

# Student Handbook

## SNS College of Western Australia

RTO #53034 | ABN 81 665 855 872

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## ACKNOWLEDGEMENT OF UNDERSTANDING

In accordance with Outcome Standard 2 of the Registration Standards 2025, SNS College requires each student to read and understand the information contained in this Student Handbook prior to enrolment or commencement of training. Students are encouraged to seek clarification to ensure they make informed decisions about their studies and rights.

For any concerns, questions or clarifications please contact us at:

- **Address:** Level 1, 224-226 Stirling Street, Perth 6000
- **Email:** [info@snscollege.com.au](mailto:info@snscollege.com.au)
- **Contact number:** 08 6153 4505

## INTRODUCTION

Welcome to SNS College of Western Australia! Our number one priority is to help you achieve your training goals. You will receive training from our dedicated, passionate and qualified trainers who are experienced in your vocational areas. This ensures that the training you will receive is current, relevant and easy to understand.

To ensure that your learning experience will be a positive one, our courses are delivered using excellent quality and innovative course materials. Our Student Services is committed to deliver an excellent experience to you. We wish you all the best in your studies and we look forward to helping you achieve your goals.

This Student Handbook sets out the policies and procedures around the training and assessment that you will receive. Please read the Student Handbook before enrolling in any of our courses.

SNS College of Western Australia is a Registered Training Organisation (RTO No. # 53034) and is recognised by the Training Accreditation Council as a deliverer of nationally recognised training for the courses on its scope of RTO registration.

## Mission Statement

SNS College of Western Australia is committed to delivering exceptional, skill-focused educational services and pathways, enabling individuals to acquire the knowledge and expertise needed to succeed in their chosen fields and fulfil their aspirations.

## Vision Statement

SNS College of Western Australia aspires to become the premier provider of high-quality skills education services in Australia, empowering individuals to unlock their full potential and thrive in a rapidly evolving world.

## Training Programs

As a registered training organisation (RTO) in the vocational education and training (VET) sector, we offer the following nationally recognised training products:

- **CHC33021 Certificate III in Individual Support**
- **CPP20218 Certificate II in Security Operations**
- **HLTAID011 Provide First Aid**
- **SITHFAB021 Provide responsible service of alcohol**
- **CPCWHS1001 Prepare to work safely in the construction industry**

For more information on the courses we offer, please refer to our website:  
[www.snscollege.com.au](http://www.snscollege.com.au)

We are committed to providing current and accurate information for learners to be able to make informed decisions about undertaking training. We ensure the quality of the training and assessment in compliance with the Registration Standards 2025, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation.

### **Student Guarantee**

SNS College of Western Australia guarantees to advise students of any changes to the services provided under agreement within 7 days via email, including any changes of ownership.

We guarantee that if, for whatever reason, we are unable to deliver the agreed training for a student, we will make the necessary arrangements for the training to be delivered by another Registered Training Organisation.

We are committed to providing accurate and accessible information to prospective and current students related to our services and the training products on our scope of registration.

**We do not guarantee the following:**

- a learner will successfully complete a training product on its scope of registration, or
- a training product can be completed in a manner which does not meet the requirements of Outcome Standard 1 of the Registration Standards 2025, or
- a learner will obtain a particular employment outcome where this is outside the control of the RTO.

## SNS College of Western Australia Team

Students may contact us at 08 6153 4505.

### Student Support

Students completing a training program will be supported by our Student Services. Our knowledgeable team will work with you to help you achieve success in your chosen field.

Our Student Services can assist students through a variety of activities, which include but are not limited to:

- Assisting with logging in the Learning Management System (LMS) and with accessing the resources;
- Supporting flexible learning and processing extensions where applicable;
- Arranging contact between trainer/assessor and student where required; and
- Assisting students with finding and understanding their trainer's feedback.

### Trainers

Your trainers are qualified industry professionals, ready to guide you through your learning. Their feedback and guidance will ensure that you are job-ready for your chosen industry.

All SNS College of Western Australia trainers must follow the below requirements as outlined in the National Vocational Education and Training Regulator (Outcome

Standards for NVR Registered Training Organisations) Instrument 2025 – Standards 3.1-3.3 and Credential Policy Section 1

**Training and assessment are delivered by trainers and assessors who have:**

**Training and assessment are delivered by trainers and assessors who have:**

1. have relevant credentials as specified by the Credential Policy
2. undertakes continuing professional development to maintain current skills and knowledge in training and assessment, including engaging and supporting VET students.
3. have industry competencies, skills and knowledge that are relevant to, and at least to the level of, the training product being delivered and/or assessed
4. maintain an understanding of current industry practices

Industry experts may also assist in training delivery and/or the assessment judgement, working alongside the trainer and/or assessor to conduct the training and/or assessment.

5. The RTO's training and assessment is delivered only by persons who have one of the following credentials:
  - *TAE40122 Certificate IV in Training and Assessment* or its successor,
  - *TAE40116 Certificate IV in Training and Assessment*,
  - *TAE40110 Certificate IV in Training and Assessment*,
  - A secondary teaching qualification and one of the following credentials:
    - *TAESS00011 Assessor Skill Set*, or
    - *TAESS00019 Assessor Skill Set* or its successor, or
    - *TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set* or its successor, or
  - A diploma or higher-level qualification in adult education or vocational education and training.
6. Where a person conducts assessment only, the RTO ensures that the person has one of the following credentials:

- As above; or
  - TAESS00019 Assessor Skill Set or its successor,
  - TAESS00011 Assessor Skill Set,
  - TAESS00001 Assessor Skill Set,
7. Where a person may be actively working towards a training and assessment credential, provided that they:
- are enrolled in and have commenced training in one of the following training and assessment credentials:
    - TAE40122 Certificate IV in Training and Assessment or its successor, or
    - TAE50122 Diploma of Vocational Education and Training or its successor, and
  - Are making satisfactory progress to enable the credential to be completed within two years of commencement
8. Where a person may deliver training and conduct assessment under direction, the RTO ensures that the person has one of the following credentials:
- TAESS00021 Facilitation Skill Set or its successor,
  - TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set or its successor,
  - TAESS00030 Volunteer Trainer Delivery and Assessment Contribution Skill Set or its successor,
  - TAESS00029 Volunteer Trainer Delivery Skill Set or its successor,
  - TAESS00020 Workplace Trainer Skill Set or its successor,
  - TAESS00028 Work Skill Instructor Skill Set or its successor,
  - TAESS00022 Young Learner Delivery Skill Set or its successor,
  - TAESS00015 Enterprise Trainer and Assessor Skill Set
  - TAESS00003 Enterprise Trainer and Assessor Skill Set,
  - TAESS00008 Enterprise Trainer – Mentoring Skill Set,
  - TAESS00013 Enterprise Trainer – Mentoring Skill Set,
  - TAESS00007 Enterprise Trainer – Presenting Skill Set,
  - TAESS00014 Enterprise Trainer – Presenting Skill Set, or
  - A secondary teaching qualification.

The RTO also ensures that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment, including competency-based training and assessment.

## Student Selection and Enrolment

SNS College of Western Australia conducts recruitment of students in an ethical, fair, and responsible manner using various methods.

We are committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the training package requirements. Therefore, selection into a training program includes but is not limited to the following:

1. The learner meets any pre-requisite qualifications or work experience
2. The learner meets any age requirements that may be in place for a particular course.

Student enrolments are subject to the availability of places on the training program. This is based on the maximum number of participants who can be accommodated, the type of course, learning structures, student needs, etc. We shall ensure that any applicants who do not meet the entry requirements are advised of any appropriate pre-entry training they may undertake to meet the eligibility criteria.

