



RTO CODE - 31956

LEARNER HANDBOOK

Version 47



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Purpose of this Handbook

The purpose of this handbook is to provide learners of Sutherland Training with a comprehensive guide to their requirements upon enrolling in a course. The handbook is updated regularly and subject to change without notice. The latest version can be accessed on Sutherland Training's website.

About Sutherland Training

Sutherland Training is a wholly owned Queensland Registered Training Organisation (RTO number 31956). The company has been operating since 1991 in three different continents and since 2006 on the Sunshine Coast. Sutherland Training provides quality training in both short courses and accredited certificate courses in business and medical administration.

Sutherland Training provides high quality training service, which is outcome focused and allows delegates to be fully prepared for the work environment.

Short courses are delivered at The Hive in the KonTiki Business Centre, Maroochydore and all accredited courses are delivered online.

Codes of Practice

Sutherland Training is committed to the maintenance of high standards in the provision of education and training. Statement of ethical practice:

Sutherland Training guarantees its policies and management practices support the maintenance of high professional standards in the marketing and delivery of education and training and safeguard the interests and welfare of its clients, employees, and all other stakeholders.

Regardless of cultural background, gender, sexuality, disability or age, each learner has the right to study in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner. If, at any time, you feel that we are not abiding by our Code of Practice, please report your complaints to your trainer or manager.

Educational standards

Sutherland Training has policies and management practices, which maintain high professional standards in the marketing and delivery of education and training and which safeguard the interests and welfare of learners. We will maintain a learning environment that is conducive to



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the success of our learners. We have the capacity to deliver nominated modules, provide adequate facilities and use appropriate methods and materials to deliver high quality education and training programs.

Marketing standards

Sutherland Training will market education and training and products with integrity, accuracy and professionalism avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other provider or course.

Customer Information Standards

Sutherland Training will provide accurate, relevant and up-to-date information to clients. This information will include but is not limited to:

- A copy of the Code of Practice
- Enrolment procedures and criteria
- Statements of participation and/or certification to be issued to clients on completion or partial completion of courses
- Appeal procedures
- Client support
- Refunds

Information on fees and charges is clearly documented within our marketing course materials. Please do not hesitate to ask for copies of these.



Support Policy

General Learner Support

To make your learning experience with us as productive, comfortable, safe and enjoyable as possible you can call on any of our learner support services.

Appointment Setting

Please click on the following link to set an appointment with one of our staff members.

https://calendly.com/suth_training

Career support

If you need advice on the direction you wish to take for your career and possible courses you can undertake at Sutherland Training, please speak to a Sutherland Training staff member and they will gladly advise you of the pathways you wish to undertake. View our [website](#) for more information.

Learner support for Language, Literacy and Numeracy (LLN)

Learners are required to have a level of language, literacy and numeracy skills suitable for the course that they enrol in. During the enrolment process, learner will complete an LLN test, designed to identify any gaps to ascertain the ability to cope with the requirements of the course. An overall score of 75% or higher with at least 50% in each category is deemed acceptable.

Sutherland Training will always encourage and support learners with LLN challenges. If LLN skills need to be addressed before the start of a course, the learner may be referred to a third party or be offered LLN exercises.

Disabilities support

If you have a disability that may impact on your learning, please advise us early. Where possible, Sutherland Training will accommodate special needs and make reasonable adjustments. Learners are expected to self-manage.



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Email support

At all times during your course we encourage you to work independently and effectively. However, if you need to email your trainer with questions relating to course material you are very welcome to. Your trainer will be able to provide you with an email address that can be used should you need support during your course.

Course support

During your course, there may be times when you will need support. We want you to know that we are here to help and answer your questions. This is all part of your learning process.

We do however need you to try your level best to try and self-manage before you contact us. The reason for this is that we are training you to be independent learners ready for the workplace where this trait is highly regarded. Being able to self-manage is a good employability skill.

If you need support during this course, you can do one of the following:

1. Refer to your Tip Sheet for that unit on the portal.
2. Click on the Message Assessor button on the portal to contact your assessor.
3. Send your assessor an email.
4. Use Google to research the problem online.
5. Go onto YouTube to research if there is a video solution to your problem.

