



# 2022 STUDENT HANDBOOK

**SIT30216 Certificate III in Travel**

**Course Duration:**

2 days/week: 9-10 Months

Self-Paced Remote Learning: 19 Months

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## ABOUT THE SUZAN JOHNSTON TRAINING ORGANIZATION

Welcome to the Suzan Johnston Training Organization (Suzan Johnston Australia) and to the **SIT30216 Certificate III in Travel**.

Suzan Johnston Australia prides itself on a long history of delivering training services that enhance self-esteem, while inspiring and empowering graduates to achieve greater personal and business goals in their future.

Our **Client Service Charter** outlines our commitment to you.

## OUR CLIENT SERVICE CHARTER

### Our aim

To deliver high quality, relevant and effective training services in a safe and supportive environment that encourages students to achieve their potential, supported by qualified staff and well-equipped facilities.

### Our values

In providing our training services, we value:

- Meeting the diverse needs of our student community
- The professionalism of our staff
- Communication – both ways
- Feedback - we value your feedback, both positive and constructive
- Our supportive environment and approachability
- Mutual respect for staff and clients

### Our service standards

We will at all times:

- Treat all parties with courtesy and respect
- Be fair and reasonable
- Strive for excellence in our services and facilities
- Take responsibility for our actions
- Provide clear, accurate, timely and relevant information
- Be sensitive to issues of diversity

### Our product standards

We will deliver:

- Exemplary training from industry experienced professionals
- Nationally recognised training and qualifications
- Job-ready training
- Value-adding non-accredited training programs
- Learning support and assistance
- Job placement assistance

## COURSE FEES & PAYMENT PLANS

COURSE OPTIONS	COURSE FEE & PAYMENT PLAN
FEE FOR SERVICE	<p><b>FULL COURSE FEE:</b> <b>\$5,000.00</b></p> <p><b>PAYMENT PLAN:</b></p> <p><b>Full-time:</b> Deposit of \$1,000.00 is payable upon enrolment. The remaining balance may be paid in weekly instalments of \$160.00 per week for twenty-five (25) weeks of the course.</p> <p><b>Part-time:</b> Deposit of \$1,000.00 is payable upon enrolment. The remaining balance may be paid in weekly instalments of \$100.00 per week for forty (40) weeks of the course.</p>
GOVERNMENT SUBSIDISED COURSE	<p><b>GOVERNMENT SUBSIDISED COURSE FEE:</b> <b>\$950.00</b></p> <p><b>PAYMENT PLAN:</b> \$400.00 is payable upon enrolment. The remaining balance may be paid in weekly instalments of \$50.00 per week for eleven (11) weeks for both full-time and part-time students.</p> <p><b>CONCESSION/SUBSIDISED COURSE FEE:</b> <b>\$190.00</b></p> <p><b>PAYMENT PLAN:</b> \$190.00 is payable in full upon enrolment.</p>
<p><b>PLEASE NOTE:</b></p> <p>Course fees are not dependent on your attendance (they are due and payable regardless of your attendance rate) and must be paid weekly unless other arrangements have been officially sanctioned. Failure to comply with this may result in postponement of training until fees are brought up to date.</p> <p>A charge of \$25.00 will be applicable for any dishonoured cheques returned to our company.</p> <p>Should you have any queries regarding your fees, please see Donna Leigh (CEO).</p>	

## LEARNING RESOURCES

In addition to your course fees, there is also an **additional charge of \$360.00 for your learning resources**. Access to the eBooks is provided Suzan Johnston Australia. The fee for the eBooks is payable in full upon commencement. All prices are subject to minor change without notice.

### Learning Vault online course materials

- SITTTSL012 Construct normal international fares & SITTTSL013 Construct promotional international fares (includes course materials and one User log in) \$80.00

### Watsonia Software Manual

- BSBITU306 Design and Produce Business Documents (Microsoft Word & Microsoft Excel 2016) \$40.00

### Aspire Learning Resources

- BSBREL402 Build client relationships and business networks \$20.00

### Australian Training Products

- SITTIND001 Source and use information on the tourism and travel industry \$20.00
- SITTTSL002 Access and interpret product information \$20.00
- SITTTSL003 Provide advice on international destinations \$20.00
- SITTTSL004 Provide advice on Australian destinations \$20.00
- SITTTSL005 Sell tourism products and services \$20.00
- SITTTSL006 Prepare quotations \$20.00
- SITTTSL008 Book supplier products and services \$20.00
- SITTTSL009 Process travel-related documentation \$20.00
- SITXCCS006 Provide service to customers \$20.00
- SITXCOM002 Show social and cultural sensitivity \$20.00
- SITXWHS001 Participate in safe work practices \$20.00