## Enrolment

### Pre-Enrolment

Prior to confirmation of enrolment, students will be required to undergo Pre- enrolment Assessment, complete and submit pre-enrolment documents for review, including but not limited to:

- a) Pre- Enrolment Assessment Form (sent via email upon course enquiry)
- b) Necessary course requirements / pre-requisite requirements
- c) ID and supporting documents for processing and filing
- d) USI Number. All students must have a USI before certification can be issued.

SNS College assists students with creating or verifying their USI.

Students are required to undergo an initial pre-enrolment interview, during which they will be asked to complete tasks and answer questions to confirm sufficient computer skills, including the ability to operate video-communication services with our trainer and/or assessor.

This pre-enrolment interview will be done via online platforms such as Zoom and Microsoft Teams.

While we will endeavour to complete the enrolment process as quickly as possible, please allow up to 5 business days from confirmation of your payment for enrolment. Upon enrolment, students will receive course information and personalised logins via email.

### [Access to the Learning and Assessment Resources](#)

The learning and assessment resources necessary to complete the selected course will be made available to the student before the start of the course.

Learning and assessment resources may be accessible through one of the following methods, depending on which course you are enrolled in:

- Student online portal accessed with the student's personalised logins
- Email or other online cloud platform services (i.e. Dropbox, Google Drive, etc.)
- In-person through the initial classroom-based component of the course

Please contact Student Services if you need assistance with accessing the required learning and assessment resources for your course.

Students can request hard copies or additional copies of the resources at any time during their training period. These requests may incur a fee and shipping costs. Delivery will occur within 10 business days or longer, depending on the student's location.

## Payment Terms

SNS College ensures transparency in all fees and payment arrangements. Payment options include upfront payment or scheduled instalments. In accordance with the Reg, SNS College does not collect more than \$1,500 in prepaid fees per learner unless covered by an approved tuition assurance arrangement. Prepaid fees are protected in a designated account.

Students should refer to their enrolment form and course brochure for specific payment terms related to their chosen course.

### **Payment Plan:**

For courses under a payment plan, an initial deposit is required upon enrolment. Subsequent payments will be scheduled throughout the course duration as outlined in the enrolment form. If a student misses a payment, they will receive a payment reminder via email and will be contacted by Student Services. Failure to make the payment within 14 days will result in suspension of the student's enrolment until payment is received. The student will be notified of this suspension.

### **Full Upfront Payment (Short Courses):**

For short courses, full payment is required upfront prior to the commencement of training. This ensures that students have secured their place in the course and have access to all necessary materials and resources.

### **Employer Payment (B2B):**

For enrolments through business-to-business (B2B) arrangements, payment terms are outlined in the enrolment agreement established with the employer. Students should consult their employer for specific details related to their course payment.

Students are considered enrolled once the agreed amount specified in the enrolment form has been received. Please contact Student Services for any questions or clarifications regarding the payment terms.

## Special Consideration

SNS may grant special consideration where:

- Fees are up to date and valid evidence is provided (e.g., medical certificate);
- An approved deferral's serious circumstances persist; or
- There has been a material course change causing disadvantage.

Outcomes may include extensions, added support, pro-rata refunds, or release from future instalments.

## Unique Student Identifier

An initiative of the Australian Government is the requirement for all students in Vocational Education and Training to provide their Unique Student Identifier number to their VET provider. Students will be assisted by our Student Services team to apply for and provide their USI, if authorised by the student. We can verify each USI before issuance of any certification. All students should be aware that SNS College of Western Australia, and no VET provider, can issue a certificate for a VET qualification without being supplied with a student's USI.

Exemptions to the USI requirements may apply, including for international students studying onshore and outside of Australia. For any student exempt from supplying a USI, completion results and records will not be available through the Commonwealth Registrar. We can use the following links to search for or create USIs (ONLY with student permission):

- <http://usi.gov.au/Pages/default.aspx>
- <https://portal.usi.gov.au/org/>

## Visa Requirements

SNS College of Western Australia is not a registered CRICOS provider. It is the student's obligation to advise us of their visa requirements. Students should contact the appropriate Government Department regarding their visa conditions and restrictions.

## Transfer to Another Course

Transferring to another course is subject to the availability of courses offered by the RTO. If applicable, students who wish to transfer to another course must submit their request in writing within six months of the enrolment application (or within 12 months for a course of 24 months duration). A transfer fee will be charged, in addition to any difference between the original course fee paid and the full course fee (not promotional fee).

No refund will be given if a student chooses to transfer to a course of lesser value. Workshop components from one course cannot be transferred to another course if the course includes workshops. The original course end date will apply to the new course, and if the student wishes to extend beyond the original course enrolment expiry, extension fees will apply as per our extension policy. Upon transferring to another course, a student relinquishes their enrolment in the original course.

## Studying at SNS College of Western Australia

SNS College of Western Australia conducts training courses to suit student needs, course type, and learning styles. The following student guidelines will help foster a healthy learning environment for all students.

SNS College promotes a positive and inclusive learning environment. Courses are delivered through flexible online, classroom, and blended models with industry-relevant trainers.

### **Code of Conduct**

All students must:

- Treat peers and staff respectfully
- Comply with WHS and College policies
- Maintain integrity in all assessments

Progressive discipline applies for breaches of conduct, including warning, show cause, and dismissal. Harassment or discrimination of any kind is not tolerated. Examples include verbal, written, or physical abuse, unwanted contact, or behaviour relating to protected attributes such as race, gender, or disability.

### **Change of Personal Details**

Students must notify Student Services of changes to contact or financial details. Awards and certificates will be sent to the address on file.

### **Evaluation and Feedback**

SNS College seeks continuous feedback through surveys and learner questionnaires. Feedback is confidential and used to improve training and support services.

### **Making the Most of Your Training**

Students are encouraged to attend regularly, complete tasks promptly, and communicate early regarding challenges.

## **Student Support**

SNS College of Western Australia acknowledges the importance of supporting students in achieving successful outcomes. Student Services is ready to assist you with any questions you may have Monday to Friday, 8am – 5pm. Our Trainers are also available to offer guidance via phone and email. Help and support are just a phone call away:

**Email:** [info@snscollege.com.au](mailto:info@snscollege.com.au)

**Contact number:** 08 6153 4505

We conduct an assessment of needs as part of the pre-enrolment process and throughout the duration of the course. In such cases, we will ensure that the assessment of need is undertaken at the earliest possible opportunity and any identified support needs issues are managed.

Student support may include, but is not limited to, any disability or impairment that restricts access and equity, as well as computer literacy or English language, literacy and numeracy (LLN) information obtained from learners prior to enrolment and prior to the commencement of their first unit of competency.

Educational and support services may include, but are not limited to:

- pre-enrolment materials;

- study support and study skills programs;
- language, literacy and numeracy (LLN) programs or referrals to these programs;
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- flexible scheduling and delivery of training and assessment;
- counselling services or referrals to these services;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, in large print;
- any other services that the RTO considers necessary to support learners to achieve competency.

Where appropriate, we will seek external assistance to ensure additional support services are available. You will be informed in case additional costs may be incurred to arrange access to external additional support services.

### External Support Services (Free & Confidential)

Support Area	Service	Contact	Notes
Crisis & suicide prevention	Lifeline	13 11 14	24/7 phone, text & chat
Crisis & suicide prevention	Suicide Call Back Service	1300 659 467	Counselling & safety planning
Mental health	Beyond Blue	1300 22 4636	Anxiety, depression, and wellbeing
Youth mental health	Headspace	headspace.org.au	Ages 12–25
Counselling	MindSpot	mindspot.org.au	Free online programs
LGBTIQ+ support	QLife	1800 184 527	Peer support
Financial counselling	National Debt Helpline	1800 007 007	Free financial advice
Domestic violence	1800RESPECT	1800 737 732	National helpline

Legal	Legal Aid WA	<a href="http://legallaid.wa.gov.au">legallaid.wa.gov.au</a>	Free legal help
Housing/tenancy	Tenancy WA	<a href="http://tenancywa.org.au">tenancywa.org.au</a>	Renting problems
Legal	Circle Green	<a href="http://circlegreen.org.au">circlegreen.org.au</a>	specialist legal services in employment, workplace discrimination, residential tenancy law, family and domestic violence, and humanitarian services
Financial counselling	Centrelink Australia	132 490 / <a href="http://servicesaustralia.gov.au/centrelink">servicesaustralia.gov.au/centrelink</a>	Centrelink provides a payment to people eligible for income support.
Housing/tenancy	Entrypoint Perth	1800 124 684 or 6496 0001/ <a href="http://entrypointperth.com.au">entrypointperth.com.au</a>	provides assessment and referrals for the homeless and people at risk of homelessness
Natural disaster support	Disaster Assist	<a href="http://disasterassist.gov.au">disasterassist.gov.au</a>	Support for people directly affected by a declared natural disaster.
Mental health	Medicare Mental Health	1800 595 212 / <a href="http://medicarementalhealth.gov.au">medicarementalhealth.gov.au</a>	A welcoming place where everyone can access free and confidential mental health information, services, and supports.

## Language/Literacy and Numeracy

SNS College of Western Australia makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

During the enrolment process, all students complete a brief non-invasive language, literacy and numeracy assessment for us to identify any issues that may need to be addressed prior to the commencement of training. Strategies to

address these issues will be negotiated with students and may include adjusting learning and assessment modes and methods.

We provide materials, resources and assessment tasks at a level of complexity required and also provide opportunities for repeated and supported practice.

### ***Where can I get help with language, literacy and numeracy?***

Individuals who want to get help with their literacy and numeracy can access information about the nearest LLN provider by calling the Reading Writing Hotline on 1300 655 506.

### ***What is the Reading Writing Hotline?***

The Reading Writing Hotline is funded by the Australian Government Department of Education, Science and Training. The project is managed by TAFE NSW – Access and General Education Curriculum Centre and is Australia's national telephone adult literacy and numeracy referral service. For the price of a local call from anywhere in Australia, the hotline can provide you with advice as well as a referral to one of 1200 providers of courses in adult literacy and numeracy.

### ***What happens when I call the Hotline?***

You will speak to an experienced adult literacy teacher who will advise you on ways you can access classes in your local area to improve reading, writing, spelling and maths skills. The information you give about yourself is confidential and will not be given to anyone else.

### ***When can I call the Hotline?***

You can call the Hotline at any time. If a teacher is unavailable to take your call, your name and number will be taken by the hotline paging service and your call will be returned.

## **Flexible Learning and Assessment**

SNS College of Western Australia will develop a unique training plan for each student to assist with time management and fitting studying around their work and life commitments.

If you've already completed a qualification, it may be possible to apply for credit

transfer and/or recognition of prior learning (RPL) as long as sufficient and current evidence is provided as required. To learn more about credit transfer and recognition of prior learning, please refer to the RPL and Credit Transfer Policy located in the Policies and Procedures section of the handbook.

For further information on how to apply for credit transfer and RPL, you can contact our Student Services.

## Assessment Requirements

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you may discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to provide support or grant additional time. Please note there may be conditions to gaining an extension.

Students are advised to keep a copy of their assessments prior to submission. SNS College of Western Australia does not accept responsibility for lost assessment tasks.

A completed assessment may be submitted using any one of the following methods depending on which course you are enrolled in:

- Upload your assessments through the online portal
- In-person to your trainer

Once you have submitted your fully completed assessment, you will receive an email to acknowledge your submission. You may contact student services to know the status of your assessment.

**Please note:** *Students will have to complete assessment tasks again if their work goes missing and therefore it is important to keep a copy of their original assessment tasks.*

### **Academic integrity**

Plagiarism, cheating, and collusion are breaches of academic integrity. Disciplinary actions may include reassessment, suspension, or cancellation of enrolment.

We regard the integrity of assessment as critical to our professional responsibilities as an RTO and therefore strive to ensure the assessment processes are not compromised. We have policies and procedures in place for dealing with assessment malpractice.

Assessment malpractice includes cheating, collusion, plagiarism, and unauthorised use of AI tools

### **What is cheating?**

Cheating within the context of the study environment, means to dishonestly present an assessment task or assessment activity as genuinely representing your own understanding of and/or ability in the subject concerned.

### **Some examples of cheating are:**

- Submitting someone else's work as your own whether you have that person's consent or not.
- Submitting another author's work as your own, without proper acknowledgement of the author.
- To allow someone else to submit your own work as theirs.
- To use any part of someone else's work without the proper acknowledgement.

There are other forms of cheating not contained in this list. These are merely given as some examples. If you are unsure about whether any particular behaviour would constitute plagiarism or cheating, please check with your trainer prior to submitting your assessment work.

### **What is Collusion?**

Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have opportunity to copy your work.

### **What is Plagiarism?**

Plagiarism is a form of cheating and includes presenting another person's or organisation's ideas or expressions as your own. This includes, however is not limited to copying written works such as books or journals, data or images, tables,

diagrams, designs, plans, photographs, film, music, formulae, websites and computer programs.

### **Responsible and Fair Use of Generative Artificial Intelligence (GenAI)**

SNS College supports the ethical use of emerging digital technologies, including generative artificial intelligence (GenAI), to enhance learning and productivity. However, all students must ensure that any use of AI tools complies with assessment integrity and copyright obligations.

### **Unacceptable use of GenAI constitutes academic misconduct and includes (but is not limited to):**

- Submitting AI-generated work as your own without appropriate acknowledgement or authorisation from your trainer/assessor.
- Using GenAI to complete an assessment that requires demonstration of your own skill, knowledge, or performance.
- Submitting someone else's work as your own, with or without their consent.
- Submitting another author's or AI-produced text, code, or design without proper acknowledgement.
- Allowing another person or AI system to submit your work on your behalf.
- Using any part of another's or AI-generated work without attribution.

### **Acceptable use includes:**

- Using AI for grammar correction, idea generation, or concept clarification, provided the final work is your own and sources are cited where relevant.
- Referencing AI tools appropriately (e.g., "Assistance was obtained from ChatGPT, OpenAI, [date of use]").

All suspected cases of improper AI use will be treated as breaches of academic integrity and addressed through SNS College's disciplinary procedures.

### **What are the Penalties for Plagiarism or Cheating?**

If a trainer suspects that you are cheating, they will investigate further to establish evidence to support their suspicion. By looking at learning resources, searching on Google and reviewing previous or current student's work. If evidence to support the suspicion is established your trainer will then report their concerns to our Training Manager. From there the following process will be followed:

1. Our assessor will contact you in writing outlining their concerns with your submitted work.
2. You will then have an opportunity to respond to any allegations of cheating or plagiarism.
3. If our Training Manager's investigation confirms that you have engaged in cheating or plagiarism you will be advised of one of the following consequences:
  - If it is determined that your offence committed is minor or unintentional, you will be asked to resubmit your work and be given a formal warning in writing by our Training Manager OR
  - If it is determined that your offence committed is of a serious and intentional nature you will be un-enrolled in that unit immediately and have to re-enrol if you wish to complete that unit. Your result for that unit will be recorded as Not Competent. A cheating/plagiarism note will also be recorded against your student file. Notification of any such decision will be made in writing by our Training Manager.
4. If the conduct is repeated or if the initial conduct is of a very serious nature (as determined by our Training Manager), such as knowingly falsifying assessment evidence, the student's enrolment may be terminated. In cases of termination, all fees paid will be non-refundable.
5. Students have the right to appeal any academic integrity decision in accordance with the Appeals Policy.

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

If you disagree with the decision or the penalty imposed, you are entitled to lodge an appeal in accordance with the Appeals Policy and Process. For more information, you may refer to the Complaints and Appeals section of the Student Handbook.

### **How do I avoid Plagiarism or Cheating?**

Students are advised to note the following advice to avoid claims of plagiarism or cheating:

- Always reference other people's work. You may quote from someone else's work (for example, from websites, textbooks, journals or other published

materials) but you must always indicate the author and source of the material.

- Always reference your sources. You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.
- You must not falsify assessment evidence.

## Code of Conduct

All SNS College of Western Australia participants are expected to take responsibility for their own learning and behaviour during both training and assessment. Any breach of discipline will result in the participant being given a 'written warning.' Further breach will result in a participant being asked to 'show cause' as to why they should not be excluded from further participation in the program. A third breach will result in instant dismissal from the training environment. Where a breach is deemed serious, as determined by our Training Manager, the student's enrolment may be terminated. In instances of dismissal and termination of enrolment, all fees paid will be non-refundable.

Personal interaction, staff-to-student and student-to-student, is expected to be respectful. An aggressive manner or degrading and abusive language will be considered contrary to the Code of Conduct and a breach of discipline. The following are further instances of breaches of the Code of Conduct.

### **Discrimination**

Discrimination means treating a person less favourably than another because of a personal attribute that they may have. Under State and Federal equal opportunity laws, discrimination based on attributes is unlawful. The attributes that can initiate a discrimination claim include:

- Gender
- Sexual orientation
- Age
- Race
- Religion
- Marital status
- Disability
- Colour

- Nationality
- Ethnicity
- National origin

### **Harassment**

Harassment is any behaviour which is unwelcome, offends, humiliates or intimidates the person being harassed. We do not tolerate harassment. Disciplinary action will be taken against any employee or student involved in such behaviour. From a staff perspective, this may include termination of employment. From a student perspective, enrolment may be terminated, and all fees paid will be non-refundable.

### **Examples of verbal harassment**

- Racist comments or jokes.
- Spreading rumours.
- Comments or jokes about a person's disability, pregnancy, sexuality, age religion etc.
- Threats, insults or abuse.
- Offensive obscene language.

### **Physical Assault/Abuse**

Physical abuse is an act of another party involving contact intended to cause feelings of physical pain, injury, or other physical suffering or bodily harm. Physical abuse will not be tolerated and instances of physical abuse will result in instant termination of the student's enrolment.

Some examples of physical abuse include:

- Striking
- Punching
- Pushing, pulling
- Slapping
- Striking with an object
- Excessive pinching on the body
- Kicking
- Tripping
- Kneeing

- Strangling
- Head-butting
- Placing in stress positions (tied or otherwise forced)
- Cutting or otherwise exposing somebody to something sharp
- Throwing or shooting a projectile
- Blinding a person or causing impairment of sight.
- Biting
- Eye poking

## Change of Personal Details

Students are required to ensure their personal details recorded with SNS College of Western Australia are always up to date. Students must inform Student Services of any changes in personal details immediately in writing. If the student has an applicable loan and/or financial arrangement, it is the student's direct responsibility to notify the financial service provider (e.g. Debit Success) of any change in personal details that may adversely affect payment arrangements.

All certification documentation will be sent to the email address and/or posted to the mailing address provided by the student.

## Evaluation and Feedback

As a matter of quality assurance and continuous improvement, SNS College of Western Australia relies heavily on the feedback from students. We require all students to complete various feedback and evaluation forms.

At the end of the training, students will be asked to provide feedback by completing a Learner Questionnaire and Course Feedback Form. Learner Questionnaires may also be emailed to a student. Participation in the survey is highly valued, but voluntary. We will fully protect student's anonymity and the confidentiality of the student's response within the limits of the law.

## Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this.

To optimise your own learning and successful completion, we encourage you to do the following:

1. Attend all training sessions and complete all required reading and learning activities;
2. Prepare well in advance of each training session;
3. Be a willing participant;
4. Work with fellow learners;
5. Respect other people's opinions;
6. Ensure you have a clear understanding of the assessment requirements;
7. Take responsibility for the quality of evidence that you submit to your assessor;
8. Keep track of your progress;
9. Complete and submit all assessments on time, tasks using clear and concise language;
10. Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

## COURSE INFORMATION

All training programs we provide are registered under nationally endorsed training packages. These training programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

### Training Programs

The specific skills and knowledge required for particular activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in training packages. These can be viewed at [www.training.gov.au](http://www.training.gov.au).

### Competency Based Training

All programs delivered by SNS College of Western Australia are assessed under the principles of Competency Based Training. The aim of Competency Based Training is to assess the student's ability to complete the activities in each unit.

We will assess the student's ability (or competence) to carry out the activities in each unit of competency.

Competencies are normally expressed in terms of a unit of competency. For example, if you were working in a retail store, a unit of competency might include "use point of sale equipment." Competencies include the skills and tasks that are required in the workplace. When a student is being assessed on these activities, the student will be required to perform the activity to the level required in the workplace.

All assessment results are recorded in our Student Management System. Students have access to their assessment outcomes via the student portal or by request.

Certification documents are issued from the results recorded in our Student Management System.

## Mode of Delivery

SNS College of Western Australia provides flexible and student-centric training tailored to each student's needs. Our courses are offered through various modes to best accommodate the student's diverse requirements.

### **Online Distance**

Our Online Distance mode of delivery is designed for students who prefer a remote learning environment, allowing them to study at their own pace from any location. In this mode, students receive comprehensive online access to:

- Course learning materials
- Assessment tools
- Student forums
- Additional resources

Students have the flexibility to progress through the material according to their schedules, making it ideal for those with work or family commitments.

### **Online**

Our Online mode of delivery provides an interactive online platform where students engage with instructors and peers. This mode focuses on creating an engaging and interactive environment through:

- Real-time or asynchronous lessons
- Discussion forums
- Virtual workshops
- Online assessments

Students can access these resources from anywhere while benefiting from scheduled activities that encourage interaction and immediate feedback.

### **Blended**

Blended mode of delivery combines in-person classroom sessions with online components. The classroom sessions provide essential face-to-face instruction, while the online part offers flexibility for students to complete their coursework at their own pace. This approach provides the best of both worlds, with structured guidance and flexible learning.

### **Face-to-Face**

Face-to-Face mode of delivery involves in-person training conducted at our training centres or other approved locations. Students receive direct interaction with trainers and peers, fostering an environment conducive to learning through immediate feedback and support.

Please refer to the specific course brochures and our website for more information on the delivery options available for each program. Student services are available to answer any questions regarding our course offerings and mode of delivery.

### **Vocational Placement**

SNS College of Western Australia offers the course Individual Support (Ageing and Disability), which requires the student to enter a Vocational Placement Scheme. To successfully gain a qualification, the student must complete the vocational placement. The student will need to initiate contact with a registered organisation. This workplace-based experience will solidify the student's practical experience as they go about their duties in the registered organisation and demonstrate their application of skills in the workplace. Please refer to the Course Brochures for further information.

For all courses where Vocational Placement is required to complete the course qualification, the student has two options: to organise their own vocational placement arrangement or to request assistance from SNS College of Western Australia. It is advised that the student inform us of their preference so that the learner and/or we will have ample time to look for a suitable vocational placement provider. In the rare event that the learner and/or we cannot find one, the student may withdraw from the course and be refunded for any 'unused fees.'

## Licensing, Legislative, Regulatory or Certification Considerations

### **CPCWHS1001 – Prepare to Work Safely in the Construction Industry (Release 2)**

Specific licensing, legislative, regulatory and certification requirements apply to this unit. These include mandatory refresher training requirements set by the relevant national, state or territory WHS authorities.

Individuals working in the construction industry must hold a valid White Card (Construction Induction Training (CIT) card), which must be carried at all times on a construction site. To obtain this card, learners must successfully complete the general construction induction training aligned to CPCWHS1001.

In Western Australia, CIT cards are only issued to candidates who can provide evidence that they are physically located in WA at the time of assessment. A White Card becomes void if the holder has not engaged in construction work for two consecutive years. Training and assessment must also reflect the WHS (General) Regulations 2022 – Construction, including key induction requirements, common hazards and safety responsibilities.

### **CPP20218 – Certificate II in Security Operations (Release 3)**

Occupational licensing, legislative and regulatory requirements apply to this qualification within Western Australia. All delivery must comply with the Security and Related Activities (Control) Act 1996 (WA) and the Security and Related Activities (Control) Regulations 1997 (WA).

The Training and Assessment Strategy (TAS) must clearly reflect these licensing requirements, and trainers/assessors must hold a current, valid security licence relevant to the units delivered. Assessment must align with lawful functions, restrictions and operational limitations outlined in WA legislation.

Learners must meet the WA Police Force Licensing Services requirements for Security Officer, Crowd Controller, Bodyguard or Investigator licensing. This includes:

- Completion of the CPP20218 qualification with WA-approved units
- Proof of age and identity
- A National Police Certificate with no disqualifying offences
- Two suitability reference forms
- One compliant passport-size photograph

- Successful completion of the SAIWA Mandatory Knowledge Test

Learners must complete a pre-enrolment declaration confirming their eligibility, including minimum age, English proficiency (including SAIWA testing), identity documentation and legislative suitability criteria.

All training and assessment must reflect the CPP Property Services Training Package conditions and remain compliant the Registration Standards 2025 (Outcome Standards 2, 3 and 4) and the Australian Consumer Law.

### **HLTAID011 – Provide First Aid (Release 1)**

This unit may be subject to specific licensing and regulatory requirements, including refresher obligations determined by national, state or territory WHS regulators.

In Western Australia, the WHS Act 2020, the First Aid Code of Practice, and workplace safety obligations require first aid competencies to be maintained and renewed every three years.

All content must align to current clinical guidance, including:

- Australian Resuscitation Council (ARC) Guidelines
- ANZCOR Guidelines – the RTO must update assessment tools and learning materials whenever ANZCOR guidance changes.

### **SITHFAB021 – Provide Responsible Service of Alcohol (Release 3)**

This unit covers the requirements for the Responsible Service of Alcohol across all Australian jurisdictions. In Western Australia, RSA certification does not expire, and no refresher training is required once the unit has been completed.

Training and assessment must comply with the Liquor Control Act 1988 (WA) and Liquor Control Regulations 1989 (WA). This includes:

- Proof-of-age obligations
- Refusal of service requirements
- Mandatory signage
- Penalties for non-compliance
- Responsibilities of licensees and staff

Learners must be at least 18 years of age and may not exercise this competency in any alcohol-serving capacity until that requirement is met.

### **CHC33021 – Certificate III in Individual Support**

Although there are no specific legislative, regulatory, or licensing requirements explicitly applied to this qualification as per training.gov.au, learners are required to be informed of the key legislation and standards that underpin the delivery and assessment of the unit.

Training and assessment are designed to reflect the requirements of:

- Aged Care Act 1997 (Cth) – covering responsibilities for providing care with dignity and respect, mandatory reporting obligations, and consumer rights.
- Aged Care Quality Standards – ensuring that TAS and assessments align with national quality standards and reforms affecting aged care service delivery.
- Carers Recognition Act 2004 (WA) – outlining the rights, roles, and principles that guide the support of carers in Western Australia.

Learners are informed that training and assessment will address these key obligations, standards, and principles to ensure safe, respectful, and compliant support in aged care contexts.

### **Computer Specifications and Requirements**

The software requirements to ensure the course materials are accessible are as follows:

- Latest versions of Word and Adobe Reader are required
- Some applications (videos) will require the latest version of Flash Player
- We recommend Google Chrome as the most compatible Internet browser with the student portal.

We recommend an internet speed of at least 5 Mbps. You can check your internet speed with free speed checkers such as this [one](#). Slower connections may suffice for accessing your materials through Adobe Reader. However, you may experience

quality and downloading issues with other multimedia resources. We aim for maximum operational efficiency with our high-quality SMS; however, from time to time outages may occur, and these will be addressed as quickly as possible.

For Webinar-based Blended/Online courses in specific qualifications (please refer to website). There are important requirements to be able to participate in a Webinar-based course, and these are as follows:

- Internet (Minimum 5 mbps Downloads & 1.5 mbps Uploads)
- Google Chrome Web Browser (available as a free download)
- Latest Adobe Flash Player and Adobe Acrobat Reader
- Microsoft Word, PowerPoint, Excel 97 or later (equivalent)
- Webcam (optional)
- Headset with microphone (noise-cancelling preferable)
- Comfortable seating at PC or Mac and a suitable area for breaks

## Evidence Requirements

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, government regulations, and your qualifications and current experience. Evidence can take many forms, and you will be required to present more than just one piece of evidence.

The assessment tools we will provide to you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

1. Specific assessment tasks set by your assessor
2. Observation reports
3. Certificates and awards
4. Examples of work completed or special projects
5. Current licenses
6. Position descriptions and performance reviews
7. Third-party reports
8. Question responses
9. Tests

Your evidence must also demonstrate the following:

1. That you can do the job or task to the required standard
2. Understand why the job should be done in a particular way
3. Handle unexpected issues or problems
4. Work with others 'in a team'
5. Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
6. Know the workplace rules and procedures

## Assessment

Assessment is the process of collecting evidence and making judgments on the nature and extent of progress towards the performance requirement set out in a (competency) standard or learning outcome, and, at the appropriate point, making a judgment as to whether competency has been achieved.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. To be marked as **'Competent' (C)**, you must receive a **'Satisfactory' (S)** mark in *every* assessment task. You will need to provide evidence that demonstrates that you have the essential knowledge and skills to complete the relevant unit to the required standard successfully. You have to demonstrate that you can do the task safely and with confidence to the required industry standard as outlined in the Unit of Competency.

An assessment of **'Not Yet Satisfactory' (NYS)** is not a failing mark. It is simply a request for more information or further confirmation of the knowledge and skills required. Your trainer will provide feedback if you receive this mark to guide your resubmission. You will be allowed to resubmit the assessment with the required rectifications or repeat the task until you achieve a **'Satisfactory' (S)** result. You will be given a limit of three (3) attempts.

Assessment, within competency-based approaches to learning, is criterion-referenced. This means it identifies an individual's achievements of defined outcomes, rather than relating their performance to that of other learners or trainees.

Assessment methods used may include:

- Observation during on-the-job or role play/simulation
- Questioning may include self-assessment, verbal answers, written questionnaires, activity modules or interviews
- Third party
- Structured Activities may include Projects, Case studies, presentations, role play, demonstration, progressive tasks

### Principles of Assessment

There are four key principles that are a part of the assessment process:

<p><b>Fairness</b></p>	<ul style="list-style-type: none"> <li>• The individual learner’s needs are considered in the assessment process.</li> <li>• Where appropriate, reasonable adjustments are applied by the RTO to consider the individual learner’s needs.</li> <li>• The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</li> </ul>
<p><b>Flexibility</b></p>	<ul style="list-style-type: none"> <li>• Assessment is flexible to the individual learner by:</li> <li>• reflecting the learner’s needs;</li> <li>• assessing competencies held by the learner no matter how or where they have been acquired; and</li> <li>• drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</li> </ul>
<p><b>Validity</b></p>	<ul style="list-style-type: none"> <li>• Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</li> <li>• Validity requires:</li> <li>• assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;</li> <li>• assessment of knowledge and skills is integrated with their practical application;</li> </ul>

	<ul style="list-style-type: none"> <li>• assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li> <li>• judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.</li> </ul>
<b>Reliability</b>	<ul style="list-style-type: none"> <li>• Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</li> </ul>

### Rules of Evidence

The Rules of Evidence are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current as follows:

<b>Validity</b>	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
<b>Sufficiency</b>	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.
<b>Authenticity</b>	The assessor is assured that the evidence presented for assessment is the learner’s own work.
<b>Currency</b>	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

### Assessment Results

Results of assessment are provided to students as soon as practicable. These results are available through your student login account. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

### Reasonable Adjustment

Students with disabilities or learning difficulties are encouraged to discuss with SNS College of Western Australia any 'reasonable adjustment' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may, however, be circumstances where it will not be reasonable or reasonably practicable for us to accommodate or where other adjustments may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

### Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment, you must communicate with your assessor and apply for an extension. Standard extension fees are as follows: \$150 for each additional month requested beyond the student's original course end date. No refund will be approved for any extension period not utilised.

### Additional Submission and Support

Further submission attempts may be provided only at our discretion. Students may request up to three submission attempts—approval will be at the discretion of the training management. This discretion will rely on the quality of previous submissions and the consideration of the student making progress through extra effort of the student to address the feedback required.

Should the three submission attempts be insufficient to gain competency OR if a discretionary attempt is not granted due to insufficient evidence of extra work, students will have the opportunity to purchase re-submissions/re-assessments for \$50 per submission. The student is advised to speak to our Student Services to assess the need for course extension and/or our Student Services.

## Awards

Once a student has successfully completed all assessment requirements for their applicable course, the student will be issued certification documentation.

For students who have not met all requirements for the course or students who withdraw from a course and have paid relevant fees, have the right to receive a Statement of Attainment for the units of competency they have been deemed competent in.

Students should note that if they are paying for their course via the payment plan, they will be unable to receive their qualification or statement of attainment until all course fees are paid in full.

The Qualification or Statement of Attainment will be emailed to the current email address and mailed to the current address noted in our Student Management System. The student should allow 30 calendar days from the date of course completion for the issuance of their award.

### **Important Information regarding awards at SNS College of Western Australia**

- Awards will only be issued to students whose financial status with the college is up to date
- It is the responsibility of the student to understand their obligations with regard to fees due for units studied
- For a student to be eligible to receive an award, the student must successfully complete all the units listed
- Training package courses have been submitted to the regulatory authorities, and all units specified in that course are the subjects a student must complete to be eligible to receive that award.

Certification documents can be reissued to a student upon written request. Replacement certification documentation will incur a fee of **\$10 – \$20 per request**.

*See the Certificate Issuance Policy for more details.*

## Course Delivery

We ensure the following resources are in place:

- Trainer and assessor with appropriate qualifications and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

The training and assessment methods we use meet specific quality requirements and are chosen to suit the unit of competency best, while considering the student's learning style.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace-based training
- case studies.

## Recognition of Prior Learning (RPL)

All students have the opportunity to apply for recognition of prior learning. This means that you can submit evidence for a Unit(s) of Competency, and have it assessed by a qualified assessor without completing the training.

We believe that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

We aim to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification we offer may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard, you need to contact our Student Services who will provide the information you need to complete an application.

### Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that recognition is an assessment process, not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal/informal training;
- work experience; and/or
- life experience.

Recognition, therefore, determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of recognition is what has been learned rather than how, where or when it was

learned. Recognition focuses on both demonstrating competence and maintaining its currency in line with industry standards.

It is important to note that the student must provide evidence and demonstrate their pre-existing competence to justify a claim for recognition and satisfy each requirement of the Unit(s) of Competency they're applying for.

Any documents that you provide to support your claim of competency must be originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own, and if any part of the work is the work of others, that this is formally acknowledged and advised.

### Recognition Decision

Regardless of the type of evidence that you submit, our assessor will ensure that your submission meets the following criteria:

- Full requirements of the Unit(s) of Competency;
- Any regulatory requirements;
- Authenticity – That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in the industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency – There is sufficient evidence to make a judgment.

The recognition process may require demonstrating the application of skills. Where it is identified that this is required to assist the assessor in their judgement of competency, this will be arranged at either the student's workplace or within a training facility.

We are committed to ensuring that all judgments made by your trainer against the same competency standards are consistent. Your trainer will examine the evidence that you present and then make a judgment on that evidence, which will be either:

- Competent (C) – you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) – you have not yet demonstrated competency in all requirements.

Your trainer will advise you of the outcome of your RPL application and where gap training and/or assessment is required.

## Credit Transfer

We recognise the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). Where a student has completed a unit/s of competency prior to enrolment that are included in our scope, the student may apply for recognition. This may mean the student does not have to complete the same unit of competency again. This is known as credit transfer. Should you wish to seek credit transfer, contact our Student Services for a Credit Transfer Form.

*See the RPL and Credit Transfer Policy for more details.*

## POLICIES AND PROCEDURES

### Access and Equity

We are committed to providing opportunities for advancement to all people, regardless of their background. We support government policy initiatives and provide access to our training for all those seeking to undertake it.

We ensure that our student selection criteria are non-discriminatory and provide fair access to training for the disadvantaged. In addition, we liaise with agencies and government departments for assistance with language, literacy, and numeracy difficulties.

### Complaints and Appeals Policy

#### Complaints

This procedure ensures that complaints are handled fairly, efficiently, and in a timely manner in line with Outcome Standard 2 of the Registration Standards 2025. SNS College encourages open communication to resolve issues promptly and uses complaints as opportunities for continuous improvement.

SNS College supports the rights of students to lodge a complaint if they feel they have been treated unfairly. We will do everything possible to address complaints in an unbiased and professional manner. Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by students and to improve the delivery of our training programs.

- 1. Informal Resolution:**

Before lodging a complaint, students are encouraged to attempt to resolve issues informally. This can often lead to a quicker and more satisfactory outcome.

- 2. Initial Contact:**

If you have a concern, please talk to your trainer or contact **Student Services** on (08) 6153 4505 or via **info@snscollege.com.au**. They will work with you to resolve the issue promptly and informally.

**3. Lodging a Formal Complaint:**

If you are not satisfied with the outcome of the informal process, you may lodge a formal complaint in writing through the **Complaints Online Form**, available via our website or by request from staff.

**4. Acknowledgement:**

All formal complaints will be **acknowledged within 10 business days** of receipt. You will receive a written confirmation email acknowledging your complaint and outlining the next steps in the resolution process.

