



SNS COLLEGE

WESTERN AUSTRALIA

— Together > Towards > Success —

STUDENT HANDBOOK

Student Information, Rights,
Responsibilities and Support Services



Supporting learners from enquiry to certification and beyond.



Trusted
Training



Learner
Focused



Quality
Education



Supportive
Community

CONTACT US

SNS College of Western Australia Pty Ltd

Our friendly team is here to help with your enrolment, training, assessment and support needs.



Level 1, 224–226 Stirling Street
Perth WA 6000



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www.snscollege.wa.edu.au



Monday to Friday
8:30am – 4:30pm

Scan to visit our website



RTO Code: 53034

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WELCOME TO SNS COLLEGE OF WESTERN AUSTRALIA



Welcome to SNS College of Western Australia.

We are delighted that you have chosen to study with us and look forward to supporting you throughout your learning journey.

SNS College of Western Australia is a Registered Training Organisation (RTO Code 53034) committed to delivering high-quality vocational education and training that is practical, industry-relevant and focused on helping students achieve their personal, educational and employment goals.



NATIONALLY RECOGNISED TRAINING

We deliver accredited, industry-relevant training that leads to nationally recognised qualifications.



EXPERIENCED TRAINERS

Our trainers and assessors are qualified, experienced and maintain current industry knowledge.



INDUSTRY RELEVANT LEARNING

Practical learning and contemporary resources prepare you for real workplace environments.



STUDENT SUPPORT

We provide a safe, supportive and inclusive environment to help you succeed.



IN THIS HANDBOOK

- Student Journey
- Before You Enrol
- Rights & Responsibilities
- Student Code of Conduct
- Learner Support & Wellbeing
- Learning & Assessment
- RPL & Credit Transfer
- Certification & Records
- Fees, Refunds & Consumer Protection
- Complaints & Appeals
- Privacy & Confidentiality
- Workplace Health & Safety (WHS)
- Continuous Improvement
- Contact Us

WHAT THIS HANDBOOK COVERS



Enrolment & Commencement



Learning & Assessment



Student Support & Wellbeing



Rights & Responsibilities



Fees, Refunds & Withdrawals



Complaints, Appeals & Feedback



Privacy & Student Records



Work Health & Safety

OUR COMMITMENT TO YOU



QUALITY TRAINING

High-quality training designed to build skills, knowledge and confidence.



FAIR ASSESSMENT

Assessment is conducted fairly, consistently and in line with policy.



LEARNER SUPPORT

Access the support you need to achieve your goals.



SAFE ENVIRONMENT

A safe and healthy learning environment for all students.



RESPECT & INCLUSION

We value diversity and treat everyone with respect and fairness.



RECOGNISED OUTCOMES

Nationally recognised qualifications that support your future pathways.



Our commitment is to provide a safe, supportive and inclusive learning environment where every student is treated fairly, respectfully and professionally.



If you require assistance at any stage of your training, please contact our team. We are here to help.



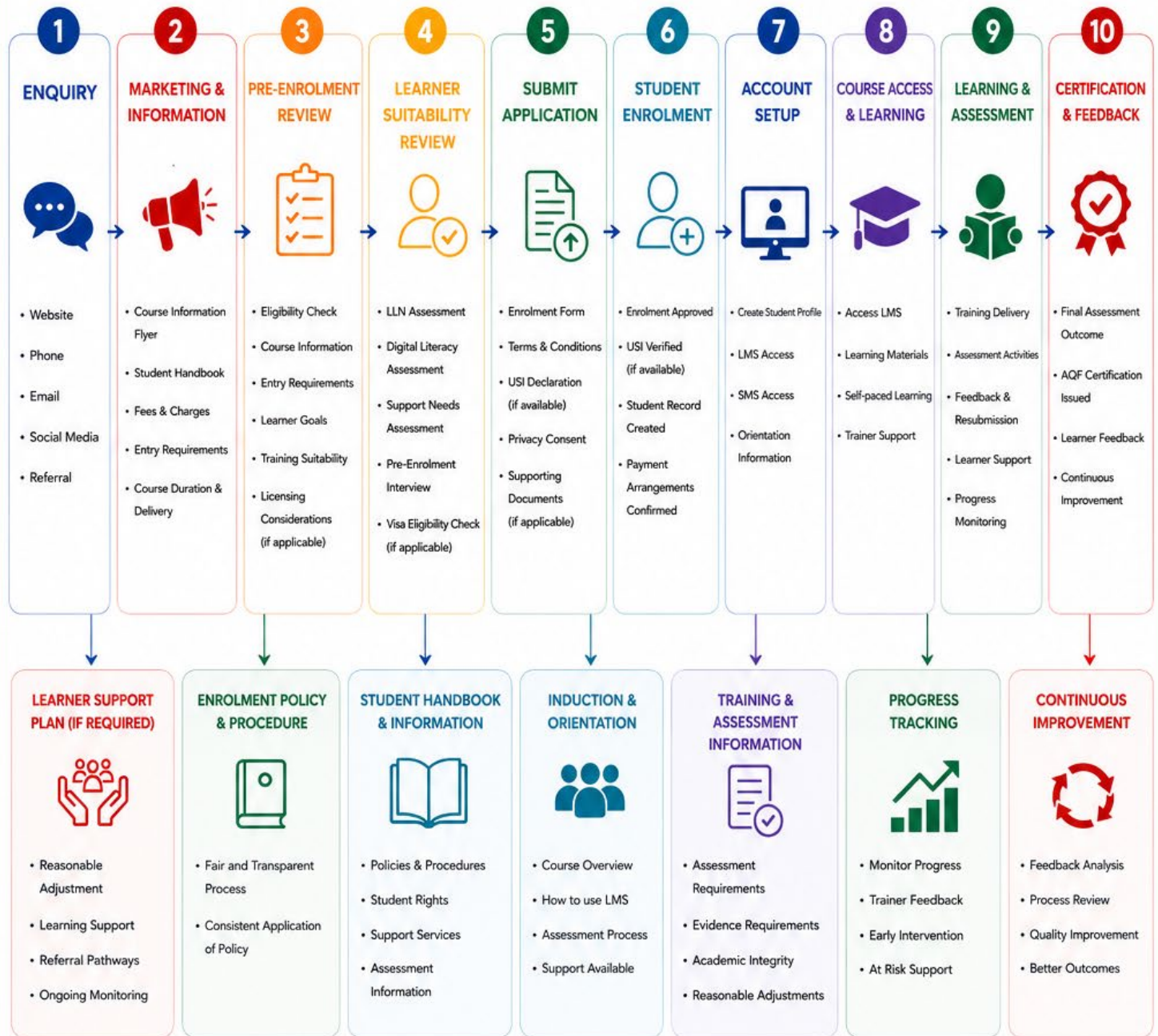
SNS COLLEGE

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STUDENT JOURNEY ENQUIRY TO CERTIFICATION

Supporting our students from enquiry to certification and beyond.



SUPPORT IS AVAILABLE

We are here to support you.

For any assistance, please contact our Student Support Team.

OUR COMMITMENT TO YOU

SNS College of Western Australia is committed to providing high quality training and assessment in a supportive, inclusive and professional environment.

We ensure our processes are fair, transparent and compliant with the Standards for Registered Training Organisations (RTOs) 2025.

We are here to support you every step of the way.

KEY PRINCIPLES



Student Focused



Integrity & Transparency



Quality Training



Support & Respect



Continuous Improvement

LEGEND:



Indicates the flow of the student journey



Indicates supporting policies, procedures and documents



SNS COLLEGE
OF WESTERN AUSTRALIA

RTO CODE: 53034

Together > Towards > Success



Choosing the right training program is an important decision.

SNS College of Western Australia is committed to ensuring that prospective students receive sufficient information and support to make informed decisions about their training and career pathways.

Before enrolment is confirmed, prospective students are provided with information about the training product, delivery arrangements, assessment requirements, fees and charges, learner support services and any relevant licensing, regulatory or workplace requirements.

As part of the enrolment process, SNS College reviews whether the training product is suitable for the learner's individual needs, goals and circumstances. This process helps ensure that students are enrolled in training that provides the greatest opportunity for successful participation, progression and completion.

The pre-enrolment review process may include consideration of:

- ✓ course suitability and intended career outcomes;
- ✓ entry requirements and prerequisites;
- ✓ language, literacy, numeracy and digital literacy skills;
- ✓ learner support requirements;
- ✓ workplace or vocational experience requirements; and
- ✓ licensing, regulatory or industry expectations relevant to the training product.



Where additional support needs are identified, SNS College will discuss available support options, reasonable adjustments, referral pathways or alternative training pathways before enrolment is finalised.

PRE-ENROLMENT REVIEW PROCESS

The pre-enrolment review process is designed to assist both the learner and SNS College in determining whether the selected training product is appropriate and whether any additional support arrangements may be required.

Depending on the training product and learner circumstances, the review process may include:



1. LEARNER SUITABILITY REVIEW

A review of the learner's goals, previous experience, intended outcomes and suitability for the selected training product.



2. LANGUAGE, LITERACY, NUMERACY AND DIGITAL LITERACY REVIEW

An assessment of foundation skills to identify any support requirements and ensure the learner can effectively participate in training and assessment activities.



3. LEARNER SUPPORT REVIEW

Identification of any reasonable adjustments, learning support strategies or referral services that may assist the learner to successfully complete their training.



4. IDENTITY AND USI VERIFICATION

Verification of learner identity and, where required, confirmation of a valid Unique Student Identifier (USI) to support enrolment and future certification requirements.



5. UNIQUE STUDENT IDENTIFIER (USI)

Students undertaking nationally recognised training are required to provide a valid Unique Student Identifier (USI) before certification can be issued.

The USI allows nationally recognised training outcomes to be recorded and accessed through a secure online system.

Students who do not already have a USI can create one through the Australian Government USI website at: www.usi.gov.au

SNS College may assist students with the USI process where required.



6. COURSE INFORMATION REVIEW

Confirmation that the learner has received and understood information relating to:

- course code and title;
- duration and delivery arrangements;
- fees and charges;
- assessment requirements;
- learner support services;
- withdrawal and refund arrangements; and
- certification outcomes.



The purpose of this process is to support informed decision-making, learner success and positive training outcomes.





At SNS College of Western Australia, we are committed to creating a learning environment that is safe, inclusive, respectful and focused on student success.



Successful learning is a partnership between the student and the College. While SNS College is responsible for providing quality training, assessment, learner support and administrative services, students also play an important role in their own learning experience and success.



As a student, you have rights that protect your interests and support your participation in training. These rights include access to accurate information, quality training and assessment, fair treatment, learner support services, privacy protections and appropriate complaints and appeals processes.

Students also have responsibilities that contribute to a positive learning environment. These include participating actively in training and assessment activities, behaving professionally and respectfully, maintaining academic integrity, meeting administrative and financial obligations, and communicating with the College when support is required.



The infographic below outlines the key rights and responsibilities that apply to all students enrolled with SNS College of Western Australia.



OUR SHARED COMMITMENT

At SNS College, we believe that successful learning outcomes are achieved when students and the College work together in a respectful and supportive partnership.



SNS COLLEGE IS COMMITTED TO:



Providing quality training and assessment services.



Supporting student learning, wellbeing and success.



Treating all students fairly, respectfully and professionally.



Maintaining a safe, inclusive and supportive learning environment.



STUDENTS ARE EXPECTED TO:



Participate actively in learning and assessment activities.



Take responsibility for their learning and progress.



Behave professionally and respectfully towards others.



Seek assistance when support is required.

YOUR RIGHTS AND RESPONSIBILITIES

 YOUR RIGHTS As a student, you have the right to:	 YOUR RESPONSIBILITIES As a student, you are expected to:
 QUALITY TRAINING AND ASSESSMENT - Receive nationally recognised training and assessment delivered by qualified trainers and assessors. - Participate in training that meets regulatory and industry requirements.	 PROVIDE ACCURATE INFORMATION - Provide accurate enrolment information and keep your personal details up to date. - Inform SNS College of any changes that may affect your enrolment or participation.
 CLEAR INFORMATION - Access accurate information about courses, fees, assessments, support services and certification outcomes. - Be informed of any significant changes that may affect your training.	 ENGAGE IN LEARNING - Attend scheduled training sessions where applicable. - Participate actively in learning activities and complete required assessments.
 FAIRNESS AND RESPECT - Be treated fairly, respectfully and without discrimination, harassment or bullying. - Learn in a safe and inclusive environment.	 MAINTAIN ACADEMIC INTEGRITY - Submit your own work. - Avoid plagiarism, cheating, collusion or any form of academic misconduct. - Use artificial intelligence (AI) tools responsibly and only where permitted.
 FAIR ASSESSMENT - Be assessed fairly and receive timely feedback on your progress and assessment outcomes. - Apply for reasonable adjustment where appropriate.	 MANAGE YOUR EVIDENCE - Retain copies of assessment submissions and supporting evidence. - Maintain records required for workplace-based training or assessment activities.
 RECOGNITION OF EXISTING SKILLS Apply for Recognition of Prior Learning (RPL) or Credit Transfer where eligible.	 MEET FINANCIAL OBLIGATIONS Pay fees and charges in accordance with agreed payment arrangements.
 PRIVACY AND CONFIDENTIALITY Have your personal information protected and managed in accordance with privacy legislation.	 BEHAVE PROFESSIONALLY - Treat staff, trainers, assessors and fellow students with respect. - Follow the Student Code of Conduct at all times.
 FEEDBACK, COMPLAINTS AND APPEALS - Provide feedback about your training experience. - Lodge a complaint or appeal without fear of disadvantage or retaliation. - Have complaints and appeals managed fairly, confidentially and promptly.	 WORK SAFELY - Follow Work Health and Safety (WHS) requirements and instructions. - Report hazards, incidents or safety concerns as soon as possible.
 ACCESS TO RECORDS Access your training records, assessment outcomes and certification documentation in accordance with SNS College policies.	 USE RESOURCES APPROPRIATELY Use college facilities, equipment, LMS systems and learning resources responsibly and ethically.
	 SEEK SUPPORT EARLY Communicate with your trainer or Student Services team if you experience difficulties that may affect your progress.



By working together, we create an environment where **every learner** has the **opportunity** to **achieve their goals** and realise their **potential**.





SNS College of Western Australia is committed to providing a safe, respectful, inclusive and professional learning environment for all students, staff, contractors and visitors.

All students are expected to conduct themselves in a manner that supports positive learning experiences and contributes to a safe and productive training environment.

This Code of Conduct outlines the standards of behaviour expected of all students and the responsibilities that support successful learning outcomes.

1

RESPECTFUL BEHAVIOUR

Students are expected to:

- treat trainers, assessors, staff, fellow students and visitors with courtesy and respect;
- communicate professionally and appropriately;
- respect the rights, beliefs and cultural backgrounds of others;
- contribute positively to learning activities and discussions; and
- follow reasonable directions provided by SNS College staff.



2

HARASSMENT, BULLYING AND DISCRIMINATION

SNS College does not tolerate discrimination, harassment, bullying, victimisation, intimidation or threatening behaviour.

Students must not engage in conduct that creates an unsafe, hostile or offensive environment for others.



3

CLASSROOM AND LEARNING ENVIRONMENT EXPECTATIONS

Students are expected to:

- arrive prepared and ready to participate in learning activities;
- follow trainer instructions and classroom requirements;
- respect training equipment, facilities and resources;
- minimise disruptions to learning activities;
- participate honestly in training and assessment activities; and
- comply with assessment conditions and instructions and provide authentic evidence for assessment purposes.



4

ACADEMIC INTEGRITY

Students must ensure that all assessment work submitted is their own.

Students must not:

- plagiarise or copy the work of another person;
- submit work completed by another person as their own;
- falsify workplace evidence or assessment information;
- cheat during assessments; or
- assist another student to engage in academic misconduct.

Academic misconduct may result in assessment outcomes being reviewed and disciplinary action being taken.



5

MOBILE PHONES AND ELECTRONIC DEVICES

Mobile phones and electronic devices should be used responsibly during training and assessment activities.

Students may be directed to switch devices off, place them on silent mode or refrain from using them where they interfere with learning, safety or assessment integrity.



6

SOCIAL MEDIA AND ONLINE CONDUCT

Students must use social media, online learning systems and electronic communications responsibly and professionally.

Students must not:

- publish confidential information;
- engage in bullying, harassment or inappropriate behaviour online;
- misrepresent SNS College, staff or other students; or
- post content that may damage the reputation of the College or other individuals.



7

ALCOHOL, DRUGS AND IMPAIRMENT

Students must not attend training, assessment or vocational placement activities while affected by alcohol, illegal drugs or any substance that may impair safe participation.



8

HEALTH AND SAFETY

Students must:

- follow all health and safety instructions;
- use equipment safely and only as instructed;
- report hazards, incidents or injuries promptly; and
- comply with workplace and vocational placement safety requirements where applicable.



9

DAMAGE TO PROPERTY

Students are expected to take reasonable care of College facilities, equipment, learning resources and property.

Intentional damage, theft, misuse or unauthorised removal of property may result in disciplinary action.



10

BREACHES OF THE CODE OF CONDUCT

Where a breach of the Student Code of Conduct occurs, SNS College may take appropriate action, including:

- counselling or informal intervention;
- written warnings;
- temporary suspension from training or assessment activities;
- cancellation of enrolment;
- referral to external authorities where required; or
- any other action considered appropriate based on the seriousness of the breach and in accordance with College policies and procedures.

Students have the right to access the Complaints and Appeals process where a decision affects their enrolment or participation.



By working together, we create an environment where **every learner** has the opportunity to achieve their goals and realise their potential.





SNS College of Western Australia is committed to delivering training that is practical, engaging and focused on developing the skills and knowledge required for employment, career progression and further learning.

Our training programs are designed to support a range of learner needs and may include face-to-face training, online learning, blended delivery, practical activities, workplace-based learning and vocational placement experiences, depending on the requirements of the training product.

Learning activities are designed to encourage participation, build confidence and provide opportunities for students to apply their knowledge in realistic and industry-relevant contexts. Throughout your studies, you will be supported by qualified trainers and assessors who provide guidance, feedback and assistance to help you progress through your course.



TRAINING DELIVERY METHODS

Depending on your course, training may be delivered through one or more of the following methods:

- Classroom-based learning and trainer-led activities
- Online learning through the Learning Management System (LMS)
- Self-paced learning activities
- Practical demonstrations and simulations
- Workplace-based learning activities
- Vocational placement, where required by the training product



LEARNING RESOURCES

Students are provided with access to learning resources that support the development of the required skills and knowledge.

Resources may include:

- Learner guides
- Online learning materials
- Videos and presentations
- Practical equipment
- Workplace documentation
- Case studies
- Other industry-relevant materials

Where online learning forms part of the training program, students will have access to the SNS College Learning Management System and any associated learning resources required to complete their studies.



PARTICIPATION AND PROGRESS

Students are expected to actively participate in training and learning activities and to make reasonable progress throughout their course.

Active participation includes:

- Attending scheduled training sessions where applicable
- Completing learning activities and assessment tasks
- Engaging with trainers, assessors and fellow learners
- Accessing learning resources provided
- Seeking support when assistance is required

If you experience difficulties that may affect your participation or progress, please discuss your circumstances with your trainer or Student Services as early as possible so that appropriate support arrangements can be considered.



SUPPORT THROUGHOUT YOUR LEARNING JOURNEY

SNS College recognises that every learner is different and that support needs may change throughout a course.

Students have access to a range of learner support services designed to assist with successful participation and completion. Support may include:

- Academic support
- Wellbeing support
- Learning support
- Language, literacy and numeracy support
- Access and inclusion support
- Administration support

Information regarding available support services is outlined in the Student Support and Wellbeing section of this handbook.



OUR COMMITMENT TO YOUR SUCCESS

Our goal is to provide a positive learning experience that:

- Develops the skills and knowledge you need for work, licensing requirements and further study
- Supports your individual learning journey
- Maintains the integrity and quality of nationally recognised training



YOUR ROLE AS A LEARNER

To achieve successful outcomes, students are expected to take an active role in their learning. Your commitment and participation are key to your success.



Attend training sessions



Complete learning and assessment activities



Engage with trainers and fellow learners



Access learning resources provided



Seek support when assistance is required



WE ARE HERE TO SUPPORT YOU

Our trainers, assessors and Student Services team are here to support you every step of the way.

If you need help, reach out early – we're here to help you succeed.

YOUR LEARNING.
YOUR COMMITMENT.
YOUR FUTURE.





We are committed to providing a supportive learning environment for all learners.



Support needs may be identified before enrolment, during training or at any stage of your journey.



We recognise learners come from diverse backgrounds and may need different support.



Seek assistance as early as possible if difficulties arise that may affect your progress.



Accessing support will not disadvantage you or affect your assessment outcomes.

1 LEARNER SUPPORT SERVICES

We may provide or arrange access to a range of support services, which may include:

-  Language, literacy, numeracy and digital literacy support
 -  Assistance understanding course requirements and assessment expectations
 -  Learning and study skills support
 -  Reasonable adjustment arrangements
 -  Assistance accessing learning resources and online systems
 -  Referral to external support services where appropriate
 -  Guidance regarding progression, completion and training pathways
-  Availability and suitability of support services will depend on your individual circumstances and training product.

2 ACCESS & EQUITY

 We provide a fair, inclusive and accessible learning environment for all learners.

 We treat everyone equitably regardless of age, gender, race, cultural background, disability, religion, marital status, family responsibilities, sexual orientation or other personal circumstances protected by law.

 We remove barriers to participation wherever reasonably practicable and support equal opportunity in access to training and assessment.

 Where appropriate, we implement reasonable adjustment and learner support arrangements.

 Discuss your needs with us early so we can support your successful participation.

3 SUPPORT AREAS

 **Language, Literacy, Numeracy & Digital Literacy**
Additional assistance, learning strategies, resources or referrals to build foundation skills.

 **Reasonable Adjustment**
Adjustments to training and assessment activities to support individual needs while maintaining training integrity.

 **Student Wellbeing**
We provide a safe, respectful and inclusive environment and can help you access appropriate external support services.

 **External Support Services**
Referral to specialised external organisations for additional professional support.



EMERGENCY ASSISTANCE

If there is an immediate risk to life, safety or property, call **000** immediately.



SNS College of Western Australia is not a crisis support service. Students requiring urgent assistance should contact an appropriate emergency or specialist support service.

4 EXTERNAL SUPPORT SERVICES

Support Area	Service	Phone	Website	Purpose
 Crisis and Suicide Prevention	Lifeline	13 11 14	lifeline.org.au	24-hour crisis support, text and online chat services.
 Crisis and Suicide Prevention	Suicide Call Back Service	1300 659 467	suicidecallbackservice.org.au	Counselling, support and safety planning.
 Mental Health	Beyond Blue	1300 22 4636	beyondblue.org.au	Support for anxiety, depression and mental wellbeing.
 Youth Mental Health	Headspace	N/A	headspace.org.au	Mental health and wellbeing support for young people aged 12-25.
 Youth Counselling	Kids Helpline	1800 55 1800	kidshelpline.com.au	Free confidential counselling and support for young people aged 5-25 years.
 Mental Health	MindSpot	N/A	mindspot.org.au	Free online mental health assessment and treatment programs.
 LGBTIQ+ Support	QLife	1800 184 527	qlife.org.au	Peer support and referral services for LGBTIQ+ communities.
 Financial Counselling	National Debt Helpline	1800 007 007	ndh.org.au	Free and confidential financial counselling.
 Domestic and Family Violence	1800RESPECT	1800 737 732	1800respect.org.au	National counselling, information and support service.
 Legal Assistance	Legal Aid WA	N/A	legalaidsa.gov.au	Legal information, advice and assistance.
 Legal Assistance	Circle Green	N/A	circlegreen.org.au	Specialist legal services including employment, tenancy and family violence matters.
 Housing and Tenancy Support	Tenancy WA	N/A	tenancywa.org.au	Tenancy advice, advocacy and support services.
 Housing and Homelessness Support	Entrypoint Perth	1800 124 684	entrypointperth.com.au	Housing assessment, referral and homelessness support.
 Government Assistance and Income Support	Services Australia (Centrelink)	132 850 (General) 132 490 (Students & Youth)	servicesaustralia.gov.au	Information regarding payments, concessions and support services.
 Natural Disaster Support	Disaster Assist	N/A	disasterassist.gov.au	Information and support for people affected by declared natural disasters.
 Mental Health	Medicare Mental Health	1800 595 212	medicarementalhealth.gov.au	Information, support and referral to mental health services.

5 SEEKING SUPPORT EARLY



Seek assistance early when issues arise for the best opportunity for successful outcomes.



Contact Student Services to discuss support options or referral pathways.



We work with you to identify the right support strategies to help you achieve your goals.



We are committed to providing a positive learning experience for all learners.



TRAINING PRODUCT INFORMATION



SNS College of Western Australia offers a range of nationally recognised training products designed to help you achieve your learning and career goals.

COURSE	CODE	DURATION	MODE
 Certificate II in Security Operations	CPP20218	10 days Face to face with online learning	 Blended (Face to face with online learning)
 Certificate III in Individual Support	CHC33021	10 days Plus 120 hours workplace component	 Blended (Includes mandatory workplace component)
 Provide First Aid	HLTAID011	3 hours Mandatory online learning	 Online (Mandatory online learning)
 Prepare to Work Safely in the Construction Industry (White Card)	CPCWHS1001	Self-paced online learning Plus mandatory in-person assessment	 Online (Mandatory in-person assessment requirement)
 Provide Responsible Service of Alcohol	SITHFAB021	Self-paced online learning	 Online (Fully online course)



Course duration is indicative only and may vary depending on your prior experience, recognition of prior learning (RPL) and study mode.



NEED MORE INFORMATION?

Visit our website or contact our friendly team to help you choose the right course for you.



www.snscollege.wa.edu.au



info@snscollege.wa.edu.au



(08) 6185 8275

Scan to visit
our website





1 WHAT IS ASSESSMENT?



ASSESSMENT = DEMONSTRATING COMPETENCE



Assessment allows you to demonstrate the skills, knowledge and performance required for your course or unit.

Assessment is conducted using nationally recognised requirements and follows:

- ✓ Principles of Assessment
- ✓ Rules of Evidence
- ✓ Training Package Requirements

2 HOW YOU MAY BE ASSESSED



Written Questions



Projects & Case Studies



Practical Demonstrations



Workplace Observations



Verbal Questioning



Portfolios of Evidence



Workplace Documents & Reports



Third-Party Reports



Other Approved Assessment Methods

i Assessment methods vary depending on the course and unit requirements.

3 ASSESSMENT PROCESS



Assessment Instructions



Complete Assessment



Assessor Reviews Evidence



Feedback Provided



Outcome Recorded

4 ASSESSMENT OUTCOMES



COMPETENT (C)

You have successfully demonstrated the required skills and knowledge.

- ✓ Unit requirements achieved
- ✓ Assessment completed successfully
- ✓ Competency recorded



NOT YET COMPETENT (NYC)

You have not yet demonstrated all required skills and knowledge.

You may be offered:

- Additional training
- Further evidence opportunities
- Reassessment activities

5 FEEDBACK & REASSESSMENT



You will receive feedback on assessment outcomes.

If additional evidence is required, reassessment arrangements may be discussed with you.

Possible options:



Additional training



Further evidence



Additional assessment activities

6 REASONABLE ADJUSTMENT



SNS College is committed to equitable access to training and assessment.



Reasonable adjustments may be provided where appropriate while maintaining assessment integrity and competency requirements.



Speak with Student Services as early as possible if support is required.

7 YOUR RIGHTS



ASSESSMENT APPEALS

If you believe an assessment decision is unfair, inconsistent or incorrect, you may appeal the outcome.



Refer to the Complaints & Appeals section of this handbook.



ASSESSMENT INTEGRITY

Students must:

- ✓ Submit their own work
- ✓ Act honestly and ethically
- ✓ Follow assessment requirements
- ✓ Comply with academic integrity expectations

This includes:



Plagiarism



AI Use Requirements



Assessment Misconduct

8 NEED HELP?



SUPPORT IS AVAILABLE

If you are unsure about assessment requirements, speak with:



Your Trainer



Your Assessor



Student Services

♥ We are here to support your success.



1 ACADEMIC INTEGRITY



Academic integrity means acting honestly and responsibly in all training and assessment activities.



Complete your own work



Act honestly and ethically



Demonstrate your own knowledge and skills



Acknowledge the work or ideas of others

2 ACADEMIC MISCONDUCT

Academic misconduct occurs when a student gains, or attempts to gain, an unfair advantage in training or assessment.



Plagiarism

Copying information without acknowledgement



Collusion

Working with others on tasks required to be completed individually



Falsifying evidence

Falsifying workplace evidence, records, logbooks or assessment documentation



Misrepresenting competence

Any action to misrepresent a student's actual competence



Submitting another person's work

Using work completed by someone else



Cheating

Cheating during assessment activities



Impersonation

Impersonating another person or allowing another person to impersonate you



SNS College may investigate suspected academic misconduct and take appropriate action in accordance with its policies and procedures.

3 RESPONSIBLE USE OF ARTIFICIAL INTELLIGENCE (AI)

AI tools can be valuable learning aids when used appropriately and as permitted by your trainer or assessor. AI must not replace your own knowledge, skills, judgement or performance where these are required to be demonstrated as part of an assessment.



AI MAY BE USED FOR



Learning support



Research and study assistance



Drafting ideas and concepts



Trainer-approved activities

AI MUST NOT BE USED TO



Submit AI-generated responses as your own work



Complete assessment activities designed to assess your individual knowledge or competence



Generate workplace evidence, observations, reports or other evidence of competency



Misrepresent AI-generated content as original work



Where AI tools are used as part of learning or authorised assessment activities, you may be required to disclose how the technology was used and demonstrate your understanding of the content produced.

4 ASSESSMENT AUTHENTICITY

Students may be required to demonstrate that assessment evidence submitted is their own work. This may include:



Answering follow-up questions



Participating in practical demonstrations or observations



Providing original supporting evidence



Discussing assessment responses with a trainer or assessor



Completing additional assessment activities where authenticity cannot be confirmed



5 CONSEQUENCES OF ACADEMIC MISCONDUCT

Where academic misconduct is identified, outcomes may include:



Resubmission of assessment tasks



Reassessment activities



Assessment outcomes being withheld



Disciplinary action



Other actions considered appropriate



Students have the right to access the Complaints and Appeals process if they believe an assessment or misconduct decision has been made unfairly.

STUDENT RIGHTS



Procedural fairness

All decisions will be made fairly and consistently.



Access to Complaints and Appeals

You have the right to appeal decisions.



Opportunity to respond

You will be given the opportunity to present your case.



Support from Student Services

Assistance is available if you need help.



MAINTAINING INTEGRITY

Academic integrity protects the value of nationally recognised training and ensures that qualifications and Statements of Attainment accurately reflect the skills and knowledge of those who achieve them.



Ask questions when unsure



Use AI responsibly



Submit authentic work



Protect the value of your qualification



1 WHAT ARE MY OPTIONS?

Already have skills or previous study?



RPL

Recognition of
Prior Learning

Skills and knowledge gained through:

- ✓ Employment
- ✓ Volunteering
- ✓ Industry Experience
- ✓ Previous Training
- ✓ Professional Development
- ✓ Life Experience

OR



CREDIT TRANSFER

Previous successful
completion of:

- ✓ Unit of Competency
- ✓ Module
- ✓ Qualification
- ✓ Statement of Attainment
- ✓ USI Transcript Evidence

2 RPL EXPLAINED



What is RPL?

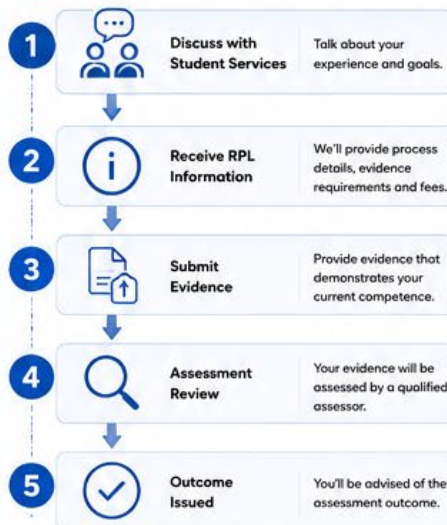
Recognition of Prior Learning is an assessment process used to evaluate your existing skills, knowledge and experience against the requirements of a unit of competency.

Evidence May Include



i Additional assessment activities may be required where further evidence is needed to confirm competence.

3 HOW TO APPLY FOR RPL



4 RPL OUTCOMES



FULL RECOGNITION

You are recognised as competent for the unit of competency.



PARTIAL RECOGNITION

Some components are recognised. Additional evidence or assessment is required.



FURTHER TRAINING REQUIRED

Further training and assessment are required before competency can be granted.

5 CREDIT TRANSFER



What is Credit Transfer?

Credit Transfer is the formal recognition of a unit of competency or module that has been successfully completed with another Registered Training Organisation (RTO).

Evidence Required

- Statement of Attainment
- Qualification
- Authenticated USI Transcript
- Official RTO Records



The evidence provided must clearly identify the units that have been successfully completed.

6 RPL VS CREDIT TRANSFER

	RPL	Credit Transfer
What it is	Skills and experience	Previous completed qualification/unit
What is assessed	Evidence is assessed against unit requirements	Unit already achieved
Assessment required?	Yes – assessment may be required	No – recognition based on previous achievement
Outcome focus	Competence is evaluated	Direct recognition of previous completion

7 FEES & CHARGES



Students will be advised of any applicable RPL fees before the assessment process begins.



Credit Transfer applications generally do not attract additional assessment fees.

8 NEED HELP?



Speak with Student Services

Discuss your circumstances before enrolment or as early as possible during training.



SNS College is committed to ensuring that prior learning and previous achievements are recognised wherever appropriate and in accordance with regulatory requirements.



Recognition
Saves Time



Avoid Unnecessary
Duplication



Fair & Consistent
Assessment



Supporting
Student Success



1 NATIONALLY RECOGNISED TRAINING

SNS College delivers nationally recognised training within its approved scope of registration.

Industry-informed training designed to develop the skills and knowledge required to perform effectively in the workplace.



Qualifications



Statements of Attainment



Skill Sets



Units of Competency



Information about our training products is available through our website, course materials and enrolment documentation.

2 BEFORE YOU ENROL

- ✓ Review course information
- ✓ Understand assessment requirements
- ✓ Check entry requirements
- ✓ Review delivery arrangements
- ✓ Consider licensing requirements
- ✓ Confirm certification outcomes



Choose a course that matches your goals and circumstances.

3 HOW TRAINING MAY BE DELIVERED



Face-to-Face Training



Online Learning



Blended Learning



Practical Skills Training



Workplace Learning



Vocational Placement



Delivery arrangements vary depending on the training product.

4 YOUR TRAINING JOURNEY



Enrolment



Training



Assessment



Competency Achieved



Certification

5 COURSE DURATION



Course duration varies depending on:

- Training product requirements
- Delivery model
- Learner cohort
- Attendance
- Assessment progress
- Individual circumstances



Expected duration information is provided before enrolment.

6 LICENSING & EMPLOYMENT



Completion of training does not automatically guarantee:

- ✗ Employment
- ✗ Occupational Licensing
- ✗ Professional Registration
- ✗ Third-Party Acceptance

Seek independent advice from:



Licensing Authorities



Employers



Industry Bodies

7 NATIONAL REGISTER



Information about nationally recognised training products can be accessed through www.training.gov.au

The National Register provides information about:

- ✓ Qualifications
- ✓ Units of Competency
- ✓ Skill Sets
- ✓ Training Package Requirements
- ✓ Registered Training Organisations

8 TRAINING PRODUCT TRANSITIONS

Training products may be:



Updated



Superseded



Replaced



Removed



SNS College manages student transitions in accordance with regulatory requirements.



Students affected by a transition arrangement will be provided with information and support throughout the transition process.

9 CURRENT TRAINING PRODUCTS

The following training products are on scope at the time of publication and may change over time.

QUALIFICATIONS



CPP20218
Certificate II in Security Operations



CHC33021
Certificate III in Individual Support

STATEMENTS OF ATTAINMENT



CPCWHS1001
Prepare to Work Safely in the Construction Industry



HLTAID011
Provide First Aid



SITHFAB021
Provide Responsible Service of Alcohol



Training products on scope may change over time as products are added, updated, superseded or removed from scope.

10 NEED MORE INFORMATION?



Student Services Can Help



Course Schedules



Fees & Charges



Entry Requirements



Delivery Arrangements



Enrolment Information



Website Resources

✉ Speak with Student Services prior to enrolment or as early as possible during your training.



Nationally Recognised Training



Industry Relevant Skills



Quality Training Outcomes



Supporting Student Success





SNS College of Western Australia is committed to ensuring that certification documentation is issued accurately, securely and in accordance with regulatory requirements.

Upon successful completion of a training product, students may be eligible to receive a nationally recognised qualification or a Statement of Attainment, depending on the outcome achieved.

1 ISSUING CERTIFICATION

Certification documentation will only be issued when:

- ✓ All training and assessment requirements have been successfully completed
- ✓ A valid Unique Student Identifier (USI) has been provided and verified where required
- ✓ All required enrolment information has been provided
- ✓ All fees and charges relating to the training product have been paid



SNS College aims to issue certification documentation within 30 calendar days of a student being assessed as meeting all requirements for completion.

2 QUALIFICATIONS

Students who successfully complete all requirements of a qualification will receive:



A Qualification Certificate



A Record of Results identifying the units of competency achieved

3 STATEMENT OF ATTAINMENT



Where a student successfully completes one or more units of competency but does not complete the full qualification, a Statement of Attainment may be issued for the units successfully achieved.

4 UNIQUE STUDENT IDENTIFIER (USI)



A USI is required for all nationally recognised training unless an exemption applies.



The USI allows nationally recognised training outcomes to be recorded and accessed through a secure online system.



Students are responsible for ensuring that the personal details provided to SNS College match the details recorded against their USI.



Further information regarding USIs is available at

www.usi.gov.au

5 STUDENT RECORDS



SNS College maintains accurate and secure records relating to student enrolment, participation, assessment and certification.



Records are managed in accordance with applicable legislation, regulatory requirements and the College's records management processes.



Students may request access to their records in accordance with privacy and record management requirements.

6 REPLACEMENT CERTIFICATES



Students who have previously completed training with SNS College may request replacement certification documentation.



Requests must be made in writing.



May be subject to an administration fee.



Provide sufficient information to enable the College to locate and verify historical records.

7 ACCESS TO RESULTS



Students may request information regarding their assessment outcomes, certification status or training records by contacting SNS College.



Identification may be required before records are released.



This ensures privacy and confidentiality obligations are maintained.

8 PROTECTION OF RECORDS



SNS College takes reasonable steps to protect student information from loss, unauthorised access, misuse or disclosure.



Access to student records is restricted to authorised personnel only.



Records are managed in accordance with privacy legislation and organisational procedures.



FURTHER INFORMATION

Detailed information regarding individual training products, course schedules, fees, entry requirements and delivery arrangements is available from SNS College and should be reviewed before enrolment.





SNS College of Western Australia is committed to the transparent, fair and lawful administration of fees, charges and refunds. Students are encouraged to read this section carefully before enrolling and to seek clarification if they are unsure about any aspect of their financial obligations.



FEES AND CHARGES

Before enrolment, students are provided with clear information about all fees and charges, including:

-  Course or unit fees
-  Payment schedules and instalment arrangements (where applicable)
-  Compulsory and incidental fees
-  Additional charges or external costs that may apply
-  Refund conditions and processes

 Where incidental fees apply, students will be advised that they may choose to obtain goods or services from a supplier other than SNS College where appropriate.



PAYMENT OF FEES



Fees may be paid by the student or, where applicable, by an employer, sponsor or other third party.



SNS College offers flexible payment arrangements and electronic payment options.



Certification documentation will not be issued while fees remain outstanding.



Prepaid fees are managed in accordance with regulatory requirements.



Additional fees may apply for reassessment, replacement certificates, course extensions or other administrative services.



OUTSTANDING FEES



If a payment becomes overdue, we will contact you and provide an opportunity to resolve the matter.



Individual circumstances, including financial hardship, may be considered.



If unresolved, training or assessment services may be suspended until the matter is resolved.



REFUNDS

You may request a refund within seven (7) calendar days of enrolment unless alternative arrangements have been agreed in writing.



This refund period does not limit or replace any rights you may have under Australian Consumer Law.

Refund Requests



Requests must be submitted in writing using the approved Refund Request Form.



Supporting evidence may be requested.



Each request is assessed individually, taking into account:

- Training and assessment delivered
- Reasonable costs incurred
- Timing of the withdrawal
- Circumstances of the request



Where applicable, an administration fee representing reasonable costs may be deducted from approved refunds. Any applicable fees are outlined in course information and fee schedules provided before enrolment.

5 SUSPENSION, WITHDRAWAL AND CANCELLATION

A student's enrolment status may change during training depending on the circumstances.

SUSPENSION OF ENROLMENT



A temporary restriction on participation in training and assessment activities.

May occur where:

- Course fees remain unpaid
- Required documentation not provided
- An investigation is underway
- Other circumstances require temporary restriction



You remain enrolled but may not participate until the issue is resolved.

WITHDRAWAL FROM A COURSE



Occurs when a student chooses to discontinue their enrolment.

- Notify SNS College in writing as soon as possible.
- You may be eligible for a Statement of Attainment for completed units.
- Refund eligibility is assessed in accordance with this handbook.

CANCELLATION OF ENROLMENT



Permanent termination of enrolment initiated by SNS College.

May occur where:

- Serious or repeated breaches of the Student Code of Conduct
- Assessment integrity breaches
- Fees unpaid after reasonable opportunity to resolve
- Regulatory, safety or suitability requirements not met
- Unacceptable risk to students, staff or training integrity



You will be notified in writing and advised of your right to access the Complaints and Appeals process.

COURSE CANCELLATION BY SNS COLLEGE



If SNS College cancels a course, affected students will be offered:



Enrolment in an alternative training product where appropriate; or



A full refund of fees paid.



You are not required to submit a refund request where a course is cancelled by SNS College.

6 AUSTRALIAN CONSUMER LAW



Nothing in this handbook limits or excludes your rights under Australian Consumer Law.

You may be entitled to remedies where services are not provided with due care and skill, are not fit for purpose or do not match what was represented at the time of enrolment.

7 REFUND PROCESSING



Requests acknowledged within 7 calendar days.



Approved refunds are generally processed within 4 weeks.



Refunds are paid to the person or organisation that originally paid the fees.



A statement of any applicable fees, charges and refund amounts will be provided.

8 STUDENT RECORDS



We maintain accurate and secure records of your enrolment, participation, assessment and certification.



Managed in accordance with legislation and regulatory requirements.



You may request access to your records.



Access is provided in line with privacy and record management requirements.

9 PROTECTION OF RECORDS



We take reasonable steps to protect your information.



Protected from loss, unauthorised access, misuse or disclosure.



Access is restricted to authorised personnel only.



Managed in accordance with privacy legislation and organisational procedures.



FEE-RELATED COMPLAINTS AND APPEALS

If you are dissatisfied with a fee, refund or enrolment-related decision, you may access the Complaints and Appeals process outlined later in this handbook.





SNS College of Western Australia is committed to providing a positive learning experience and resolving concerns fairly, promptly and transparently.

You have the right to raise concerns, provide feedback, lodge complaints and appeal decisions without fear of disadvantage, victimisation or retaliation.



Students are encouraged to discuss concerns as early as possible so that issues can be resolved quickly and effectively.

1 COMPLAINTS

A complaint is an expression of dissatisfaction regarding a service, decision, action or behaviour associated with SNS College, its staff, contractors, students or training and assessment services.

Complaints may relate to:



Training and assessment services



Student support services



Administrative processes



Staff or student conduct



Fees and refunds



Facilities, resources or equipment



Access and equity matters



Any other aspect of the services provided



Where appropriate, you are encouraged to attempt informal resolution by discussing the matter directly with the relevant staff member or Student Services representative.



Where informal resolution is not appropriate or has not resolved the matter, a formal complaint may be submitted in writing.

2 APPEALS

An appeal is a request for a decision made by SNS College to be reviewed.

You may lodge an appeal in relation to:



Assessment outcomes



Recognition of Prior Learning (RPL) decisions



Credit Transfer decisions



Enrolment decisions



Disciplinary actions



Cancellation of enrolment



Any other decision that directly affects you



Appeals must be submitted within the timeframe specified by SNS College and should include sufficient information to allow the matter to be reviewed.

3 NATURAL JUSTICE AND PROCEDURAL FAIRNESS



All complaints and appeals are managed in accordance with the principles of natural justice and procedural fairness.

This means that:

- ✓ Each matter is considered objectively and on its merits
- ✓ All parties are provided with an opportunity to present relevant information
- ✓ Decision-makers act fairly and without bias
- ✓ Outcomes are based on the available evidence



Complaints and appeals may be submitted without cost to you.



You may be accompanied or supported by a representative or support person of your choice at any stage of the complaints or appeals process.



We will acknowledge complaints and appeals within seven (7) calendar days of receipt and aim to finalise matters as soon as practicable.



Where additional time is required, we will advise you of progress and expected timeframes.

4 OUTCOMES



SNS Colleges will acknowledge complaints and appeals, investigate the issues raised and provide a written outcome.

Where improvements are identified as a result of a complaint or appeal, appropriate corrective or preventive actions may be implemented through the College's continuous improvement processes.

5 PROTECTION FROM DISADVANTAGE



You will not be disadvantaged, discriminated against or victimised because you have lodged a complaint or appeal in good faith.

SNS College is committed to maintaining a respectful environment where students can raise concerns confidently and without fear of adverse consequences.

6 EXTERNAL REVIEW



Where you remain dissatisfied following completion of the internal process, you may seek review through an appropriate independent person, organisation or external agency.

Information regarding available external review options will be provided upon request.

7 CONTINUOUS IMPROVEMENT



Complaints, appeals and feedback provide valuable information that assists SNS College to improve the quality of our training, assessment and student support services.

Outcomes and trends arising from complaints and appeals may be reviewed as part of ongoing monitoring, risk management and continuous improvement activities.

8 REFUND PROCESSING



Refund requests are acknowledged within seven (7) calendar days of receipt.



Approved refunds are generally processed within four (4) weeks and are paid to the person or organisation that originally paid the fees.



A statement outlining any applicable fees, charges and refund amounts will be provided.

9 AUSTRALIAN CONSUMER LAW



Nothing in this handbook limits or excludes your rights under Australian Consumer Law.

You may be entitled to remedies where services are not provided with due care and skill, are not fit for purpose or do not match the services that were represented at the time of enrolment.

10 FURTHER INFORMATION



Students seeking assistance with a complaint or appeal should contact Student Services.

Copies of the Complaints and Appeals Policy and Procedure are available upon request and through the SNS College website.



RAISE CONCERNS EARLY • SEEK SUPPORT • FAIR PROCESS • RESPECTFUL RESOLUTION
We are here to listen and help.





SNS College of Western Australia is committed to protecting the privacy, confidentiality and security of student information.

As a Registered Training Organisation, SNS College collects, uses, stores and discloses personal information for purposes directly related to the delivery of training and assessment services, student administration, regulatory compliance and the issuance of nationally recognised certification.



All personal information is managed in accordance with applicable privacy legislation and regulatory requirements.

1 COLLECTION OF PERSONAL INFORMATION

SNS College may collect personal information during the enquiry, enrolment, training, assessment and certification processes.

Information collected may include:

- Personal and contact details
- Identification documents
- Unique Student Identifier (USI) information
- Enrolment information
- Assessment outcomes and training records
- Support needs information
- Payment and financial records
- Other information required to meet regulatory obligations

Students are responsible for ensuring that the information they provide is accurate and up to date.

2 USE AND DISCLOSURE OF INFORMATION

Personal information is only used for purposes associated with the provision of training and assessment services and the operation of SNS College.

Information may be disclosed where required by law, regulation or government reporting requirements, including disclosure to:

- Regulatory authorities
- Government agencies
- Authorised auditors
- Recognised training and education bodies
- Organisations involved in the administration of the USI system
- Other parties where consent has been provided by the student

SNS College will not disclose personal information to third parties for unrelated purposes without consent unless required or authorised by law.

3 CONFIDENTIALITY



SNS College takes reasonable steps to ensure that student information remains confidential and is only accessed by authorised personnel who require the information to perform their duties.



Staff, contractors and third parties engaged by SNS College are expected to maintain confidentiality and protect student information from unauthorised access, disclosure, misuse or loss.

4 STUDENT RECORDS



SNS College maintains accurate records relating to enrolment, participation, assessment, certification and student administration activities.

Student records are retained and managed in accordance with regulatory requirements and organisational record management procedures.

Records may be maintained in electronic, physical or other approved formats.

5 ACCESS TO STUDENT RECORDS



Students may request access to their personal information and training records held by SNS College.

Requests for access should be submitted to Student Services and may require verification of identity before information is released.

Access will generally be provided unless there is a lawful reason preventing disclosure.

6 CORRECTION OF INFORMATION



Students who believe that information held by SNS College is inaccurate, incomplete or out of date should notify the College as soon as possible.

Reasonable steps will be taken to correct information where appropriate.

7 SECURITY OF INFORMATION



SNS College maintains systems and procedures designed to protect personal information from unauthorised access, misuse, interference, loss, modification or disclosure.

Access to student information is restricted to authorised personnel and managed in accordance with organisational policies and procedures.

8 FURTHER INFORMATION



Students who have questions regarding privacy, confidentiality or access to records are encouraged to contact Student Services for assistance.



Policies and Procedures
Copies of the Privacy Policy and Procedure are available upon request and through the SNS College website.



SNS College is committed to maintaining the privacy, security and integrity of student information throughout the student lifecycle.



Your Privacy Matters



Secure Information



Confidential and Respectful



Lawful and Compliant



Protecting You Every Step



SNS College of Western Australia is committed to providing and maintaining a safe, healthy and supportive learning environment for students, staff, contractors and visitors.

All students have a responsibility to contribute to a safe learning environment by following instructions, behaving responsibly and reporting hazards, incidents or unsafe conditions when they are identified.



Maintaining a safe environment is a shared responsibility and an important part of successful participation in training and assessment.

1 STUDENT RESPONSIBILITIES

Students are expected to:



Follow all reasonable health and safety instructions provided by SNS College staff.



Use equipment, facilities and resources safely and for their intended purpose.



Comply with safety signage, procedures and emergency instructions.



Wear any required personal protective equipment (PPE) where applicable.



Report hazards, incidents, injuries or near misses as soon as possible.



Avoid behaviour that may place themselves or others at risk.



Participate in safety briefings and emergency procedures where required.



Students undertaking vocational placement, work-integrated learning or other community-based learning activities must comply with the workplace health and safety requirements of the host organisation in addition to SNS College requirements.

2 HAZARDS AND INCIDENTS



Students must immediately report any hazard, injury, illness, incident, near miss or unsafe situation to a trainer, assessor or staff member.



Reporting hazards and incidents helps SNS College maintain a safe environment and prevent future occurrences.

Report any concerns



Speak with your trainer, assessor or any staff member



Email Student Services



Use an Incident/Hazard Report Form



Contact Student Services as soon as possible

3 EMERGENCY PROCEDURES

In the event of an emergency, students must:



Remain calm and follow instructions provided by staff or emergency personnel.



Evacuate the area if directed to do so.



Proceed to the designated assembly area where applicable.



Not re-enter a building or training area until authorised.



Report any injuries or concerns to staff as soon as possible.