General Policies, Procedures and Legislation

As part of our commitment to ensuring our learners enjoy successful learning experiences with Sutherland Training, we have implemented the following policies and procedures:

- Assessment Policy
- Appeals Policy and procedure
- Complaint Policy
- Payment Plan (Ezidebit) Policy
- Credit Transfer Policy



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- Refund Policy
 - Cancellation and Refunds Policy (Classroom-based courses)
 - Withdrawals
 - Disciplinary Procedure
 - Access and Equity in Training Policy
 - Privacy Policy
 - Mutual Recognition Policy
 - Occupational Health and Safety Policy

In addition, Sutherland Training commits to adhere to the requirements of all relevant State and Commonwealth legislation such as the:

- Work Health and Safety Act 2011
- Privacy Act of 1988
- Human Rights and Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975
- Industrial Relations Act 1998
- Sex Discriminations Act 1984
- Racial Hatred Act 1995
- Disability Discrimination Act 1993



Assessment Policy

Assessments conducted by Sutherland Training:

- Will not be bias related to age or gender
- Will be flexible and incorporate alternative approaches to suit people who may be otherwise disadvantaged by cultural background, language ability or personal disabilities
- Will be conducted against a clearly defined set of assessment criteria
- Staff who make judgments about an individual's competence shall be appropriately trained and be able to demonstrate their competence in assessment
- The right to appeal will be available to any person who is assessed

Sutherland Training recognises that we are required to retain copies of learners' results of assessment for a period of 30 years. We will record details of what competencies a learner has achieved.

We will discard individual copies of assessment when the relevant appeal period has lapsed. Sutherland Training undertakes the conduct regular process audits.

In relation to all assessments, Sutherland Training will:

- consult with learners regarding the planning details for an assessment
- supply learners with a copy of the planning details for their assessment prior to the assessment being conducted
- provide learners with the opportunity to evaluate their assessment experience

Sutherland Training will:

- issue a Statement of Result of Assessment (via email) for each assessment completed
- issue a Statement of Attainment (via email) for each module successfully completed
- issue a Statement of Participation or Attendance (via email) for each session completed



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Plagiarism & Cheating Policy

Plagiarism is to take or copy another person's work (with or without their permission) and presenting it as one's own without acknowledging the source. This includes any materials from the Internet, other learners, published and unpublished works.

Cheating is any form of dishonest or misleading behaviour in the production or presentation of assessment submissions, such as getting another person to complete an assignment or part thereof and presenting the work as one's own.

Sutherland Training has zero-tolerance for plagiarism or cheating and disciplinary action will be taken. It may result in immediate assessment stop and withdrawal from the related unit(s).

Nevertheless, Sutherland Training encourages discussion of course materials and assessment requirements to improve understanding.

It is not considered cheating to:

- discuss course materials or assignments with trainers or other learners to enhance understanding of the topic and/or clarify task requirements
- research topics on the Internet to gain better understanding
- use another person's work where all copied work has been clearly referenced and all sources have been acknowledged, according to the Harvard Referencing system
- submit work that has been completed alone or with the help of the assigned trainer or a person authorised by the trainer
- get another person's help with LLN issues

AI Policy

Sutherland Training has a strict zero-tolerance policy on the use of AI in assessment submissions and that answers that have been AI generated in assessments will not be accepted. All responses must be in your own words and show a genuine demonstration of your understanding. Sutherland Training have AI content detector tools to reveal if AI has been used in a response. If we detect that AI has been used in a response you will receive only one warning. Immediate withdrawal will take place if further incidences are found.



Appeals Policy

What is it?

The Appeals Process has been put in place to allow you to raise any issues with your training provider which you believe impact or have impacted on your studies, or any concerns about our service to you. This policy manages requests for a review of decisions, including assessment decisions, made by Sutherland Training.

How do I put in an appeal?

An Appeal Incident Form (AIF) must be completed by the person submitting an appeal, detailing their request. This completed form must be printed and submitted to Sutherland Training within **30 calendar days** of receiving results or experiencing an action that they wish to appeal against.

What happens next?

If the concern cannot be resolved immediately, it will be referred to a staff member, who is able to investigate and act on the issue. They will contact you and advise what action has been taken.

Our procedures in dealing with your appeal

- We will address all concerns in accordance with the principles of fairness.
- We will work hard to ensure that you feel safe and supported in raising a concern or appeal and so that you are not academically disadvantaged as the result of voicing a concern.
- We will protect our staff from inappropriate or malicious behaviour.
- Your concern will be referred to the appropriate staff member who will investigate the issue, take appropriate action and then contact you to advise or discuss any action further.

The result of the appeal

Should you be unhappy with the result of the appeal procedure, please discuss this with us and we will attempt to address the issue. Should this not arrive at a satisfactory decision, you may utilise the Training of the Small Claims Court or the Disputes Tribunal.

Appellants are regularly updated in writing.

Resolving complaints and appeals

Complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable.

We aim to find a solution to a complaint within seven days. Complainants are regularly updated in writing,



Any unresolved complaints will be referred to an independent party.

If Sutherland Training feels that more than 60 days are required to finalise a complaint or appeal Sutherland Training will:

- a) Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required
- b) Regularly update the complainant or appellant on the progress of the matter.

Sutherland Training agrees to:

- a) Securely maintain records of all complaints and appeals and their outcomes.
- b) Identify potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Complaints Policy

Sutherland Training guarantees it has fair and equitable processes for dealing with client complaints

1. Sutherland Training strives to deal with issues as soon as they emerge to avoid further disruption or the need for a formal complaint.
2. The Staff Member must complete a **Complaints Incident Form (CIF)**, detailing the nature of the complaint and every effort will be made to resolve the complaint. Where necessary, the complainant must supply a detailed report on the incident from their point of view.
3. In the case of Assessment Issues, the Trainee should first approach the Trainer/Assessor conducting the Assessment.
4. The receipt of a complaint may lead to occasions where an **industry training representative** may be invited to act as an objective party to negotiate a satisfactory resolution. If the matter is still not resolved, participants are advised they may take their complaint through legal avenues or bodies.
5. Sutherland Training will make every effort to ensure that the aggrieved person is now satisfied.
6. A record of the resolution, or attempted resolution, will be documented in the **incident report**.
7. No charge or fee of any kind is applied to any complaint or appeal.



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If Sutherland Training feels that more than 60 days are required to finalise a complaint or appeal Sutherland Training will:

- c) Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required
- d) Regularly update the complainant or appellant on the progress of the matter.

Fees and Charges

Please see the Schedule of Fees (available from Administration) for course fees and charges.

Due to the RTO's Fee Protection Policy, Sutherland Training will not collect more than \$1,500 per learner prior to the start of a course. Any remaining balance is to be paid after the first unit has been made available on the Learner Portal (Vasto).

Payment Plan (Ezidebit) Policy

A variety of payment plans are available to learners and will be approved at the discretion of Management.

By completing and signing the Ezidebit direct debit request new customer form, the learner confirms that they have read, understood and agree to the direct debit request service agreement and the following:

1. The learner is aware of Ezidebit administration and transaction fees, as listed on the direct debit request form and/or advised by administration staff.
2. The learner will ensure that enough funds are available on each scheduled payment date. If insufficient funds are available, an automated notification is sent by Ezidebit to the provided mobile phone number via SMS. The payment will be re-debited in



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three days and the learner is responsible for all related additional fees that are charged to their and Sutherland Training's account.

3. All direct debit fees must be paid prior to graduation and issuance of the course certificate.
4. Any changes to the direct debit plan must be made in writing and countersigned by the learner and Sutherland Administration.

Enrolment Documents and Eligibility for Subsidies

For some courses, government subsidies are available for eligible learners. Administration can provide further information about the courses and required eligibility documents.

All enrolment and eligibility documents are to be submitted to Administration prior to course start.

Credit Transfer Policy

Credit transfer is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and Statements of Attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit transfer allows a participant to be awarded a unit of competency based on successful completion of the same or equivalent unit which has been previously awarded.

Credit Transfers must be requested prior to course commencement. Learners are encouraged to speak with administration and clarify any questions that they may have about the process.

Credit Transfer Application Process

1. Complete a Credit Transfer Application form.
2. Provide a copy of relevant VET transcripts (qualification certificate, transcript, Statement of Attainment).
3. Provide a copy or access to your USI transcript (www.usi.gov.au) for units that have been completed after 1 January 2015.
4. Provide a contact person's name and email address for the RTO that issued your qualification.
5. Complete and return a Permission To Release Information Form (available from administration) which will be sent to the RTO to verify your qualification.
6. Submit all documents *prior to course commencement*.



The units will be verified, and the application assessment will determine the extent to which a learner's previous units are equivalent to the required learning and competency outcomes of the units for which credit is requested.

Evidence could be in the form of a Statement of Attainments or nationally recognised qualifications or other documents that are outside the Australian Qualifications Framework. The unit for which credit is sought needs to have the exact same code and title or be deemed equivalent by the Department of Education, Skills and Employment. If appropriate evidence is provided, the assessor will grant a credit transfer (CT) and clearly mark the outcome in relevant sections of the application form.

If the evidence is deemed not equivalent, the credit transfer may be rejected, and the outcome clearly marked in relevant sections of the application form. If not rejected, an intense review will be undertaken to confirm if only some gap training can be delivered to meet the requirements.

The application outcome will be communicated to the learner within 14 working days and in case of rejected credit transfers, include reasons for the decision.

All application and support documents will remain in the learner file.

Refunds, Cancellation and Cooling-Off Period Policy

Cooling-Off Period

The cooling-off period is the time from the *payment of the non-refundable deposit* to the *upload of the first unit* to the learner portal for online courses and the *first day of class* for face-to-face courses. See further explanation below.

Cancellation and Refunds

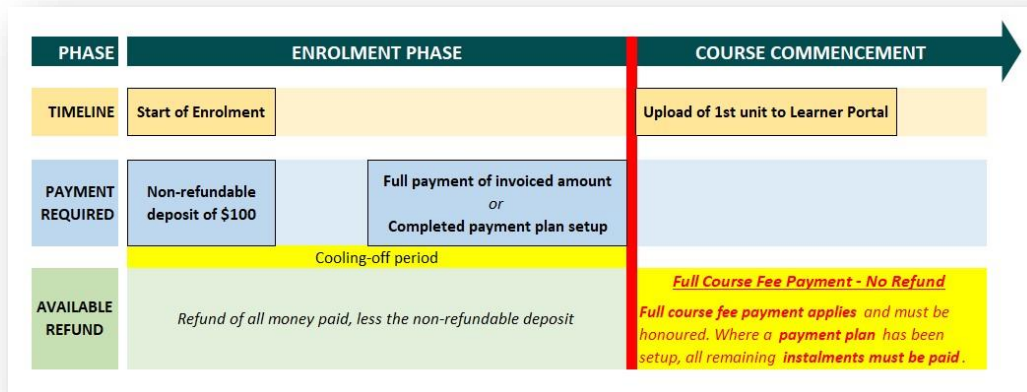
Enrolment cancellation requests must be submitted in writing. A Sutherland Training staff member will assess if a refund is applicable and inform the learner of the assessment outcome. Only the original payor that is listed on the payment receipt may request a refund. If granted, refunds are paid in 3 batches at 30, 60 and 90 days – 1/3 of the refundable amount at each of those times.

If a payment plan has been set up, cancellations must be received at least two business days prior to the scheduled instalment date to qualify for the applicable refund.

Please see below for further explanation:



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Cancellations received during the cooling-off period, prior to course commencement

- A refund of all money paid, less the non-refundable deposit will be issued.

Cancellations received after course commencement

- A refund of all money paid, less the non-refundable deposit will be issued. If your fee was a discounted fee less than \$100 we will retain the full amount you paid as a non-refundable deposit.

Extended enrolment time after payment

- No refund will be paid if payment for your course has been made during the enrolment process, but a period of more than 3 months has elapsed to complete enrolment documents.

Cancellations received after course commencement

- No refund of any money paid (e.g. deposits and/or instalment payments) will be issued once the course has commenced. The full course fee applies and must be honoured. Where a payment plan has been set up, all remaining instalments must be paid.
- If a doctor's letter can be provided, we will consider suspending your course for a period of 6 months after which time you can re-enrol at no extra fee.



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Withdrawals

Withdrawal by a learner

Learners wishing to withdraw from a course must send a written withdrawal request to Sutherland Training. (A withdrawal letter template is available from Administration.)

All completed and partially completed assessment documents are evidence and must be submitted to Sutherland Training.

Course withdrawal and cancellation fees apply, and learners are still obligated to pay all remaining course fees and any other applicable fees.

Withdrawing learners will automatically be issued with a Statement of Attainment, listing all units of competency successfully completed.

Withdrawal by Sutherland Training

In some circumstances, for example where a learner demonstrates dysfunctional behaviour, is unresponsive or does not comply with Sutherland Training's policies, Sutherland Training may choose to withdraw a learner.

The same policies as for a withdrawal by a learner apply.

Service Changes

Where there are any changes to agreed services, Sutherland Training will advise learners as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

In an event, where Sutherland Training is no longer able to provide any agreed services, statutory consumer rights apply to any paid services not yet provided. Where possible, Sutherland Training will arrange for the agreed services to be completed through another RTO (additional fees may occur).



Course Progress

It is a Sutherland Training policy that each student must demonstrate progress from the day they enrol on a course. Should a student not demonstrate progress, they run the risk of instant withdrawal. Your progress is monitored during your enrolment period.

Should a learner NOT submit at least one unit with ALL of the Knowledge Questions and Performance Tasks completed for a period of 3 months (90 days), it will result in instant withdrawal. The "three month" period of no activity is 90 days from the day the unit was uploaded.

Course Suspension

Course Suspension

If a learner is unable to continue their course due to extenuating circumstances, a course suspension of *up to six (6) months* may be granted at the discretion of management. Fees are charged to cover administrative time and costs.

A Course Suspension Request Form must be submitted with supporting evidence (i.e. medical certificate).

A course may only be suspended once.

After approval, the learner will be un-enrolled from the course and a Statement of Attainment for all successfully completed units will be issued within 30 days.

Sutherland Training must be contacted at least two weeks prior to the agreed course continuation date, confirming readiness to continue the study. The re-enrolment fee will be waived unless a different arrangement is agreed upon in writing at the start of the suspension period.

Failure to contact Sutherland Training by the required time will be interpreted as a sign that the learner no longer wishes to continue the course and the learner file will be closed and archived. New enrolment with applicable fees will be required thereafter.

Disciplinary procedures

To ensure all course participants receive equal opportunities and gain the maximum from their time with us, these rules apply to all people that enrol in any of our courses. Any person(s)



displaying dysfunctional or disruptive behaviour may be asked to leave the session and/or the course.

Dysfunctional behaviour

Dysfunctional behaviour may include:

- Missed class without prior notice and explanation (short courses - in class and virtual)
- Continuous interruptions to the trainer whilst delivering the course content
- Abuse of any Sutherland equipment
- Repeated late arrivals and early departures (short courses – in class and virtual)
- Being disrespectful to other participants or staff
- Harassment by using offensive language
- Sexual harassment of any form
- Acting in an unsafe manner that places themselves and others at risk
- Refusing to participate when required in group activities
- Continued absence at required times
- Unresponsiveness to contact requests by Sutherland Training

Any person who is asked to leave a session or course has the right of appeal through our appeals process.

Access and Equity in Training Policy

Opportunities to undertake training with Sutherland Training will not be restricted on grounds of nationality, place of birth, language, sex, marital status, pregnancy, disability, political or religious beliefs or educational background.