**5. Investigation and Resolution:**

The **Complaints & Resolutions Officer** will initiate a transparent and participative process to investigate your complaint. This may involve discussion with relevant parties, review of documentation, and other necessary steps to address the issue fairly.

**6. Timeframes:**

SNS College aims to resolve all formal complaints within **60 calendar days** of receipt. If more time is required, you will be advised in writing of the reason for the delay and an estimated completion date. You will be kept informed of progress throughout the process.

**7. Outcome:**

Once a decision has been reached, you will receive written notification of the outcome and the reasons for the decision.

### **Independent Review**

If you remain unsatisfied with the outcome, you may request an **independent review** of the decision. This review will be conducted by a qualified and impartial person who has not previously been involved in the matter.

- Students will be advised of any potential costs before the review proceeds.
- SNS College will cooperate fully with the independent reviewer and implement recommendations where appropriate.

### External Escalation Options

If you are not satisfied after the internal and independent review processes, you may contact one of the following external agencies for further assistance:

- **Training Accreditation Council (TAC) Western Australia:** [www.tac.wa.gov.au](http://www.tac.wa.gov.au)
- **Australian Skills Quality Authority (ASQA):** [www.asqa.gov.au](http://www.asqa.gov.au) (for national providers)
- **Ombudsman Western Australia:** [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au) for administrative complaints.

SNS College will cooperate with all external agencies in good faith and ensure that students are not victimised or disadvantaged for making a complaint.

### Recordkeeping and Continuous Improvement

- All complaints, investigation details, and outcomes are recorded in the **Complaints and Appeals Register**.
- Information from complaints is used to inform SNS College's **Continuous Improvement Register**.
- Records are retained securely for a minimum of **five (5) years** after resolution.
- Trends from complaints and appeals are analysed quarterly and discussed in management review meetings to inform continuous improvement actions.
- All complaint and appeal matters are treated confidentially and only shared with parties directly involved in the process

## Appeals

### Purpose

This procedure ensures that appeals are managed fairly, efficiently, and in accordance with Outcome Standard 2 of the Registration Standards 2025. SNS College of Western Australia supports every student's right to appeal an academic or administrative decision without fear of disadvantage or victimisation.

We are committed to resolving all appeals promptly, transparently, and in a manner that upholds the integrity of our training and assessment systems.

## Grounds for Appeal

Students may lodge an appeal against any decision made by SNS College where they believe that:

- The decision was made in error or without consideration of relevant evidence.
- Due process was not followed in reaching the decision.
- The outcome was unreasonable, unjust, or inconsistent with policy or the Standards for RTOs.
- They have new or additional evidence that may affect the original decision.

## Informal Resolution (Stage 1)

1. Before submitting a formal appeal, students are encouraged to discuss their concerns with their **trainer, assessor, or Student Services** to seek an informal resolution.
2. Contact **Complaints & Resolutions** at (08) 6153 4505 or [info@snscollege.com.au](mailto:info@snscollege.com.au) to request clarification or a review of the decision.
3. This initial contact provides an opportunity to resolve the issue quickly and to clarify misunderstandings before lodging a formal appeal.

## Formal Appeal (Stage 2)

4. If informal resolution is unsuccessful, students may submit a **Formal Appeal in writing** using the **Appeals Lodgement Form**, available on our website or from staff.
5. All formal appeals must include:
  - The decision being appealed;
  - Reasons for the appeal and supporting evidence;
  - The preferred outcome sought.
6. All appeals will be **acknowledged within 10 business days** of receipt. The acknowledgement email will confirm the details of the appeal, summarise next steps, and outline indicative timeframes.

## Appeal Review Process

7. The **Complaints & Resolutions Officer** will initiate a transparent, participative review process, which may include:
  - Re-examining the original decision and all supporting documentation;

- Consulting with relevant staff members involved in the original determination; and
  - Where appropriate, engaging an **independent and impartial reviewer** to ensure fairness and objectivity.
8. SNS College aims to **finalise all appeals within 60 calendar days** of lodgement. If more time is required, the student will be notified in writing with the reasons for the delay and an expected completion date.
  9. Throughout the process, the student will be kept informed of progress by the Complaints & Resolutions Officer.
  10. SNS College will monitor all open complaints/appeals to ensure resolution does not exceed 60 calendar days without a written update to the complainant

### **Notification of Outcome**

11. Once the review has been completed, SNS College will provide a **written outcome notice** via email, which will include:
  - The **final decision** regarding the appeal;
  - The **reasons for the decision**, referencing evidence and decision-making criteria; and
  - Any **further actions or remedies** to be taken (e.g., re-assessment, fee adjustment, or record amendment).

### **Independent Review (Stage 3)**

If the student remains unsatisfied with the outcome, they may request an **independent review** of the decision.

- The review will be undertaken by a qualified, impartial person not previously involved in the matter.
- Students will be advised in advance of any potential costs for the review.
- SNS College will cooperate fully with the independent reviewer and implement recommendations where appropriate.

### **External Escalation Options**

If a student remains dissatisfied after completion of all internal and independent review processes, they may escalate the matter to one of the following agencies:

- **Training Accreditation Council (TAC)** Western Australia – [www.tac.wa.gov.au](http://www.tac.wa.gov.au)

- **Australian Skills Quality Authority (ASQA)** – [www.asqa.gov.au](http://www.asqa.gov.au) (for national providers)
- **Ombudsman Western Australia** – [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au) for administrative complaints.

SNS College will cooperate fully with these agencies and will not disadvantage any student who seeks external review.

Students will not be victimised or disadvantaged for lodging an appeal.

### Recordkeeping and Continuous Improvement

- All appeal documentation, correspondence, and decisions are recorded in the **Complaints and Appeals Register**.
- Appeal data and trends are reviewed as part of SNS College’s **Continuous Improvement Register**.
- Records are securely retained for a minimum of **five (5) years** following resolution.

### Timeframes Summary

Stage	Action	Target timeframe	Responsible
Stage 1	Informal discussion and clarification	As soon as practicable	Trainer / Student Services
Stage 2	Acknowledge formal appeal	Within 10 business days	Complaints & Resolutions
Stage 2	Investigation and resolution	Within 60 calendar days	Complaints & Resolutions
Stage 3	Independent review (if requested)	Within 30 days of request	Independent Reviewer

*See the Complaints and Appeals Policies for more details.*

### Transition of Superseded Courses

The nationally recognised training courses we deliver may be superseded by a new training product. If required, we will apply to add the replacement training product to its scope as soon as practicable but no later than 12 months from the date of publication of the replacement qualification on the national register.

We will manage the transition of students to the updated course as soon as is practicable, but no later than 12 months from the date of publication of the replacement qualification on the national register. There may or may not be a fee payable to transition to the updated course.

SNS College will ensure all students enrolled in a superseded qualification are able to complete the existing course or transition to the replacement within the prescribed 12-month period, with no disadvantage to the learner.

## Student Records

All student records are subject to our Privacy Policy. However, students may reasonably access their files by notifying us. The management will endeavour to give students prompt access to their own files where reasonable notice is given.

We will provide students with timely access to their participation and progress throughout the training course.

## Procedure

- Students are able to view their grades, trainer feedback and the list of completed units via the student portal. For any other requests on their course progress, students are to contact student support at [info@snscollege.com.au](mailto:info@snscollege.com.au). Students must list their full name, date of birth, address, course enrolled and Student ID.
- Alternatively, students can send a written request to: Level 1, 224-226 Stirling Street, Perth 6000.
- Students will receive notification that the request has been received and we may contact them to obtain further information.
- We will issue a letter of confirmation outlining student results for the course within 7 working days of receiving the request. Students will receive this information by email.