Students should ensure SNS College has current emergency contact details and notify the College if these details change during their enrolment.



Emergency evacuation information and assembly points are displayed at training facilities.

4 FIRST AID



First aid resources are available at SNS College training facilities and trained first aid personnel may be available to provide assistance where appropriate.



Students should notify staff immediately if first aid assistance is required.

5 ALCOHOL, DRUGS AND IMPAIRMENT



Students must not attend training, assessment or vocational placement activities while under the influence of alcohol, illegal drugs or any substance that may impair their ability to participate safely.



Where a student's behaviour raises reasonable concerns regarding safety or impairment, SNS College may require the student to cease participation and may implement appropriate actions in accordance with organisational policies and procedures.

6 SAFE AND RESPECTFUL LEARNING ENVIRONMENTS



SNS College is committed to maintaining learning environments that are safe, inclusive and free from discrimination, harassment, bullying, intimidation or threatening behaviour.



Students are expected to treat others with respect and contribute positively to the learning environment.

7 FURTHER INFORMATION



Students who have questions regarding health and safety requirements should speak with their trainer, assessor or Student Services representative.

Contact Student Services



(08) 6110 0091



admin@snscollege.wa.edu.au



www.snscollege.wa.edu.au

8 OUR COMMITMENT



SNS College will continue to identify and manage risks, provide appropriate resources and training, and review safety practices to ensure a safe and healthy learning environment for all.



Safe practices support successful learning



Report, prevent and protect



Together we create a safer environment

9 USEFUL REMINDERS



Follow instructions



Use PPE where required



Report hazards and incidents



Look out for yourself and others



SNS College of Western Australia is committed to continuously improving the quality of its training, assessment and student support services.

Continuous improvement is an ongoing process of reviewing performance, gathering feedback, identifying opportunities for enhancement and implementing changes that support positive learner outcomes and organisational effectiveness.



Student feedback plays an important role in helping SNS College evaluate the quality of its services and identify opportunities for improvement.

1 WHAT CAN YOU GIVE FEEDBACK ABOUT?

Feedback can relate to any aspect of your student experience.

 Training Delivery	 Assessment Activities
 Learning Resources	 Student Support Services
 Facilities & Equipment	 Online Learning Systems
 Administrative Processes	 Overall Student Experience

i Feedback can be positive, constructive or identify opportunities for improvement.

2 HOW TO PROVIDE FEEDBACK



3 HOW FEEDBACK IS COLLECTED



i Students are encouraged to participate in feedback opportunities and provide honest and constructive comments.

4 HOW FEEDBACK IS USED

Feedback received by SNS College is reviewed and considered as part of ongoing monitoring and improvement activities.

Where appropriate, feedback may contribute to:

-  Improvements to training and assessment practices
-  Enhancement of learner support services
-  Development of learning resources
-  Improvements to facilities, equipment or technology
-  Staff professional development activities
-  Broader organisational improvement initiatives

i Not all suggestions can be implemented immediately; however, all feedback is considered and may contribute to future planning and decision-making.

5 CONTINUOUS IMPROVEMENT CYCLE



i Improvements are monitored and reviewed to ensure ongoing effectiveness and quality.

6 WHERE IMPROVEMENT IDEAS COME FROM

-  Student Feedback
-  Assessment Outcomes
-  Validation Activities
-  Industry Consultation
-  Internal Audits
-  Complaints and Appeals
-  Workforce Feedback
-  Changes to Regulatory or Industry Requirements

MULTIPLE SOURCES INFORM IMPROVEMENT

i Improvements are identified, actions are implemented, monitored and reviewed through the College's continuous improvement processes.

7 YOU SAID → WE DID

Examples of how your feedback has helped improve our services.

-  Students requested more online resources →  Additional LMS resources added
-  Students requested more practical activities →  Practical learning opportunities increased

i Keep sharing your ideas—your feedback drives real improvements.

8 YOUR CONTRIBUTION MATTERS



By providing feedback, participating in surveys and sharing your experiences, you help ensure that future students continue to benefit from high-quality training, assessment and support services.

-  Complete Surveys
-  Share Feedback
-  Participate in Discussions
-  Raise Suggestions

9 THANK YOU!

SNS College values every student's contribution to the ongoing improvement of our services and learning environments.

Together, we create:

-  Better Learning
-  Better Training
-  Better Support
-  Better Outcomes



STUDENT ENROLMENT TERMS & CONDITIONS

Your Enrolment Agreement with SNS College



When you enrol with SNS College of Western Australia, you enter into an agreement with the College. This agreement outlines the rights and responsibilities of both students and SNS College and helps ensure a fair, safe and supportive learning experience.



BEFORE YOU ENROL

- ✓ Review course information, fees and study requirements
- ✓ Ensure the course is suitable for your goals and circumstances
- ✓ Disclose any support needs that may affect your participation
- ✓ Review available learner support services
- ✓ Read the Student Handbook and enrolment information



DURING YOUR STUDIES

- ✓ Participate actively in training and assessment
- ✓ Maintain respectful and professional behaviour
- ✓ Follow College policies, procedures and safety requirements
- ✓ Submit assessment tasks within required timeframes
- ✓ Maintain current contact details
- ✓ Seek support early if difficulties arise



FEES AND PAYMENTS

- ✓ Fees and payment arrangements are provided before enrolment
- ✓ Students must meet agreed payment obligations
- ✓ Refunds are managed in accordance with the Fees and Refund Policy
- ✓ Information regarding fees and refunds is available on the College website and in the Student Handbook



ASSESSMENT AND ACADEMIC INTEGRITY

- ✓ Complete your own assessment work
- ✓ Acknowledge the use of any sources or tools, including Artificial Intelligence (AI)
- ✓ Participate honestly in assessment activities
- ✓ Maintain academic integrity at all times



PRIVACY AND STUDENT RECORDS

- ✓ Personal information is managed in accordance with privacy requirements
- ✓ Student records are maintained securely
- ✓ Students may request access to their records
- ✓ Information is only disclosed where authorised or required by law



SUPPORT, COMPLAINTS AND APPEALS

- ✓ Learner support services are available throughout your studies
- ✓ Reasonable adjustments may be provided where appropriate
- ✓ Students may raise concerns, complaints or appeals without fear of disadvantage
- ✓ Wellbeing support and referral information is available when required



CERTIFICATION

SNS College will issue nationally recognised certification to eligible students who:

- ✓ successfully complete all training and assessment requirements; and
- ✓ have provided a valid Unique Student Identifier (USI), where required.





SNS COLLEGE

— OF WESTERN AUSTRALIA —

CONTACT US



Quality Training



Student Focused



Trusted Education



Stronger Futures

SNS College of Western Australia Pty Ltd

Thank you for choosing SNS College of Western Australia.

We are committed to providing a positive, supportive and professional learning experience and encourage students to contact us whenever assistance, guidance or further information is required.

Whether you have questions about your enrolment, training, assessment, learner support services, certification or administrative matters, our team is here to help.



CONTACT DETAILS



RTO Code: 53034



Address Level 1, 224–226 Stirling Street
Perth WA 6000



Phone 08 6185 8275



Email info@snscollege.wa.edu.au



Website www.snscollege.wa.edu.au



Office Hours Monday to Friday
8:30am – 4:30pm



STUDENT SUPPORT

Students who require assistance during their studies are encouraged to contact Student Services or speak directly with their trainer or assessor.

Additional information regarding training products, enrolment requirements, policies and procedures, learner support services and important student information is available through the SNS College website.



Together > Towards > Success



Thank you for being part of the SNS College community.

We wish you every success in your training, future studies and career journey.

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