



STUDENT HANDBOOK

RTO 41402

WELCOME

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.

Southern Education is a Registered Training Organisation RTO No. 41402 providing high-quality training to learners in Australia with a direct focus on the leisure industry.

Southern Education has modern, up to date facilities, and boasts a team of qualified and dedicated trainers with over 30 years experience in the education and leisure sectors.

You can find out more about Southern Education at the following websites: <http://www.southerneducation.com.au>

<http://www.southerneducation.com.au>
<https://training.gov.au/Organisation/Details/41402>

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 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 could address your learning needs.

Course information pages provide details on e.g. course aims, course durations and 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 encourage students to contact them and discuss any specific learning needs they may have and if/ how these can be supported during their studies.

PRE-ENROLMENT

RECOGNITION OF PRIOR LEARNING (RPL)

Students enrolling through Southern Education offer RPL and students have every opportunity to apply for this method of assessment.

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 submitting a Credit Transfer application form along with original certificates/ statements of attainment to the Administration staff. The CT application form is available on request from the Administration staff.

Note: All current BlueFit staff are required to keep all qualifications and files on record with the BlueFit group. As Southern Education and BlueFit and 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 and you will be required to provide these directly.

LANGUAGE LITERACY AND NUMERACY

To ensure that we at Southern are catering for individual learning needs all students will complete a Language, Literacy and Numeracy (LLN) skills assessment as part of the enrolment process in accordance with regulatory guidelines. This process is completed as part of the Pre-training review. The LLN assessment is included in the Pre-training review form/process.

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 application process by providing details of their existing knowledge, skills and experience relevant to the course.

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.

COURSE INFORMATION

Course information can be found at 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.

PRE-ENROLMENT

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 treats 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-enroll and undertake the training again. This may incur a fee.

TRAINNING & 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 re-schedule 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 ensures new training package 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 logbooks 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 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-enroll 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.

STUDENT SUPPORT SERVICES

ACADEMIC SUPPORT

Students who are experiencing difficulties with any aspect of their course are encouraged to contact their teacher/trainer or a member of 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 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 course on offer by Southern Education.

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

CERTIFICATE ISSUANCE

CERTIFICATES/ STATEMENTS OF ATTAINMENT

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. 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.

GENERAL INFORMATION

Support service contacts

INFORMATION NEEDED	SOURCE
Emergency Services	Phone 000 to report any emergencies
Translating and Interpreting Service	Phone 131 450
Life Line 24-hour Counselling Services	Phone 13 11 14
Counsellors	LifeResolutions.com.au
Legal assistance	Law Institute Legal Aid
Academic support	info@southerneducation.com.au
Access to records	info@southerneducation.com.au
Training Manager	info@southerneducation.com.au
Training staff	info@southerneducation.com.au
Australian Apprenticeships	info@southerneducation.com.au

CERTIFICATE ISSUANCE

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 complies 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.

ACADEMIC MISCONDUCT

Students are also required to adhere to 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.

CERTIFICATE ISSUANCE

CHEATING

Cheating is the use of any means to gain an unfair advantage during the assessment process. Cheating may be (but not limited to) copying a friends' answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre-prepared written answers in a closed book assessment and referring to texts during closed book assessments amongst others.

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

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

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:

- Be reprimanded
- Be required to repeat the assessment or complete a new assessment task
- Fail all or part of the assessment
- Be suspended from studies
- Have their enrolment cancelled

COMPLAINTS AND APPEALS

If students have an issue with any aspect of their training course they should bring this to the attention of their trainer, teacher/trainer or another Southern Education staff member. Southern Education staff will attempt to resolve this in an informal manner to the student's satisfaction.

CERTIFICATE ISSUANCE

If the student is not satisfied with the outcome of the informal complaint they may lodge a formal complaint by completing the formal complaints and appeals form contained in appendix one of this handbook. This will be dealt with in accordance with the complaints and appeals policy, also located in appendix one of this handbook.

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the complaints and appeals form located in appendix one of this handbook. The appeal will be dealt with in accordance with the complaints and appeals policy and procedure located in appendix one of this handbook.

If submitting a formal complaint or appeal form, students must provide reasons and supporting evidence justifying their grounds for the complaint or appeal.

If the student is still dissatisfied by the outcome of an internal appeal they have the right to the external complaints or appeals process.

An external party to Southern Education will review the case to identify if Southern Education has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal.

Students' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.

If you require any further support and/or clarifications on the student handbook or Southern Education's operations, then you can contact

Info@southerneducation.com.au

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, teacher/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 teacher/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 teacher/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, teacher/trainers and students are required to comply with access and equity requirements at all times.

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 teacher/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).

CODE OF CONDUCT

- 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, teacher/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 to facilitate achievement
- learning and assessment facilities comply with appropriate legislation

CODE OF CONDUCT

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 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

STUDENT SUPPORT SERVICES

Southern Education ensures that all students will be supplied information pre-enrolment on the following:

- course information
- enrolment process/ requirements
- assessment arrangements
- recognition of prior learning/ credit transfer (where appropriate)
- qualifications issued
- academic support
- personal support
- literacy and numeracy requirements
- staff contacts
- facilities and equipment
- complaints and appeals policy and procedure

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

STUDENTS CODE OF CONDUCT

ALL STUDENTS HAVE THE:

Southern Education ensures that:

- 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

ALL STUDENTS ARE EXPECTED TO:

Southern Education ensures that:

- approach learning and assessment activities in an ethical manner
- not engage in cheating or plagiarism
- submit work when required
- meet the terms of enrolment
- pay all tuition
- attend all classes
- participate in course learning and assessment activities
- follow all Southern Education instructions during learning and assessment activities
- treat other student, staff and teacher/trainers in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin