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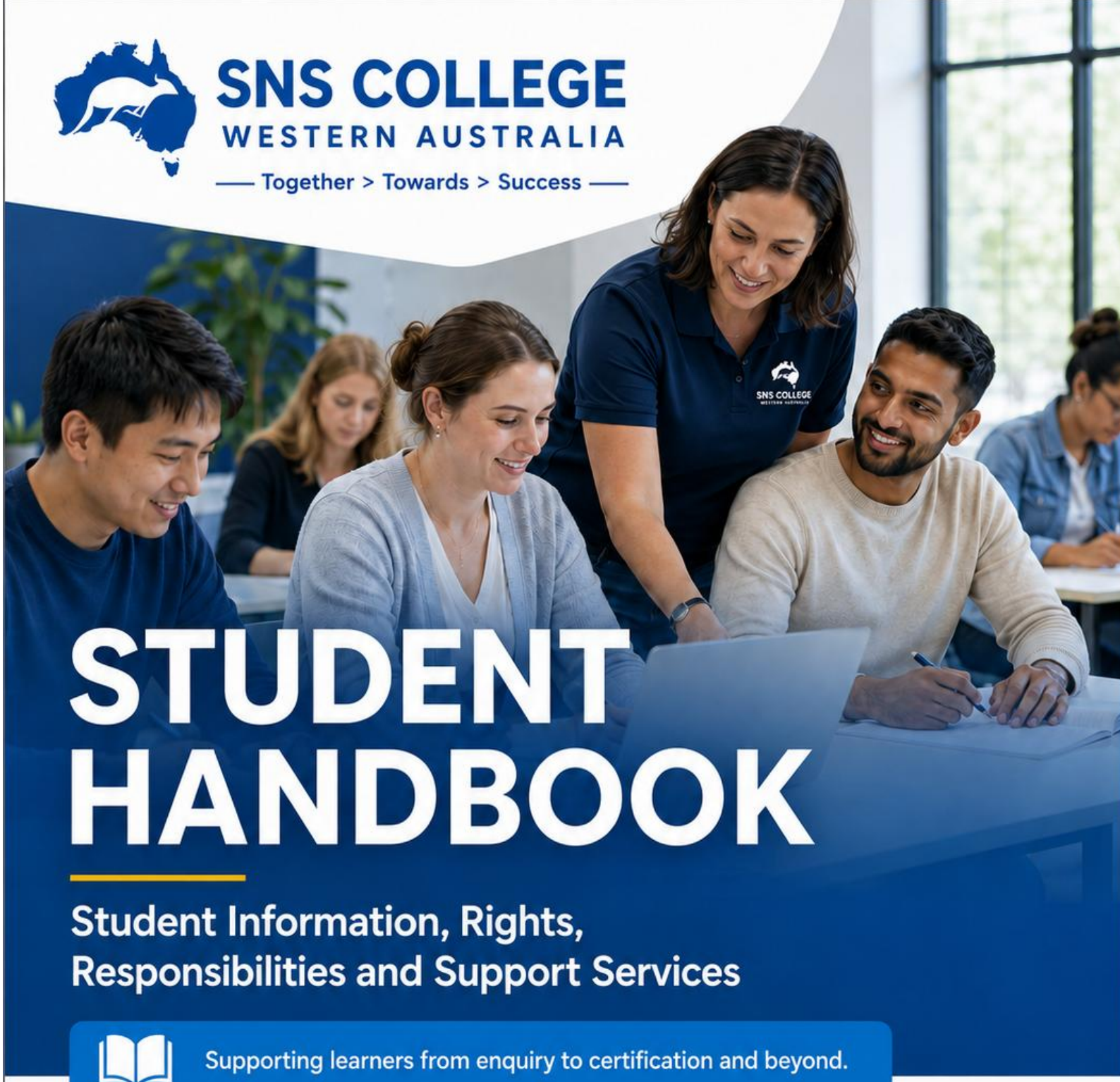
WESTERN AUSTRALIA

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

SNS College of Western Australia

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RTO Code: 53034

Version 3.2

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Welcome to SNS College of Western Australia 3
Student Journey 4
Before You Enrol 6
Your Rights and Responsibilities 9
Student Code of Conduct 11
Learning at SNS College 13
Student Support & Wellbeing 15
Access and Equity 15
Assessment Information 20
Academic Integrity and Responsible Use of Artificial Intelligence (AI) 22
Recognition of Prior Learning (RPL) and Credit Transfer 24
Course Information 27
Certification and Student Records 32
Fees, Refunds and Consumer Protection 34
Complaints and Appeals 38
Privacy and Confidentiality 41
Workplace Health and Safety (WHS) 44
Continuous Improvement and Student Feedback 46
Student Enrolment Terms and Conditions 48
Contact Us 51

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Welcome to SNS College of Western Australia

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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.

Whether you are undertaking training to commence a new career, enhance your current skills, meet industry or licensing requirements, or progress to further study, our team is committed to supporting your success.

Our training is delivered by qualified and experienced trainers and assessors who maintain current industry knowledge and vocational expertise. Through practical learning experiences, contemporary resources and learner-focused support, we aim to provide training that prepares students for real workplace environments and lifelong learning.

This Student Handbook has been developed to provide important information about your training experience with SNS College. It outlines your rights and responsibilities as a student, the support services available to you, assessment and certification requirements, and the policies and procedures that guide the delivery of our training and assessment services.

Throughout this handbook you will find information relating to:

- enrolment and commencement processes;
- learner support services;
- training and assessment requirements;
- student rights and responsibilities;
- fees, refunds and administrative arrangements;
- complaints, appeals and feedback processes; and
- privacy, wellbeing and learner protection.

We encourage you to read this handbook carefully and retain it for future reference throughout your studies.

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.

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

Mission Statement

SNS College of Western Australia is committed to delivering exceptional, skill-focused education and training services that enable individuals to develop the knowledge, skills and confidence required to succeed in their chosen industry and achieve their personal and professional aspirations.

Vision Statement

SNS College of Western Australia aspires to be a leading provider of high-quality vocational education and training, empowering individuals to unlock their full potential, contribute to their communities and thrive in an ever-changing world.

OUR VALUES

Our values guide how we work, support our students and deliver quality training.
They reflect our commitment to excellence, integrity and making a positive impact.

STUDENT FOCUSED

We place learners at the centre of everything we do.

We are committed to supporting students throughout their learning journey by providing clear information, accessible support, quality training and a positive learning experience that promotes success and achievement.

INTEGRITY & TRANSPARENCY

We act with honesty, fairness and accountability.

We communicate openly, make informed decisions and conduct our operations in a manner that promotes trust, ethical behaviour and regulatory compliance.

QUALITY TRAINING

We deliver practical, industry-relevant education and training.

Our training and assessment practices are designed to develop meaningful skills, support learner outcomes and meet the needs of industry, employers and the wider community.

SUPPORT & RESPECT

We foster a safe, inclusive and respectful learning environment.

We value diversity, encourage participation and ensure all learners are treated with dignity, fairness and professionalism.

CONTINUOUS IMPROVEMENT

We are committed to learning, innovation and excellence.

We actively seek feedback, monitor performance and continuously improve our services, systems and practices to enhance learner outcomes and organisational effectiveness.

Student Journey

SNS College of Western Australia is committed to supporting learners throughout every stage of their training journey. From your initial enquiry through to certification and ongoing engagement, our processes are designed to ensure that you receive clear information, appropriate support and a positive learning experience.

The Student Journey provides an overview of the key stages involved in enrolling, participating in training and achieving your qualification or statement of attainment. It demonstrates how SNS College supports learners before enrolment, throughout training and assessment, and after successful completion.

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Student Enrolment to Certification Journey

Supporting our students from enquiry to certification and beyond.

SHORT COURSE JOURNEY

1 ENQUIRY
- Website
- Phone
- Email
- Social Media
- Referral

2 MARKETING & INFORMATION
- Course Information Flyer
- Student Handbook
- Fees & Charges
- Entry Requirements
- Course Duration & Delivery

3 PRE-ENROLMENT REVIEW
- Eligibility Check
- Course Information
- Entry Requirements
- Learner Goals
- Training Suitability
- Licensing Considerations (if applicable)

4 LEARNER SUITABILITY REVIEW
- LLN Assessment
- Digital Literacy Assessment
- Support Needs Assessment
- Pre-Enrolment Interview
- Visa Eligibility Check (if applicable)

5 SUBMIT APPLICATION
- Enrolment Form
- Terms & Conditions
- USI Declaration (if available)
- Privacy Consent
- Supporting Documents (if applicable)

6 STUDENT ENROLMENT
- Enrolment Approved
- USI Verified (if available)
- Student Record Created
- Payment Arrangements Confirmed

7 ACCOUNT SETUP
- Create Student Profile
- LMS Access
- SMS Access
- Orientation Information

8 COURSE ACCESS & LEARNING
- Access LMS
- Learning Materials
- Self-paced Learning
- Trainer Support

9 LEARNING & ASSESSMENT
- Training Delivery
- Assessment Activities
- Feedback & Resubmission
- Learner Support
- Progress Monitoring

10 CERTIFICATION & FEEDBACK
- Final Assessment Outcome
- AQF Certification Issued
- Learner Feedback
- Continuous Improvement

LEARNER SUPPORT PLAN (IF REQUIRED)
- Reasonable Adjustment
- Learning Support
- Referral Pathways
- Ongoing Monitoring

ENROLMENT POLICY & PROCEDURE
- Fair and Transparent Process
- Consistent Application of Policy

STUDENT HANDBOOK & INFORMATION
- Policies & Procedures
- Student Rights
- Support Services
- Assessment Information

INDUCTION & ORIENTATION
- Course Overview
- How to use LMS
- Assessment Process
- Support Available

TRAINING & ASSESSMENT INFORMATION
- Assessment Requirements
- Evidence Requirements
- Academic Integrity
- Reasonable Adjustments

PROGRESS TRACKING
- Monitor Progress
- Trainer Feedback
- Early Intervention
- At Risk Support

CONTINUOUS IMPROVEMENT
- Feedback Analysis
- Process Review
- Quality Improvement
- Better Outcomes

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

DOCUMENT NO:	VERSION:	EFFECTIVE DATE:
SNS-GOV-MAP-001	1.0	17/06/2026

Empowering individuals through quality education and support.

The Student Journey has been designed to ensure that learners:

- receive accurate and timely information before enrolling;
- are enrolled in training that is appropriate for their goals and circumstances;
- have access to learning, assessment and support services throughout their studies;
- are provided with fair and valid assessment opportunities; and
- receive nationally recognised certification upon successful completion.

Each stage of the journey is supported by policies, procedures and learner support services that are designed to assist students to successfully achieve their learning outcomes.

Before You Enrol

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;
- foundation skills and digital capability relevant to successful participation in the training program;
- 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:

Learner Suitability Review

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

Enrolment Eligibility and Visa Status

SNS College of Western Australia is a Registered Training Organisation (RTO 53034) and is not registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

As part of the pre-enrolment process, SNS College may review a prospective student's residency or visa status where this is relevant to determining whether the student is eligible to undertake the proposed training.

Holding a particular visa subclass does not, by itself, determine enrolment eligibility. Where further information is required, enrolment may be placed on hold while SNS College verifies the information necessary to determine eligibility.

Prospective students may be asked to provide supporting documentation where reasonably required. Where eligibility cannot be established, SNS College may defer or decline enrolment.

Students are responsible for ensuring that their participation in training is consistent with the conditions of their visa. SNS College does not provide migration advice. Students who require advice about their individual visa circumstances should seek information or advice from an appropriately authorised source.

Foundation Skills and Digital Capability Review

A review of the learner's foundation skills and digital capability to identify any support requirements and determine whether the learner can effectively participate in the planned training and assessment activities.

Learner Support Review

Identification of individual learning and support needs and any reasonable adjustments, additional learning support, preparation, referral services or alternative training pathways that may assist the learner to participate successfully in the selected training program.

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.

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.

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.

Your Rights and Responsibilities

Your Rights and Responsibilities

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 on the following page 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; and
- 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; and
- seek assistance when support is required.

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

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YOUR RIGHTS AND RESPONSIBILITIES

Learning is a partnership. SNS College is committed to providing quality training and support. Students are expected to engage responsibly and uphold professional standards.

YOUR RIGHTS

As a student, you have the right 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.

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.

FAIRNESS AND RESPECT
- Be treated fairly, respectfully and without discrimination, harassment or bullying.
- Learn in a safe and inclusive environment.

FAIR ASSESSMENT
- Be assessed fairly and receive timely feedback on your progress and assessment outcomes.
- Apply for reasonable adjustment where appropriate.

RECOGNITION OF EXISTING SKILLS
- Apply for Recognition of Prior Learning (RPL) or Credit Transfer where eligible.

PRIVACY AND CONFIDENTIALITY
- Have your personal information protected and managed in accordance with privacy legislation.

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.

ACCESS TO RECORDS
- Access your training records, assessment outcomes and certification documentation in accordance with SNS College policies.

YOUR RESPONSIBILITIES

As a student, you are expected to:

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.

ENGAGE IN LEARNING
- Attend scheduled training sessions where applicable.
- Participate actively in learning activities and complete required assessments.

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.

MANAGE YOUR EVIDENCE
- Retain copies of assessment submissions and supporting evidence.
- Maintain records required for workplace-based training or assessment activities.

MEET FINANCIAL OBLIGATIONS
- Pay fees and charges in accordance with agreed payment arrangements.

BEHAVE PROFESSIONALLY
- Treat staff, trainers, assessors and fellow students with respect.
- Follow the Student Code of Conduct at all times.

WORK SAFELY
- Follow Work Health and Safety (WHS) requirements and instructions.
- Report hazards, incidents or safety concerns as soon as possible.

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.

Student Code of Conduct

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.

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.

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.

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; and
- participate honestly in training and assessment activities.

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.

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.

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.

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.

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; or
- referral to external authorities where required.

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

Learning at SNS College

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 the course you are enrolled in, 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; and
- 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, presentations, practical equipment, workplace documentation, case studies and other industry-relevant materials.

Where online learning forms part of the training program, students will be provided with 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; and
- seeking support when assistance is required.

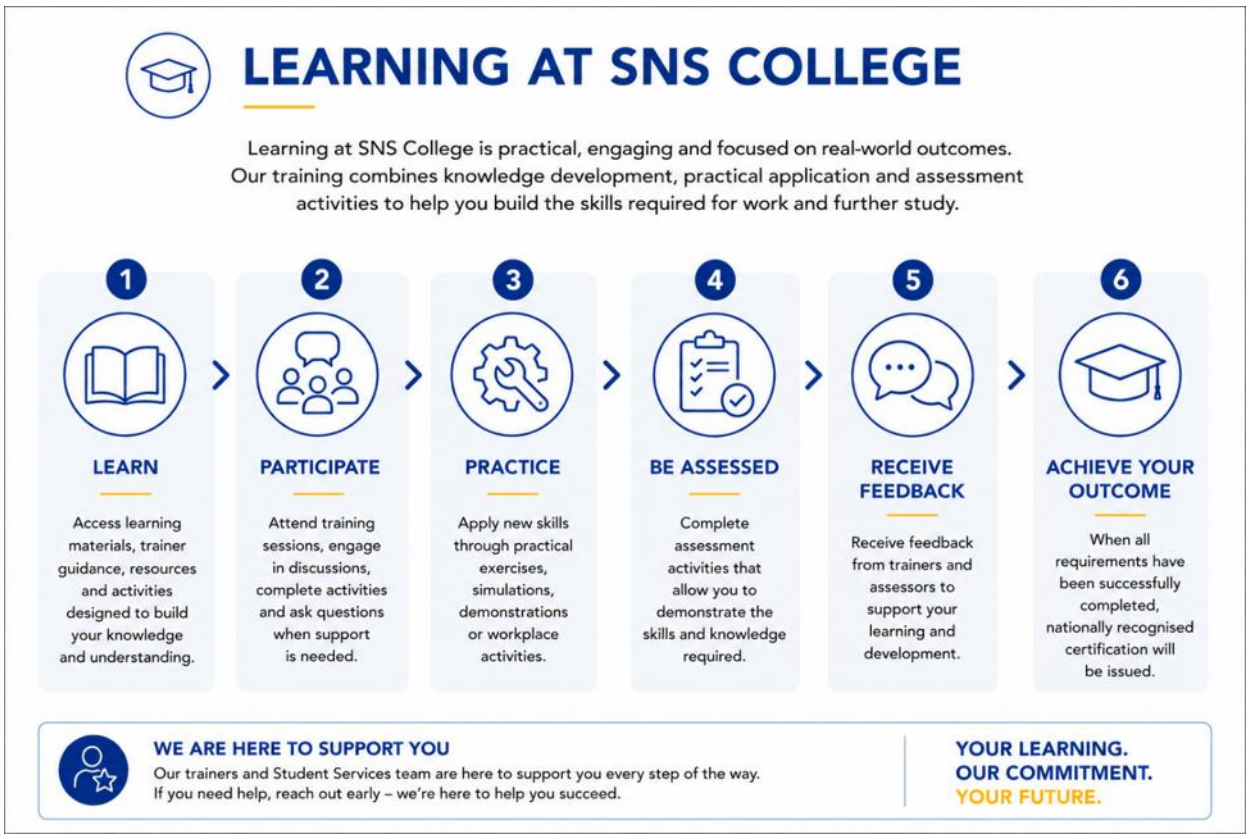
Where a student experiences difficulties that may affect their participation or progress, they are encouraged to discuss their circumstances with their trainer or Student Services as early as possible so that appropriate support arrangements can be considered.

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

Our goal is to provide a positive learning experience that supports student success while maintaining the integrity and quality of nationally recognised training.



Student Support & Wellbeing

SNS College of Western Australia is committed to providing a supportive learning environment that assists students to successfully participate in training, complete assessment requirements and achieve their learning goals.

We recognise that learners come from diverse backgrounds and may require different types of support throughout their studies. Support needs may be identified before enrolment, during training or at any stage of the student journey.

Students are encouraged to seek assistance as early as possible if they experience difficulties that may affect their participation, progress or wellbeing.

Learner Support Services

SNS College may provide or arrange access to a range of support services designed to assist students throughout their training. Depending on individual circumstances, support may include:

- foundation skills and digital capability 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; and
- guidance regarding progression, completion and training pathways.

The availability and suitability of support services will depend on the student's individual circumstances and the requirements of the training product.

Access and Equity

SNS College of Western Australia is committed to providing a learning environment that is fair, inclusive and accessible to all learners.

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

SNS College seeks to remove barriers to participation wherever reasonably practicable and supports equal opportunity in access to training and assessment services.

Where appropriate, reasonable adjustment and learner support arrangements may be implemented to assist students to participate successfully while maintaining the integrity of the training product and assessment requirements.

Students who require support or adjustment are encouraged to discuss their needs with SNS College as early as possible.

Foundation Skills and Digital Capability Support

SNS College recognises that foundation skills and digital capability play an important role in successful participation in vocational education and training.

Where foundation skills or digital capability support needs are identified, students may be provided with additional assistance, learning strategies, support resources, additional practice or referral options to assist them throughout their studies.

Reasonable Adjustment

Reasonable adjustment may be applied to training and assessment activities where required to support individual learner needs.

Reasonable adjustments are considered on a case-by-case basis and are designed to provide equitable access to learning and assessment while maintaining the integrity of the training product and assessment requirements.

Students who believe they may require reasonable adjustment are encouraged to discuss their circumstances with SNS College before enrolment or as soon as support needs arise.

Student Wellbeing

SNS College is committed to providing a safe, respectful and inclusive learning environment.

While SNS College is not a specialist counselling or health service provider, staff may assist students to access appropriate external support services where personal, health, financial, employment or wellbeing issues are affecting their ability to participate successfully in training.

Students experiencing difficulties are encouraged to speak with a trainer, assessor or Student Services representative so that appropriate support options can be explored.

External Support Services

Where required, students may be referred to external organisations that specialise in providing professional support services. These may include:

- counselling and mental health services;
- community support services;
- disability support organisations;
- employment and career services;
- financial counselling services; and
- emergency support services.

Participation in external support services remains voluntary unless otherwise required by law or regulatory obligations.

Seeking Support Early

Students are encouraged to seek assistance as soon as concerns arise rather than waiting until difficulties begin to affect their progress.

Early identification of support needs often provides the greatest opportunity for successful participation, progression and completion.

SNS College is committed to working with students to identify appropriate support strategies and provide a positive learning experience for all learners.

Accessing learner support services will not disadvantage a student, affect assessment outcomes or negatively impact participation in training. SNS College encourages students to seek support whenever required and is committed to assisting learners to achieve successful outcomes.

External Support Services

SNS College of Western Australia is committed to supporting student wellbeing and success. While the College provides a range of learner support services, there may be circumstances where students require assistance from specialist support organisations.

The services listed below are independent of SNS College and provide free or low-cost support, information, counselling, advocacy and referral services. Students are encouraged to contact these organisations directly if additional assistance is required.

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.

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	legalaid.wa.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.

Support Area	Service	Phone	Website	Purpose
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.

Seeking Support Early

SNS College encourages students to seek assistance as early as possible when personal, financial, health, housing or study-related issues arise. Early support often provides the greatest opportunity for successful participation, progression and completion.

Students requiring assistance may also contact Student Services to discuss available support options or referral pathways.

Assessment Information

Assessment is the process used to determine whether a student has achieved the skills, knowledge and performance requirements of a training product. Assessment activities are designed to provide students with the opportunity to demonstrate competence against nationally recognised training requirements.

At SNS College of Western Australia, assessment is conducted in accordance with the requirements of the relevant training product, the Principles of Assessment and the Rules of Evidence. Assessment processes are designed to be fair, flexible, valid and reliable while maintaining the integrity of nationally recognised training.

Assessment Methods

Depending on the course and unit requirements, assessment may include a combination of:

- written knowledge questions;
- projects and case studies;
- practical demonstrations;
- observation of workplace or simulated workplace activities;
- verbal questioning;
- portfolios of evidence;
- workplace documentation and reports;
- third-party reports; and
- other assessment methods permitted by the training product.

Students will be provided with assessment instructions, assessment requirements and information regarding submission timeframes before assessment activities commence.

Assessment Outcomes

Assessment outcomes are generally recorded as either:

Competent (C)

The student has successfully demonstrated the skills and knowledge required by the unit of competency or assessment task.

Not Yet Competent (NYC)

The student has not yet demonstrated the required level of competence and may be required to undertake further training, provide additional evidence or complete reassessment activities.

Feedback and Reassessment

Students will receive feedback regarding assessment outcomes and, where appropriate, guidance regarding areas requiring improvement.

Where a student is assessed as Not Yet Competent, opportunities for reassessment may be provided in accordance with SNS College policies and procedures. Reassessment arrangements will be discussed with the student and may include additional training, further evidence collection or completion of additional assessment activities.

Reasonable Adjustment

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

Where appropriate, reasonable adjustment may be applied to assessment processes to support individual learner needs. Any adjustment must maintain the integrity of the assessment and ensure that competency requirements continue to be met.

Students requiring reasonable adjustment are encouraged to discuss their needs with the College as early as possible.

Assessment Appeals

Students who believe an assessment decision is unfair, inconsistent or incorrect have the right to appeal the outcome.

Information regarding the assessment appeals process is provided in the Complaints and Appeals section of this handbook.

Assessment Integrity

Students are expected to complete assessment activities honestly and ethically. Assessment submissions must represent the student's own work unless collaboration or external assistance has been specifically authorised.

Information regarding academic integrity, plagiarism, artificial intelligence (AI) use and assessment misconduct is provided later in this handbook.

Further Information

Students who are unsure about any aspect of their assessment requirements should speak with their trainer, assessor or Student Services representative. Support is available to help students understand assessment expectations and successfully complete their training.

Academic Integrity and Responsible Use of Artificial Intelligence (AI)

SNS College of Western Australia is committed to maintaining the integrity, quality and credibility of its training and assessment services. Students are expected to complete all learning and assessment activities honestly, ethically and in accordance with the requirements of their course.

Academic integrity means acting honestly and responsibly when undertaking training and assessment activities. Students are expected to submit work that accurately reflects their own knowledge, skills and understanding and to acknowledge the work or ideas of others where appropriate.

Academic Misconduct

Academic misconduct occurs when a student gains, or attempts to gain, an unfair advantage in training or assessment. Academic misconduct may include, but is not limited to:

- plagiarism, including copying information from another person or source without appropriate acknowledgement;
- submitting work completed by another person;
- collusion, where students work together on assessment tasks that are required to be completed individually;
- cheating during assessment activities;
- falsifying workplace evidence, records, logbooks or assessment documentation;
- impersonating another person or allowing another person to impersonate them; and
- any other action intended to misrepresent a student's actual competence.

Where academic misconduct is suspected, SNS College may investigate the matter and take appropriate action in accordance with its policies and procedures.

Artificial Intelligence (AI)

SNS College recognises that artificial intelligence (AI) tools are increasingly used in workplaces and educational settings. Students may use AI technologies as learning tools where permitted by the trainer or assessor and where the use of AI does not compromise the integrity of assessment outcomes.

The use of AI must not replace the student's own knowledge, skills, judgement or performance where these are required to be demonstrated as part of an assessment.

Unless specifically authorised, students must not:

- submit AI-generated responses as their own work;
- use AI to complete assessment activities that are intended to assess their individual knowledge or competence;

- use AI to generate workplace evidence, observations, reports or other evidence required to demonstrate competency; or
- misrepresent AI-generated content as original work.

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

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; or
- completing additional assessment activities where authenticity cannot be confirmed.

Consequences of Academic Misconduct

Where academic misconduct is identified, outcomes may include:

- resubmission of assessment tasks;
- reassessment activities;
- assessment outcomes being withheld;
- disciplinary action; or
- other actions considered appropriate by SNS College.

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

Maintaining Integrity

Academic integrity protects the value of nationally recognised training and helps ensure that qualifications and statements of attainment accurately reflect the skills and knowledge of those who achieve them.

SNS College encourages students to seek assistance whenever they are unsure about assessment requirements, referencing expectations or the appropriate use of AI technologies.

Recognition of Prior Learning (RPL) and Credit Transfer

SNS College of Western Australia recognises that students may have already developed relevant skills and knowledge through previous study, employment, volunteering, life experience or other learning activities.

Students may be eligible to apply for Recognition of Prior Learning (RPL) or Credit Transfer to have prior learning and achievements recognised and avoid unnecessary duplication of training.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is an assessment process that evaluates a student's existing skills, knowledge and experience against the requirements of a unit of competency.

RPL may be gained through a range of experiences, including:

- paid employment;
- volunteer work;
- previous training;
- workplace learning;
- industry experience;
- professional development activities; and
- life experiences relevant to the unit requirements.

The purpose of RPL is to recognise learning that has already occurred, regardless of where or how that learning was obtained.

Applying for RPL

Students who believe they already possess the skills and knowledge required for a unit of competency may apply for RPL at any stage before assessment activities have been completed.

Applicants will be provided with information regarding the RPL process, evidence requirements and any applicable fees before the assessment process begins.

Evidence Requirements

Students seeking RPL may be required to provide evidence that demonstrates current competence. Evidence may include:

- qualifications and statements of attainment;
- resumes and employment records;
- position descriptions;
- workplace documents and reports;
- licences and registrations;
- professional development records;
- third-party reports;
- work samples; and
- other evidence relevant to the unit requirements.

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

RPL Outcomes

Following assessment of the evidence provided, the student will be advised of the outcome.

Outcomes may include:

- full recognition of the unit of competency;
- partial recognition requiring additional assessment or evidence; or
- a determination that further training and assessment is required.

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).

Where a student has previously achieved the same unit of competency or an equivalent unit recognised through national training package arrangements, SNS College will grant Credit Transfer where sufficient evidence is provided.

Evidence for Credit Transfer

To apply for Credit Transfer, students must provide authentic evidence of previous achievement. Acceptable evidence may include:

- Statements of Attainment;
- Qualifications;
- authenticated USI transcripts; or
- other official records issued by a Registered Training Organisation.

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

Fees and Charges

Students will be advised of any fees or charges associated with the RPL process before assessment activities commence. Credit Transfer applications generally do not attract additional assessment fees.

Further Information

Students interested in applying for Recognition of Prior Learning or Credit Transfer are encouraged to discuss their circumstances with Student Services prior to enrolment or as early as possible during their training.