**TOTAL COST FOR TEXTBOOKS: \$360.00**

### ADDITIONAL REQUIREMENTS FOR VIRTUAL DELIVERY

- Home computer/laptop
- Access to the Internet
- Telephone/mobile
- Microsoft Software/Office - Outlook, Word & Excel (recommended 2016 or later version)

### OTHER COURSE REQUIREMENTS

Students undertaking nationally recognised VET courses need to apply for a **Unique Student Identifier (USI)** which must be provided to Suzan Johnston Australia management upon commencement. Under legislation, Suzan Johnston Australia cannot issue a Statement of Attainment or a Certificate of Qualification to a student without a verified USI.

To apply for your USI, please visit:  
<https://www.usi.gov.au/students/how-do-i-create-usi>

## WITHDRAWAL FROM THE COURSE AND REFUNDS (FEE FOR SERVICE STUDENTS)

Students contemplating withdrawal and discontinuation of enrolment are encouraged to discuss their decision with their trainer/assessor.

If you wish to withdraw from your course after commencement, you **MUST** give notification in writing by completing and signing the [Application for Withdrawal](#) form and [Application for Refund](#) (if applicable). Documents must be submitted to Suzan Johnston Australia management within **seven (7) days** of your withdrawal.

The required payment plan upon your withdrawal will be as follows:

1. Pay any outstanding fees for training services already delivered up to the date of withdrawal.

**AND**

2. Pay the remaining balance of fees for training yet to be delivered up to the maximum of \$500.00.

Once you have withdrawn from the course, your student file (i.e., attendance records, fee card, Training Plan Schedule, letter of withdrawal, completed assessment tasks etc.) will be placed on the Suzan Johnston Australia **hold file**.

Once placed on hold, Suzan Johnston Australia will allow you to recommence your studies at a future date. In this instance any monies already paid (as detailed above) will be deducted from the cost of the new course.

Please note that the maximum period that your course/studies can be placed on hold is **twelve (12) months**. After this period of time your enrolment will be cancelled, and you will need to resubmit a new enrolment form for the new course and will be required to pay the full course price for the new enrolment.

## WITHDRAWAL FROM THE COURSE AND REFUNDS (GOVERNMENT FUNDED)

If you wish to withdraw from your course after commencement, written notification is required by completing the Application for Withdrawal Form. This document must be submitted to Suzan Johnston management immediately upon your withdrawal.

**Important:** Once you have commenced your course, the Tuition Fee remains fully payable, and you will **not be eligible for a refund**.

Upon your withdrawal you will be required to pay any residual/outstanding Tuition Fee.

Once you have withdrawn from the course, your enrolment will be cancelled, and a Statement of Attainment will be issued for any Units of Competency that have been successfully completed. Should you wish to recommence your studies at a future date, you will need to resubmit a new Enrolment Form for the new course. You will be required to pay the full Tuition Fee for this new enrolment.

### **IMPORTANT: RETURN OF ASSESSMENT MATERIALS**

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All assessment materials issued to students during their studies (Student Guides) **remain the property of Suzan Johnston Australia**.

Accordingly, upon your withdrawal from the course, it is a requirement that **ALL ASSESSMENT DOCUMENTATION (complete or incomplete) be immediately returned to Suzan Johnston Australia.**

It is a legal requirement that Suzan Johnston maintains detailed student records for all Government Subsidised learners. Your assessment materials (completed and incomplete) form part of your student record. Your failure to return the required assessment documentation may result in the funding for the respective unit(s) being reversed by the Department of Education. Consequently, you will be **charged an additional fee of \$200.00 per unit of competency.**

## **TRANSFERRING TO OTHER COURSES (FEE FOR SERVICE AND GOVERNMENT FUNDED STUDENTS)**

Students are able to transfer their enrolment to an alternate course and/or commencement date. Transferring to another intake will require our Office Manager to issue a new Training Plan Schedule. **The administration fee for amendment and reissuance of a Training Plan Schedule is \$50.00.** Transfers are limited to **two (2) transfers** per student per course.

Suzan Johnston Australia does not allow any further transfers after that. If you seek to transfer your enrolment for a third time, the enrolment will be cancelled, and you will need to resubmit a new enrolment form for the new course date and will be required to pay the full course price for the new enrolment.

## **ENTRY REQUIREMENTS AND LEARNING SUPPORT**

### **OVERVIEW**

Suzan Johnston Australia is committed to ensuring, as much as possible, that students enrolled in Suzan Johnston training courses are given the opportunity to learn, based on their current language, literacy and numeracy skills and have access to the support services they may need while studying.

### **PRE-TRAINING REVIEW INTERVIEW**

Prior to formal enrolment into an accredited course, all potential learners are required to participate in a formal Pre-Training Review interview/assessment.

This process enables us to develop a learner profile that will assist management and trainers/assessors to better understand each learner's capabilities and to ensure that the qualification and mode of delivery they seek to undertake is **suitable** and **appropriate** for their individual needs.

This Pre-Training Review includes an online language, literacy and numeracy (LLN) assessment and also encourages learners to indicate if they have ever encountered any learning barriers, LLN limitations and/or if they are aware of any other issues that may inhibit their ability to successfully complete their course (e.g., illness, physical injuries, a planned break from studies, a language barrier etc.)

As part of the Pre-Training Review, we include an assessment of digital literacy, by:

- Ensuring students undertake a self-assessment quiz; and



- Discussing the quiz outcomes and making recommendations about whether the virtual course is suitable and identifying additional support where required.

### **ASSESSMENT OF LANGUAGE, LITERACY AND NUMERACY (LLN)**

As part of the Pre-Training Review, each student's Language, Literacy & Numeracy (LLN) capacity is established via an online LLN Assessment. The online LLN Assessment establishes a learner's capacity across the following five (5) core skills:

- Learning
- Reading
- Writing
- Oral Communication
- Numeracy.

The training course includes the necessary language, literacy and numeracy tasks, which require the ability to:

- Read documents relevant to the subject matter of the course of study
- Interpret graphs and charts that relate to course content
- Perform simple but related calculations and measurement in course related contexts
- Write sufficiently to undertake a career within the industry/profession being studied.

The Suzan Johnston SIT30216 Certificate III in Travel provides materials, resources, assessment tools and tasks that do not require our students to have language, literacy and numeracy skills of more complexity than those used in the workplace and for the competencies being delivered and assessed.

### **ENTRY REQUIREMENTS**

The **minimum entry LLN requirements** for the SIT30216 Certificate III in Travel are as follows:

<b>Core Skills</b>	<b>Learning</b>	<b>Reading</b>	<b>Writing</b>	<b>Oral Communication</b>	<b>Numeracy</b>
<b>Minimum entry requirement</b>	3	2	2	2	2

### **INABILITY TO MEET MINIMUM ENTRY REQUIREMENTS**

If the minimum entry requirements are not met, we will endeavour to refer prospective students to external providers that can assist in the development of the required core skills, improving the learner's ability to meet our entry requirements in the future.

Please note: External training to develop the required core skills will incur fees as determined by the individual institution/s and/or may affect the learners' access to further funding eligibility.

## **FLEXIBLE LEARNING AND SUPPORT**

Should it be identified that a learner has LLN needs **that we can reasonably and professionally support**, the Office Manager will generate a **Student Support Profile**.

The respective trainers/assessors will review the LLN Support Profile and discuss support strategies with the learner.

As each learner advances through their studies in the course, trainers/assessors will continue to monitor their progress - ensuring that the support services that are being provided remain suitable and/or adequate.

Suzan Johnston Australia offers opportunities for our students to seek additional support and flexibility in their learning by offering students the following:

- Self-paced completion of Training Supplement in conjunction with the formal training program
- Learners may contact trainers/assessors regarding study concerns outside of class time
- Additional training, support and assistance
- Scheduling of regular additional Student Support Sessions
- Flexibility for learners to repeat units and/or assessments
- Learners may seek Special Consideration and/or reasonable adjustments
- Learners may request time extensions for work requirements and/or assessments
- Supplementary learning materials (these include additional practice tasks and exercises)
- Special arrangements with Practical Placement hosts
- Allowances for learners to record lessons
- Teaming learners with a learning buddy / study group
- Opportunity for learners to participate in extra practice outside class time (either supported by trainers/assessors or independently)
- Adjustment to the Training Plan Schedule
- Referral to an appropriate support service for learners requiring counselling or welfare support services

Learners requiring counselling or welfare support services will be referred to an appropriate support service.

## **STUDENT SUPPORT**

As part of the training, we have Student Support time scheduled at the end of each training session. Student Support sessions are scheduled from:

- 3.00 pm – 4.00 pm each Tuesday and Wednesday

Trainers/Assessors have allocated this time exclusively to support students with the unit's training information, learning activities and assessment tasks. Additionally, trainers/assessors can arrange specific student support sessions for individual students at an alternative time.

Your trainer/assessor may be contacted outside of class via email, and they will confirm the days that they are available to provide support.

If you need to speak with a trainer/assessor urgently, please contact the SJ office during business hours.

## CLASS ATTENDANCE AND STUDENT ABSENCES

Suzan Johnston Australia requires students to attend all scheduled classes unless a valid reason prevents them from doing so.

Students with a valid reason for missing class will need to notify the trainer/assessor BEFORE their absence (or as soon as reasonably possible after the absence in the case of an emergency or unexpected illness). Students missing classes due to illness must produce a doctor's certificate.

Students who fail to attend one or more units of study will be required to attend the classes they have missed with an alternate intake. Students are not able to miss classes and simply 'catch up' at home – they need to be present for in-class discussion, formative learning exercises/assessments etc.

It is a Skills First Program requirement that students who need to 'make up a missed unit' must be issued with a new Training Plan Schedule detailing the new unit commencement/completion date.

**There is no charge for the rescheduling of units in your Training Plan Schedule in the first instance. However, further instances of rescheduling a unit/s will incur an administration fee of \$50.00 per request to reschedule unit/s.**

### PROCEDURES:

If a student is absent from class, they are required to follow the following steps:

#### Step 1:

Complete an '[Application for Special Request](#)' form and give this to their trainer/assessor PRIOR to their absence occurring. If their absence was unexpected, they must submit the '[Application for Special Request](#)' form to their trainer/assessor upon the commencement of their next scheduled class.

#### Step 2:

Pay the agreed administration fee of \$50.00 within 24-hours of submitting the '**Application for Special Request**' form.

Failure to follow these steps may mean that the student will be withdrawn from the unit/s in question and will be required to re-enrol in the course again to complete these unit/s after course completion. Additional fees will be incurred upon their re-enrolment.

### **IMPORTANT**

If a student is absent from class for one week without contacting their trainer/assessor, the Office Manager will issue the student with a **Warning Letter**. If no response is received from the student within five working days, the student's enrolment will be cancelled.

### **Step 3:**

Following the receipt and approval of the submitted "Application for Special Request" form, **an amended Training Plan Schedule will be issued with details of the unit/s new commencement date/s for the student** to attend the classes they have missed with an alternate intake.

**Student's course fees do not cover private catch-up tuition/lessons. Private training is available to students upon request at a rate of \$50.00 per hour.**

## **ASSESSMENT PROCEDURES**

To obtain your SIT30216 Certificate III in Travel qualification, you must:

1. Complete all set work within designated time frames.
2. Meet the minimum attendance requirements.
3. Be assessed as competent in all units.
4. Meet the criteria of an assessment within two submissions.
5. Pay all required fees (as outlined in this handbook).

Note: Attendance, completion of learning activities, punctuality, teamwork, attitude and personal organisation skills are very important in addition to your competency level for each unit.

Your assessments will determine whether you can demonstrate the skills and knowledge as required by the competency standards. Assessments will take place using several different methods such as:

- Written Assessments
- Direct Observation
- Presentations
- Question and Answer
- Role-play

## REASONABLE ADJUSTMENTS

Suzan Johnston Australia recognises the need to make reasonable adjustments within our assessments and learning environment to meet individual needs. Examples of reasonable adjustments that Suzan Johnston Australia might make include providing:

- Note-taking support
- Course material in alternate formats—electronic/large print
- Extra time or extensions for assessments
- Use of assistive technology
- Other adjustments that allow the student to meet the fundamental requirements of the Assessment

If you have any individual needs or special consideration, you are encouraged to discuss this directly with your trainer/assessor to determine the most appropriate support to assist you with completing assessments.

## ASSESSMENT DUE DATES

Assessment due dates are specified on your course schedule. If you require an extension for an assessment, please contact your trainer/assessor 48 hours before the due date to discuss an extension.

Please note if you fail to submit your first submission by the due date and have not requested an extension you will only be permitted to submit your assessment once. Should you fail to meet the assessment criteria, the trainer/assessor will determine the appropriate action based on your circumstances. The opportunity to resubmit your assessment may result in paying an assessment fee of \$50.00 before the trainer/assessor assesses the second submission.

## EXTENSION OF DUE DATES

Please note that if you fail to submit your assessments by the due dates stipulated on your course schedule, you **MUST** discuss this with your respective trainer/assessor, who will consider your individual circumstances and **MAY grant you a further thirty (30) days to finalise your submission.**

Should you require **more than thirty (30) days** past the original due date to finalise your assessment submission, you will be required to complete a **mandatory Application for Special Request** form and pay a **\$30.00 penalty fee** to amend your Training Plan Schedule.

## SUBMISSION OF ASSESSMENTS

All assessments are to be submitted via email in a PDF format to your trainer/assessor. Page 2 of your Training Plan includes your trainer/assessor's email address.

All assessments must be submitted as a PDF unless instructed by your trainer/assessor.

If you need to provide supporting evidence such as videos/photos that are too big to send via email, please transfer the files to your trainer/assessor using [WeTransfer](#). Note: We Transfer provides a free account however there is a limit of 2 GB per Transfer.

Before submitting the Assessment, please ensure on the front page of the Assessment you have:

- Included
  - your full name as registered under the USI
  - the name of the trainer/assessor that you have submitted your assessment
  - the date the Assessment is submitted (date expressed as day/month/year)
- Read and agreed to the Assessment Terms

### **RESUBMISSION OF ASSESSMENTS**

If an assessment has been deemed Unsatisfactory, the trainer/assessor will provide written feedback concerning sections/questions/tasks required for resubmission on an Assessment Sheet, so you understand what is required to receive a Satisfactory result. Assessments can only be submitted two times during the course.

For the resubmission, you are to resubmit your new answer/s on your original Assessment. The first answer is not to be deleted; the new answer is added below in a different colour.

You will have one week to resubmit the Assessment to the trainer/assessor.

Should you fail to meet the assessment criteria for a second time, your circumstances will be discussed with you, and appropriate action will be determined. If it is determined that you are permitted to re-sit the Assessment a third time, you will be required to pay an upfront assessment fee of \$50.00 before the work is re-assessed. Please note that, in some circumstances, students may be required to re-sit the unit with the next intake if they fail to achieve competency within two submissions.

### **IMPORTANT INFORMATION FOR GOVERNMENT SUBSIDISED LEARNERS:**

#### **CONTINUED FAILURE TO SUBMIT ASSESSMENTS BY DUE DATES**

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Please note that as a Government Subsidised learner, it is a requirement that you keep up to date with course work and submit set assessment tasks by the due dates as stipulated on your course schedule.

Should you fail to submit three (3) consecutive assessment tasks by the agreed due dates; the delivery of future units will be PLACED ON HOLD. This will provide you with the opportunity to catch up on outstanding work. During this period, you will be provided with support from the trainer/assessor.

Once outstanding assessment tasks have been submitted, we will arrange for you to return to scheduled classes and complete your studies. You will be issued with an updated training plan and course schedule.

## PRACTICAL PLACEMENT

The practical placement program allows learners to gain practical experience during their study of SIT30216 Certificate III in Travel. Learners are provided with the opportunity to participate in **approximately 38 hours** of Practical Placement at the completion of your course.

The commencement of the practical placement is at the discretion of the trainer/assessor and is based on the job readiness of the learner; however, practical placement usually does not occur until course delivery has been completed and/or until we believe the learner has acquired the level of skill and knowledge required by industry.

### DURING PRACTICAL PLACEMENT

During practical placement, it is expected that learners will have the ability to either develop or observe the following skills:

- Answering the telephone
- Using business technology
- Taking messages
- Stamping brochures
- Hardcopy or electronic filing
- Meeting/greeting clients
- Observing sales consultants
- Handling mail
- Performing general office procedures
- Preparation of itineraries, correspondence or other documentation under supervision of consultants
- Performing basic tasks on Sabre
- Performing basic tasks on wholesaler booking sites
- Researching destinations

### PRACTICAL PLACEMENT AGREEMENT

Practical Placement Agreement is a legal document that has been developed in accordance with the Department of Education and Training Victoria's Updated Practical Placement Guidelines (10 April 2017).