Sutherland Training will ensure that training provision is culturally and didactically appropriate:

- We promote an environment that is free from racism and disciplinary steps will be taken to deal with any acts of racism brought to our attention.
- Staff and learners are encouraged to use language which does not distinguish between the sexes.
- Sutherland Training is committed to providing access and equity for learners with disabilities to enable them to participate fully and independently to the greatest extent possible.



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- Sutherland Training is committed to creating a work and study environment that is free from sexual harassment for all staff and learners.
 - Sutherland Training is committed to creating a work and study environment that is free from bullying for all members of the organisation.

Privacy and Learner Records Policy

Information Collection

Sutherland Training values the privacy of every person and is committed to protecting their personal information. All staff and service providers (e.g. contractors) must comply with this policy and the provisions of the Privacy Act 1988 (C'th) for the collection, use and disclosure of personal information.

This policy contributes to Sutherland Training's compliance with the Standards for Registered Training Organisations 2015 and Sutherland Training will only collect personal information that is required to carry out its legitimate educational activities. Wherever practical, personal information will be collected directly from the individual concerned and with reasonable steps to ensure awareness of the purpose of information collection. Third party providers, such as the Department of Education and relevant Employment Service Providers may be contacted to facilitate enrolment and/or course progress.

Collected information includes, but is not limited to:

- Name, address, contact details, email address, date and place of birth, gender, citizenship or Visa information, Unique Student Identifier, employment status
- Financial details for payments and/or payment plans
- Education history
- Health information – to accommodate any special needs, ensure safety and for insurance purposes

Records Management

Under the Australian Qualifications Framework, Registered Training Organisations (RTOs) are responsible for maintaining and operating a secure, permanent and reliable system for recording and storing RTO records.

Academic records of learners are ultimately the property of Sutherland Training and it is the responsibility of Administration and Management to maintain and operate a secure and reliable system for recording and storing of information.

In accordance with the Standards for Registered Training Organisations 2015, quality assurance requirements and the VET Regulator's General Directions for Record Retention, all learner records are stored and archived according to these procedures:



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- All learner records are permanently electronically stored within the Vasto Student Management System.
 - Electronic records and Quality Indicator Reports will be reported to the Vet Regulator on a regular basis as determined by the VET Regulator.
 - Sutherland Training's system network is to be backed up weekly and stored on an external device.
 - Paper Records of Learner Files are stored in a secure/lockable cabinet within the Administration area for the period of course duration.
 - Records of issued AQF Certificate documentation will be retained for a period of 30 years.
 - Paper Records will be destroyed after 7 years.
 - Data entry and records management is carried out by Sutherland Training Administration Officers.
 - Enrolments are entered into the Vasto Learner Management database and all learner related documentation will be held in the learner's training file.
 - Assessments results are recorded on the learner's homework summary sheet/file and entered in the Vasto database.
 - Qualifications and Statements of Attainment will be issued in accordance with the VET Regulator's guidelines. Copies of all Qualifications and Statements of Attainment issued will be stored in the learner's training file.
 - Client Induction Checklist and receipt for course payment will be held in the learner's file.
 - Sutherland Training takes reasonable steps to protect personal information and prevent misuse, loss and unauthorised access, e.g. by restricting access to computers and networks via strong passwords.

Access to Records

Individuals or their authorised representative(s) have a right to access, update and correct personal information that is held about them.

Access requests must be academically justifiable and administratively feasible. Information must be requested in writing to the General Manager and proof of identity is required before information can be released. The identity information must include as a minimum: proof of name, address and date of birth. No fee will apply for the provision of this information (except for copies of assessments, where a fee will be quoted in advance). Access request will be processed within 30 days from the day of receipt.



Sutherland Training may not provide access under certain circumstances, such as where providing access would be unlawful or pose a serious threat to the health of an individual.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) - RPL is an assessment process that involves assessment of the individual's relevant prior learning to determine the credit outcomes of an individual application for credit. b. Course Credit - Exemption from enrolment

All learners will be given the opportunity to apply for Recognition of Prior Learning (RPL) for industry skills or life skills. Learners wishing to apply for RPL should speak to the staff member enrolling you. If the learner wishes to apply for Recognition of either their past qualifications or experience, they will need to do so prior to course commencement.