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

Course Information

SNS College of Western Australia delivers nationally recognised training and assessment services within its approved scope of registration.

Nationally recognised training is developed in consultation with industry and is designed to ensure that learners develop the skills and knowledge required to perform effectively in the workplace. Training products may include qualifications, skill sets, accredited courses and units of competency.

Information regarding the training products delivered by SNS College is available through our website, course information materials and enrolment documentation.

Training Products

Each training product includes specific requirements relating to:

- learning outcomes;
- assessment requirements;
- entry requirements (where applicable);
- licensing or regulatory considerations;
- delivery arrangements; and
- certification outcomes.

Students are encouraged to carefully review course information before enrolment to ensure that the selected training product is suitable for their goals and circumstances.

Mode of Delivery

Training may be delivered through a variety of methods depending on the requirements of the training product. Delivery arrangements may include:

- face-to-face classroom training;
- online learning;
- blended learning;
- practical skills training;
- workplace-based learning; and
- vocational placement activities where required.

Details of the delivery arrangements for each training product are provided before enrolment and are outlined in course information materials.

Course Duration

Course duration varies depending on the requirements of the training product, delivery model and learner cohort.

Students are provided with information about the expected duration and delivery arrangements for their training program before enrolment.

The time required to complete a training program may vary between students. Factors that may affect an individual student's completion time include attendance and participation, assessment progress, foundation skills and individual learning needs, capacity to progress through the program, learner support requirements, reassessment requirements and, where applicable, completion of workplace or vocational placement requirements.

Scheduled classroom or face-to-face training days do not necessarily represent the total duration of a training program. A program may also include online or independent learning, assessment activities, practical activities, workplace evidence and vocational placement.

Where SNS College has established a minimum program duration, students must complete at least that minimum period and successfully meet all applicable training, assessment and workplace requirements before the training product can be completed.

CHC33021 Certificate III in Individual Support (Ageing and Disability)

CHC33021 Certificate III in Individual Support is delivered through a combination of scheduled classroom training, online and independent learning, assessment activities and mandatory vocational placement.

The program includes **10 scheduled classroom training days and a minimum of 120 hours of vocational placement**. Students must also complete the required online learning, assessment activities and workplace evidence.

The qualification is not a 10-day course.

The **minimum program duration is six (6) weeks**. Completion within six weeks is not guaranteed. **Completion of the six-week minimum duration does not, by itself, mean that the qualification has been completed.**

Actual completion time will depend on the student's **individual learning needs, foundation skills, capacity to progress through the program, participation and progress**, successful completion of all training and assessment requirements, completion of the required vocational placement, submission of required workplace evidence and demonstration of competency in all units of competency.

Students who require additional learning support, additional training or practice, reasonable adjustment, reassessment, or additional time to complete assessment or vocational placement requirements may take longer than six weeks to complete the qualification.

SNS College will monitor student progress throughout the program and provide or arrange appropriate learner support where additional needs are identified.

CPP20218 Certificate II in Security Operations

CPP20218 Certificate II in Security Operations is delivered through a structured blended learning model comprising online learning and knowledge assessment together with supervised face-to-face training, practical activities and assessment.

The program includes **10 scheduled supervised face-to-face training and assessment days**. These scheduled days represent the face-to-face component of the program and **do not represent the total duration of the qualification**.

For the standard learner cohort, the blended program has an **expected overall duration of approximately 3–4 weeks**. Students complete structured online learning and knowledge assessment progressively as part of the program in addition to the scheduled face-to-face component.

The **3–4 week period is an expected duration and is not a guaranteed completion timeframe or maximum duration**.

Actual completion time will depend on the student's individual learning needs, foundation skills, capacity to progress through the program, participation and progress, completion of online learning and assessment requirements, assessment outcomes and any additional training, practice or reassessment required.

Students who require additional learning support, training or practice, reasonable adjustment, reassessment, or additional time to complete learning and assessment requirements may take longer to complete the qualification.

Completion of the 10 scheduled face-to-face days does not, by itself, mean that the qualification has been completed. All required learning and assessment requirements must be satisfactorily completed before final competency outcomes and qualification completion can be confirmed.

SNS College will monitor student progress throughout the program and provide or arrange appropriate learner support where additional needs are identified.

Licensing, Regulatory and Industry Requirements

Some training products delivered by SNS College are linked to industry licensing, regulatory or workplace requirements.

Students are responsible for ensuring they understand any licensing, employment, industry or regulatory requirements that may apply to their intended occupation or workplace.

Completion of a training product does not automatically guarantee:

- employment;
- professional registration;
- occupational licensing; or
- acceptance by a third-party organisation.

Students should seek independent advice from the relevant licensing authority, employer or industry body where additional requirements may apply.

National Register Information

Information regarding nationally recognised training products can be accessed through the National Register at www.training.gov.au

The National Register provides information regarding:

- qualifications;
- units of competency;
- skill sets;
- training package requirements; and
- recognised training providers.

Changes to Training Products

Training products may be amended, updated, replaced or superseded from time to time by the relevant training package developer or government authority.

Where changes occur that affect currently enrolled students, SNS College will manage the transition process in accordance with regulatory requirements and provide students with appropriate information and support.

Training Product Transition

Where a training product is updated, superseded, replaced or removed from the National Register, SNS College will manage student transitions in accordance with applicable regulatory requirements.

Students affected by a transition arrangement will be provided with information regarding any changes to training, assessment, certification or completion requirements and will be supported throughout the transition process.

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.

Nationally Recognised Training

SNS College delivers nationally recognised training products within its approved scope of registration. The courses available may change over time as training products are added, updated or removed from scope.

The training products listed below reflect the courses on scope at the time of publication of this handbook and may change over time as training products are added, updated, superseded or removed from scope.

