/Online-Services/crisis-chat</a>	24-hour Counselling Services
<a href="#">Tertiary Students   Counselling Online</a>	Ph: 03 8413 8413 E: <a href="mailto:Info@turningpoint.org.au">Info@turningpoint.org.au</a>	For anyone who is concerned they may have a drug (incl. alcohol), emotional or mental health concern
<a href="#">Reading Writing Hotline</a>	1300 655 506 E: <a href="https://www.readingwritinghotline.edu.au/about-us/">https://www.readingwritinghotline.edu.au/about-us/</a>	For anyone having difficulty with reading, writing and numeracy
<a href="#">Workers Health Centre</a>	Ph: 02 9749 7666 E: <a href="mailto:admin@workershealth.com.au">admin@workershealth.com.au</a>	For anyone who has been affected by bullying in the workplace.
<a href="#">MensLine Australia</a>	Ph: 1300 78 99 78 E: <a href="#">Free referrals &amp; counselling: Contact MensLine Australia</a>	For anyone who has male related health issues
<a href="#">Wesley Mission</a>	Ph: (02) 9263 5555 E: <a href="mailto:wesley.mission@wesleymission.org.au">wesley.mission@wesleymission.org.au</a>	Helping people with a wide range of issues affecting communities and individuals.

<a href="http://pda.org.au">Physical Disability Australia (pda.org.au)</a>	Ph:1800 732 674 E: <a href="mailto:manager@pda.org.au">manager@pda.org.au</a>	For anyone who requires assistance with their physical disability
<a href="http://www.salvationarmy.org.au/contact-us/">The Salvation Army Australia   Hope where it's needed most</a>	Ph: 13 72 58 E: <a href="https://www.salvationarmy.org.au/contact-us/">https://www.salvationarmy.org.au/contact-us/</a>	For anyone who requires financial assistance or emergency care
<a href="http://dana.org.au">Disability Advocacy Network Australia   Disability Advocacy Network Australia (dana.org.au)</a>	Ph:(02) 6175 1300 E: <a href="mailto:info@dana.org.au">info@dana.org.au</a>	For anyone who may require assistance with their disability
<a href="http://nds.org.au">National Disability Services (nds.org.au)</a>	Ph: available on website for each state E: <a href="#">submit enquiry/feedback</a>	For anyone who may require assistance with their disability
<a href="#">Home   Job Access</a>	Ph:1800 464 800 E: <a href="#">Online Enquiry Form   Job Access</a>	Driving Disability Employment through a variety of support service
<a href="#">Australian Government Department of Health and Aged Care</a>	Ph: 1800 020 103 E: <a href="mailto:enquiries@health.gov.au">enquiries@health.gov.au</a>	Support for anyone who are affected by health or mental health issue