RPL is assessed against the units of competency in a program based on the completion of one or a combination of the following:

- A. Review of Evidence including relevant Formal Qualifications.
- B. Interviews
- C. Confirmation of Testimonials
- D. Validated Workplace Logbooks
- E. Skills/Challenge testing
- F. Written/Oral reviews

Steps to apply for RPL:

1. Learner requests information on RPL at enrolment.
2. Appropriate qualification is identified at enrolment
3. Appropriate competency is identified at enrolment
4. The course coordinator will advise learner of evidence required
5. The learner will be provided access to the course guide and details of unit competency/elements/performance criteria so they can clearly identify the learning outcomes or competencies they have to apply.
6. If the learner believes they have the skills and knowledge to gain recognition in the learning outcomes to industry standards which will satisfy the learning outcomes, the next step is to acquire the RPL Application kit.



The fee to assess learners for RPL is AU\$250 per unit of competency, which must be provided with the completed application kit and evidence. There is no refund of the RPL fee should the learner be deemed as unsuccessful in RPL.

1. Learner will then collect evidence to support their claim for RPL.
2. Once evidence has been collected, the learner will submit the application kit and evidence with the fee for RPL assessment. This process must be completed within two weeks of enrolment.
3. The assessor will then analyse applicants individual experience and qualifications against appropriate learning outcomes/competency statements.
4. If claim matches learning outcomes/competencies then full recognition is granted
5. If claim does not match learning outcomes/competencies then further evidence will be requested, this may also involve an interview where applicant will support his/her case. Further evidence must be supplied within two weeks from application date .
6. If further evidence is not recognised or received within the additional two weeks then claim will be rejected, a letter of advice will be forwarded to applicant advising of decision either way.
7. If learner wishes to appeal decision, they must inform Sutherland Training in writing within 1 week of rejection letter.
8. Learner may appeal decision following the complaints and appeals process, the cost will be little or no cost to learner.
9. Letter of advice will be forwarded to learner outlining the costs (if any) of appeal process. Once learner has paid his/her share of cost for further process (must be received within 1 week of request for payment). The appeal will progress forward .
10. Letter of advice of outcome will be forwarded to applicant within two weeks of final decision.
11. Completed RPL Application Form with attachments will be placed on the learner file and results of application.

Workplace Health and Safety

It is a fundamental requirement of Sutherland Training that its activities be carried out in a healthy and safe manner.

Sutherland Training will provide, as far as practicable and based on current knowledge, healthy and safe working conditions for all staff and clients, define and implement safe working practices and provide information on control measures for hazards in the workplace. An important objective is to eliminate incidents that could result in personal injury, occupational health problems or adverse effect on the environment.



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Consistent with these objectives, Sutherland Training is also committed to an integrated approach to employee and client wellbeing whether physical, social or psychological. To the end occupational health and safety can also be regarded as part of the overall concept of health promotion.

While responsibility for health and safety at Sutherland Training is a prime function of all levels of Management, each employee or learner has an overriding responsibility for ensuring that his or her own work environment is conducive to good health and safety by:

- Taking personal action to eliminate, avoid or minimise hazards of which he or she is aware
- Complying with all occupational health and safety instructions
- Seeking information and advice where necessary before carrying out new or unfamiliar work
- Maintaining dress standards appropriate for the work being done
- Being familiar with emergency and evacuation procedures and the location and use of emergency equipment
- Bring to the attention of the immediate supervisor any unsafe situation or procedure

Policy Statement

Sutherland Training reserves the right to change, at its discretion, the contents of this handbook without prior notice.

Policies for online accredited courses

Course Start

Online courses officially start when the first unit is uploaded to the learner's portal.



Units of Competency

Where learners have chosen elective units during their enrolment process, Sutherland Training will determine the best study order and develop the learner's Training and Assessment Strategy (TAS) accordingly.