Course	Certification Outcome
CPP20218 Certificate II in Security Operations	Qualification
CHC33021 Certificate III in Individual Support	Qualification
CPCCWHS1001 Prepare to Work Safely in the Construction Industry	Statement of Attainment
HLTAID011 Provide First Aid	Statement of Attainment
SITHFAB021 Provide Responsible Service of Alcohol	Statement of Attainment

Certification and Student Records

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.

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; and
- 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.

Qualifications

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

- a Qualification Certificate; and
- a Record of Results identifying the units of competency achieved.

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.

Unique Student Identifier (USI)

A Unique Student Identifier (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.

Student Records

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

Student 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.

Replacement Certificates

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

Requests for replacement certificates must be made in writing and may be subject to an administration fee.

Where possible, students should provide sufficient information to enable the College to locate and verify historical records.

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 to ensure privacy and confidentiality obligations are maintained.

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 and managed in accordance with privacy legislation and organisational procedures.

Fees, Refunds and Consumer Protection

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 regarding all fees and charges associated with their training. This includes information about course fees, payment arrangements, refund conditions and any additional charges that may apply.

Students will be advised of:

- course or unit fees;
- payment schedules and instalment arrangements, where applicable;
- compulsory and incidental fees;
- additional charges or external costs that may apply; and
- refund conditions and processes.

Where incidental fees apply, students will be informed of the purpose of the fee and advised that they may choose to obtain the relevant 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 may offer flexible payment arrangements, including instalment plans and electronic payment options. Students are responsible for ensuring that payments are made in accordance with agreed arrangements.

Certification documentation will not be issued while fees remain outstanding.

To protect students, SNS College manages prepaid fees in accordance with applicable regulatory requirements and does not require students to prepay more than the allowable amount unless an approved fee protection arrangement applies.

Additional fees may apply in certain circumstances, including fees relating to reassessment, replacement certification documentation, course extensions or other administrative services. Details of these fees are provided prior to enrolment or when the fee becomes applicable.

Outstanding Fees

Where a payment becomes overdue, SNS College will contact the student and provide an opportunity to discuss the matter and resolve any outstanding obligations.

Individual circumstances, including financial hardship, may be considered when determining appropriate arrangements.

Where reasonable attempts to resolve outstanding fees are unsuccessful, training or assessment services may be suspended until the matter is resolved.

Refunds

SNS College recognises that circumstances may change after enrolment and has established processes to ensure refund requests are considered fairly and consistently.

Students who wish to withdraw from a course 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 that students may have under Australian Consumer Law.

Refund Requests

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

Supporting evidence may be requested where relevant to assist in assessing the application.

Each request is assessed individually, taking into consideration:

- training and assessment services already delivered;
- reasonable costs incurred by SNS College;
- the timing of the withdrawal request; and
- the circumstances leading to the request.

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

Suspension, Withdrawal and Cancellation

SNS College recognises that a student's enrolment status may change during their training. Depending on the circumstances, enrolment may be suspended, withdrawn or cancelled.

Suspension of Enrolment

Suspension is a temporary restriction on a student's participation in training and assessment activities.

Suspension may occur where:

- course fees remain unpaid;
- required documentation has not been provided;

• an investigation is underway relating to conduct, assessment integrity or compliance matters; or
• other circumstances require temporary restriction of access.

During a period of suspension, the student remains enrolled but may not participate in training or assessment until the issue has been resolved.

Withdrawal from a Course

Withdrawal occurs when a student chooses to discontinue their enrolment.

Students wishing to withdraw should notify SNS College in writing as soon as possible.

Where applicable, students who have successfully completed units of competency prior to withdrawal may be eligible to receive a Statement of Attainment for those units.

Refund eligibility will be assessed in accordance with the refund arrangements outlined in this handbook.

Cancellation of Enrolment

Cancellation is the permanent termination of a student's enrolment initiated by SNS College.

Cancellation may occur where:

• there are serious or repeated breaches of the Student Code of Conduct;
• assessment integrity breaches are substantiated;
• required fees remain unpaid after reasonable opportunity to resolve the matter;
• regulatory, safety or suitability requirements are not met; or
• continued participation presents an unacceptable risk to students, staff or the integrity of training and assessment.

Students will be notified in writing of any decision to cancel enrolment and will be advised of their right to access the Complaints and Appeals process.

Course Cancellation by SNS College

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

• enrolment in an alternative training product where appropriate; or
• a full refund of fees paid.

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

Australian Consumer Law

Nothing in this handbook limits or excludes a student's rights under Australian Consumer Law.

Students 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.

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.

Fee-Related Complaints and Appeals

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

Complaints and Appeals

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

Students have the right to raise concerns, provide feedback, lodge complaints and appeal decisions without fear of disadvantage, victimisation or retaliation. SNS College encourages students to discuss concerns as early as possible so that issues can be resolved quickly and effectively.

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 matters including:

- training and assessment services;
- student support services;
- administrative processes;
- staff or student conduct;
- fees and refunds;
- facilities, resources or equipment;
- access and equity matters; or
- any other aspect of the services provided by SNS College.

Where appropriate, students 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.

Appeals

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

Students may lodge an appeal in relation to matters including:

- assessment outcomes;
- Recognition of Prior Learning (RPL) decisions;
- Credit Transfer decisions;
- enrolment decisions;
- disciplinary actions;
- cancellation of enrolment; or
- any other decision that directly affects the student.

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

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; and
- outcomes are based on the available evidence.

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

Outcomes

SNS College 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.

Protection from Disadvantage

Students will not be disadvantaged, discriminated against or victimised because they 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.

External Review

Where a student remains dissatisfied following completion of the internal complaints or appeals process, they may seek assistance from an appropriate external agency or independent review body.

Information regarding external review options will be provided where applicable.

Continuous Improvement

Complaints, appeals and feedback provide valuable information that assists SNS College to improve the quality of its 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.