## Record Keeping Policy for Assignments and Student Information

We have effective administrative and records management procedures in place that maintain student data in a secure and confidential manner.

Pre-enrolment enquiries and submitted documents, Records of results, qualifications and Statements of Attainment for students currently enrolled are stored in individual student files. Electronic files are kept up to date and backed up regularly, with backup copies stored in a secure location. All student records are stored for retention, archiving, and retrieval for a period of 30 years.

We retain all rights to assignments, tests, exams, projects and assessments. All soft copies of assessments submitted are retained in our system. For a single unit of competency with an intake every week, SNS College of Western Australia will keep a sample of assessment records for 6 months. For delivered qualifications over two years with an intake every two years, a sample of assessment records is kept for at least two years to enable validation.

All assessments will be kept for these periods from the date on which the judgement of competence for the student was made, as outlined in TAC's Records Management: Validation Retention requirements for completed student assessment items.

SNS College retains all student records necessary to reissue AQF certification documentation for a period of 30 years in compliance Registration Standards 2025.

## Fee Payment and Refund Policy

We have developed a fair and equitable process for determining course fees, refunds and payment options. Please refer to the individual course brochures or our website for the course fees.

If you cancel your enrolment, you must notify SNS College of Western Australia in writing or by email. A **non-refundable administration fee** will be deducted from any refund you may be entitled to under this policy:

- **Qualifications:** A fixed **\$100 non-refundable administration fee** will be deducted from the refund amount.

- **Units of competency:** A non-refundable administration fee equal to **25% of the total (non-discounted) course fee** will be deducted from the refund.

This administration fee is separate from tuition fees and is non-refundable under all circumstances.

No refund is provided for cancellations outside of the refund period, though some cases may be considered, subject to management's discretion. In the case of online learning, training and assessment are deemed to have commenced once the learner has been issued a username and login, and these have been used to access the online material.

### Cancellation and Refunds

We have a refund period whereby refunds are allowed for any reason, including change of mind, known as the 'Refund Period.' No refunds will be issued for cancellations outside of the refund period.

The 'refund period' is defined as **7** calendar days from the date the student has been 'officially enrolled'—this means all pre-enrolment and enrolment steps have been completed, and the student is deemed suitable for the course.

If you do not notify SNS College of Western Australia in writing within the refund period, you will not be eligible for a refund. All refunds will be paid to the person or organisation that originally paid the fees. Refunds will be paid within four calendar weeks of the date the request is received.

If you wish to terminate your studies before the completion of your course, you must first complete a Refund Request Form, available from our website and our Student Services. In cases where fee payment instalments have been negotiated, you will still be liable to pay any and all outstanding fees to SNS College of Western Australia before the termination of enrolment. 'Outstanding fees' refer to all due payments for training and/or assessment services rendered by SNS College of Western Australia to the student before withdrawal of training is officially approved. SNS College of Western Australia reserves the right to pursue recovery of any and all fees owed by any and all means legally allowable.

For refund applications within the refund period, the Refund Request Form must be received by SNS College of Western Australia within the refund period. A refund of the course fee, less the applicable administration fees, will only be issued if all the above criteria have been met and the student has no previous outstanding monies with SNS College of Western Australia.

This refund policy does not remove your right to take further action under Australia's consumer protection laws and [Cooling-off period](#).

### Special Consideration

We understand that some students may experience prolonged difficulties that may impact their ability to complete their course or a significant disadvantage as a result of a course change due to updates in the training packages that may not be addressed by:

- Extending the maximum duration of your course
- Providing additional learning support services
- Facilitating your Transfer to a different course; or
- Providing you with the option to complete an older version of the course (subject to availability and compliance with relevant regulations)

In such cases, students should apply for special consideration via email.

SNS College of Western Australia may grant special consideration in circumstances where:

- you are up to date with all course fees; and submit a special consideration request via email, including the relevant sections completed by a medical doctor (where applicable) and any other requested additional supporting documentation
- you have applied for and been granted a course deferral, and the circumstances under which you were granted a course deferral are continuing and serious circumstances which will materially affect your ability to continue with your course; or
- there has been a material change to your course resulting in material disadvantage to you which cannot be addressed as mentioned above.

If special consideration is granted, SNS College of Western Australia may agree to:

- an extension of the duration of the course;

- provide you with additional support services;
- release you from the payment of future instalments; and/or
- grant a pro rata refund of the Course Fees (considering the portion of the course that has been completed and the costs associated with the provision of learning materials).

Without limitation, special consideration will not be given if:

- you change jobs;
- your work hours change;
- you move address (including interstate or international moves);
- your course changes under Registration Standards 2025 as a result of a regulatory change governing SNS College of Western Australia;
- you find the course more difficult, time consuming or stressful than you had expected; or
- you are made redundant, retrenched, or otherwise resign from, terminate your employment, or have your employment terminated.

### Exceptions

In the unlikely event that SNS College of Western Australia is unable to deliver your course in full, however in the event that this occurs:

- you will be offered a refund for the part of your course that has not been assessed
- The refund will be paid to you within two weeks of the date on which the course ceased being provided
- Alternatively, you may be offered enrolment in a suitable alternative course at no additional cost to you. You have the right to choose whether you would prefer refund for the part of your course that has not been assessed or to accept a place in another course.

### Privacy Policy

We will follow and complies with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) in the management of all student and staff information, however allowing access as to all information as required by relevant National and State Training Authorities for the purpose of monitoring and/or auditing SNS College of Western Australia's operations as an RTO.

The purpose of the privacy policy is to:

- describe the types of personal information that we collect, hold, use and disclose;
- outline our personal information handling systems and practices;
- enhance the transparency of our management of personal information;
- explain our authority to collect personal information, why it may be held by us, how it is used and how it is protected;
- notify whether we are likely to disclose personal information and, if so, to whom;
- provide information on how personal information can be accessed, correct it if necessary and complain if you believe it has been wrongly collected or inappropriately handled.

*See the Privacy Policy for more details.*

## Workplace Health and Safety (WHS)

SNS College of Western Australia is committed to providing a safe and healthy learning and work environment. The safety of our students and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

We encourage all persons to regard accident prevention and safety as a collective and individual responsibility.

We recognise our responsibility under the Workplace Health and Safety and related regulations. The CEO has the responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

1. provide and maintain safe plant, equipment and systems of work.
2. provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
3. maintain the workplace in a safe and healthy condition.
4. provide adequate facilities to protect the welfare of all employees.
5. provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
6. provide information, where relevant, to students, allowing them to learn in a safe manner.

7. check WHS system compliance via ongoing auditing.
8. integrate continuous improvement into WHS performance.

### Continuous Improvement & Version Control

All continuous improvement actions arising from feedback, validation, complaints, and appeals are recorded in the Continuous Improvement Register, reviewed quarterly, and approved by the CEO.

## VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
10/02/2025	Document creation	SNS College of Western Australia	v. 1.0	15/09/2025	15/09/2026
02/11/2025	Updated template	SNS College of Western Australia	V2.0	02/11/2025	02/11/2026
18/12/2025	Included external support table Updated complaints and appeals section Updated fee payment and refund policy section	SNS College of Western Australia	V2.1	18/12/2025	02/11/2026

## RTO INFORMATION

RTO INFORMATION	
Document Name	Student Handbook V2.0
RTO/Company Name	SNS College of Western Australia
ABN	81 665 855 872
RTO Code	#53034
Phone	08 6153 4505
Email	info@snscollege.com.au
Manager	CEO
Website	www.snscollege.com.au
Address	Level 1, 224-226 Stirling Street, Perth 6000