To streamline training and prevent work overload, learners will receive access to individual units only, not multiple ones. Once the unit has been submitted for marking, the learner can access the next unit by clicking the 'lodge' button on Vasto. Further information on this is provided once the enrolment process has been completed.

Undertaking other courses during this course

We strongly recommend that whilst you are undertaking this course that you do not think about commencing another accredited course. Our advice is that you concentrate on producing excellent work and not compromise this by focussing on other studies.

USI numbers

It is a requirement that you provide us with your Unique Learner Identifier (USI) during your enrolment process. Please speak to the enrolments team as soon as possible if you require any assistance.

Course deadline

Course closure date is 12 months from the date the first unit is released (unless otherwise stated). After your deadline date, you will then have a free two-week 'grace period' to cater for any marking or corrections if required. Once the two-week period ends, you will be required to pay for a one-month extension if you wish to continue working on your assessments.

Portal access will be restricted the day following the two-week grace period, unless a one-month extension has been requested and granted.

Remaining submissions may include, but are not limited to the following:

- Outstanding corrections on unit(s) returned with feedback from the assessor
- Units returned due to incomplete knowledge questions and/or performance tasks
- All units still in progress
- Outstanding enrolment documents and eligibility documents requested
- Fee payments



Failure to submit any documentation will jeopardise the completion of the course and consequences may include:

- Responsibility for course fees if funding eligibility documents are missing
- Unit(s) being marked as 'not competent', preventing achievement of the full qualification
- Additional fees, e.g. requests for course extensions beyond the 12-month mark (if granted)

At course end, access to the portal will cease and learners who have not graduated within the allowed course time have two options:

- 1) End their enrolment and be issued with a **Statement of Attainment**, listing all units of competency successfully completed. After a Statement of Attainment has been issued, learners are welcome to request to re-enrol and complete the remaining units to gain the full qualification at any time. Additional fees will apply.
- 2) Request a **course extension** at the applicable fee. The one-month extension period is counted from the day after the two week grace period (or previous extension) was reached and no units will be issued or processed until all fees have been paid upfront. The start date of an extension period cannot be changed.

Certification

Sutherland Training is responsible for its service quality and issuance of AQF certification documentation.

At course end, Administration will conduct a final review of a learner's file and contact them in the event of any outstanding requirements or documentation. AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed, provided that:

- The training program in which the learner is enrolled is complete or discontinued.
- No requirements or documentation remains outstanding.
- All agreed fees the learner owes to the RTO have been paid.

A digital PDF copy of **Qualification Certificates** will be **emailed** to the learner. You will also receive a QR code on the certificate for digital reference.

A digital PDF copy of **Statement of Attainments** will be **emailed** to the learners.



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Training and Employment Surveys

As part of quality assurance, it is a government requirement that all learners complete a Training and Employment Survey within three months of completing or discontinuing subsidised training.

The survey will be emailed to the learner after completing or discontinuing subsidised training.

Policies for classroom-based short courses

Introduction

On the day of your short course, you will be given information on important topics, including:

- WHS & Emergency procedures
- Lifts
- Bathrooms
- Parking
- Course structure and breaks
- Food and drinks
- Mobile phones

Please listen to the information that is provided carefully and ask any questions if something is not clear – thank you.

Course Notes

Course notes will be handed out at class and not before or for missed classes.

Please note that a fee will be charged for any course notes that need to be replaced.

Class attendance

Sutherland Training requires that each learner attends the full quota of hours during class times. In the unlikely event that a learner needs to leave early, Sutherland Training must be informed prior to class to minimise class disruption.



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Timetable changes

Sutherland Training reserves the right to make minor changes to the training timetable or to cancel a course. Learners will always be informed if this is the case.

Block bookings

Discounts are offered for block bookings depending on the booking size. Block bookings allow payment to be made in advance for short courses to qualify for discounts and avoid course fee increases. Once payment has been made a cooling off period of one-month is in place should a decision not to proceed be made. A full refund is issued should the block booking not proceed.

Once payment for block bookings has been made, the attendees have 12 months to attend their chosen courses.

A summary of attendance can be requested to list courses attended and yet to attend.