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.

Privacy and Confidentiality

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.

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; and
- other information required to meet regulatory obligations.

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

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 Unique Student Identifier (USI) system; and
- 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.

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.

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.

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.

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.

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.

Further Information

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

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

Workplace Health and Safety (WHS)

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.

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; and
- participate in safety briefings and emergency procedures where required.

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.

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; and
- report any injuries or concerns to staff as soon as possible.

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

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.

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.

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.

Further Information

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

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

Continuous Improvement and Student Feedback

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.

Providing Feedback

Students are encouraged to provide feedback throughout their learning journey. Feedback may be provided formally or informally and can relate to any aspect of the student experience.

Examples may include feedback regarding:

- training delivery;
- assessment activities;
- learning resources;
- student support services;
- facilities and equipment;
- online learning systems;
- administrative processes; or
- overall student experience.

Feedback may be positive, constructive or identify opportunities for improvement.

How Feedback is Collected

SNS College may collect feedback through a variety of methods, including:

- learner surveys;
- course evaluations;
- student meetings and discussions;
- trainer and assessor feedback;
- complaints and appeals processes;
- industry engagement activities; and
- direct communication with students.

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

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; and
- broader organisational improvement initiatives.

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

Continuous Improvement Activities

SNS College regularly reviews information from a range of sources to identify opportunities for improvement. These sources may include:

- student feedback;
- assessment outcomes;
- validation activities;
- industry consultation;
- internal audits;
- complaints and appeals;
- workforce feedback; and
- changes to regulatory or industry requirements.

Where improvements are identified, actions may be implemented, monitored and reviewed through the College's continuous improvement processes.

Your Contribution Matters

SNS College values the contribution that students make to improving the quality of education and training services.

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.

We thank all students for their contribution to the ongoing improvement of SNS College.

Student Enrolment Terms and Conditions

Student Agreement

By enrolling with SNS College of Western Australia, students enter into an agreement with SNS College and agree to comply with all applicable policies, procedures, training and assessment requirements.

Students are responsible for ensuring they understand the information provided prior to enrolment and for actively participating in their training and assessment.

Prior to Enrolment

Before enrolling, students should:

- review all course information, fees and associated costs;
- ensure the training product is suitable for their goals, circumstances and learning needs;
- provide accurate information and supporting documentation reasonably required by SNS College to determine enrolment eligibility;
- disclose any support needs that may affect participation or assessment;
- review available learner support services;
- read the Student Handbook and enrolment documentation; and
- seek clarification regarding any information they do not understand.

Participation Requirements

During their studies, students are expected to:

- participate actively in training and assessment activities;
- behave respectfully toward other learners, staff and visitors;
- comply with all College policies, procedures and safety requirements;
- submit assessment tasks within required timeframes;
- maintain accurate contact details;
- follow reasonable instructions provided by trainers and assessors; and
- seek support as early as possible where difficulties arise.

Fees and Payments

Students acknowledge that:

- fees, payment arrangements and refund information are provided prior to enrolment;
- payment obligations must be met in accordance with agreed arrangements;
- refund requests will be managed in accordance with the Fees and Refund Policy; and
- additional costs associated with training products will be disclosed prior to enrolment where applicable.

Assessment and Academic Integrity

Students are required to:

- complete their own assessment work;
- acknowledge the use of sources, references and technologies, including Artificial Intelligence (AI) tools where applicable;
- participate honestly in assessment activities;
- comply with assessment instructions and requirements; and
- maintain academic integrity at all times.

SNS College may investigate suspected breaches of academic integrity and take appropriate action in accordance with relevant policies and procedures.

Privacy and Student Records

SNS College manages personal information in accordance with applicable privacy legislation.

Students acknowledge that:

- information collected during enrolment and training may be used for lawful educational and regulatory purposes;
- student records are maintained securely;
- students may request access to their personal information and records where permitted; and
- information will only be disclosed where authorised, required by law or consented to by the student.

Learner Support, Complaints and Appeals

Students have access to:

- learner support services;
- reasonable adjustment arrangements where appropriate;
- wellbeing support and referral information;
- complaints and appeals processes; and
- opportunities to provide feedback regarding their training experience.

Students may raise concerns, complaints or appeals without fear of disadvantage.

Certification

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

- successfully complete all training and assessment requirements;
- have met all relevant course requirements; and
- have provided a valid Unique Student Identifier (USI), where required by law.

Certification will be issued in accordance with applicable regulatory requirements.

Student Acknowledgement

By enrolling with SNS College of Western Australia, students acknowledge that they have:

- received information regarding the training product;
- been advised of fees, charges and payment arrangements;
- been informed of available learner support services;
- been provided access to relevant policies and procedures; and
- agree to comply with the requirements outlined in this Student Handbook and associated enrolment documentation.

Contact Us

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.

Document Control:

Field	Value
Document ID	SNS-05-GDE-001
Document Title	Student Handbook
Version	V4.0
Owner	RTO Manager
Approved By	CEO
Review Frequency	Annual

Version History:

Version	Date	Description
V1.0	Consultant Issue	Initial Student Handbook
V2.0	Previous Review	Administrative updates
V3.0	Previous Review	Minor compliance and content updates
V4.0	June 2026	Comprehensive redevelopment and redesign aligned to Standards for RTOs 2025, learner support requirements, student journey framework, student protection arrangements, assessment information, AI guidance, external support services, complaints and appeals, certification, privacy, WHS and continuous improvement requirements.
V4.1	24 September 2026	Updated pre-enrolment eligibility and non-CRICOS information; strengthened foundation skills and digital capability terminology; clarified course duration and completion arrangements, including the six-week minimum duration and 120-hour vocational placement requirement for CHC33021 and the expected 3–4 week blended delivery duration for CPP20218; corrected training product information and minor editorial inconsistencies.