The Practical Placement Agreement must be completed and signed by the practical placement host and returned to Suzan Johnston Australia before placement commences to activate the Department of Education and Training Victoria's Worker's Compensation Insurance. The Practical Placement Agreement includes information on:

- Important guidelines for the RTO including:

- The Practical Placement Preparatory Session being conducted prior to the practical placement commencing and ensuring the learner is job ready
- Monitoring the practical placement experience to ensure it is meaningful and appropriate for the vocational and employment outcomes of the course
- Providing support to the learner prior, upon and during practical placement
- Important Guidelines for the Practical Placement Host including:
  - Providing the learner with a workplace induction (including COVID safe procedures and plan) on commencement of practical placement
  - Providing the learner with a workplace induction on commencement of practical placement
  - Practical Placement Host responsibility and compliance with legislation
  - Employer insurance
  - Workcover details
  - Practical placement visits/practical placement assessments
  - Relevant skills to be developed/assesses on practical placement
- Important Guidelines for the Learner including:
  - Attitude
  - Attendance and punctuality
  - Safety
- Practical Placement Agreement including:
  - Hours and dates of attendance
  - Guides to duties and tasks during practical placement

Please refer to the Practical Placement Agreement for SIT30216 Certificate III in Travel for further details.

## UNIT CODES/TITLES AND ASSESSMENT METHODS

Code	Title	Assessment Activities
<b>BSBITU306</b>	Design and produce business documents	Assessment Task 1: Document Requirements (written/oral) Assessment Task 2: Quotation Tracker (practical/written) Assessment Task 3: Supplier Quotation (practical/written) Assessment Task 4: Invoice (practical/written) Assessment Task 5: Travel Itinerary (practical/written) Assessment Task 6. Knowledge Questions (written)
<b>BSBREL402</b>	Build client relationships and business networks	Assessment 1 - Short Answer Questions (written) Assessment 2 - Case study (written)



Code	Title	Assessment Activities
		Assessment 3 - Presentation (oral)
<b>SITTIND001</b>	Source and use information on the tourism and travel industry	Assessment 1: Research Project o Part A: Research & Written Report (written) o Part B: Staff Meeting (oral) o Part C: Professional Development Plan (written) Assessment 2: Case Study 2 – (written)
<b>SITTTSL002</b>	Access and interpret product information	Assessment 1 - Short answer questions (written) Assessment 2 - Scenarios (oral/written)
<b>SITTTSL003</b>	Provide advice on international destinations	Assessment 1: Presentation on International Destination (written/oral) Assessment 2: England (written) Assessment 3: Africa (written) Assessment 4: Knowledge Questions (written)
<b>SITTTSL004</b>	Provide advice on Australian destinations	Short Answer Questions (written) Assessment: Portfolio (written) Assessment: In Class Presentation (oral)
<b>SITTTSL005</b>	Sell tourism products and services	Assessment 1: Case Study 1 (written/oral) Assessment 2: Case Study 2 (written) Assessment 3: Case Study 3 (written) Assessment 4: Short Answer Questions (written)
<b>SITTTSL006</b>	Prepare quotations	Short Answer Questions (written) Portfolio (written)
<b>SITTTSL008</b>	Book products supplier and services	Task 1: Role Play (oral) Task 2: Short answer questions (written) Task 3: Assignment (written)
<b>SITTTSL009</b>	Process travel-related documentation	Assessment 1 Role Play (oral) Assessment 2 Short Answer Questions (written) Assessment 3 (written)
<b>SITTTSL010</b>	Use a computerised reservations or operations system	Task 1 - 6: Sabre Exercises - Create PNRs (practical) Availability and Booking (practical) Written Questions (written)
<b>SITTTSL012</b>	Construct normal international airfares	Assessment 1 – Roleplay (oral) Assessment 2 – USA/Canada (written) Assessment 3 – New Zealand/South West Pacific (written) Assessment 4 – Asia (written) Assessment 5 – Europe (written) Assessment 6 – South America (written) Assessment 7 – Africa (written) Assessment 8 - Asia (written) Assessment 9 – Written Questions (written)

Code	Title	Assessment Activities
SITTSLO13	Construct promotional international airfares	Assessment 1 - USA/Canada (written) Assessment 2 - New Zealand (written) Assessment 3 - Asia (written) Assessment 4 - Europe (written) Assessment 5 - South America (written) Assessment 6 - Africa (written) Assessment 7 - South West Pacific (written)
SITTSLO16	Provide Specialist Advice on Cruises	Task 1: Roleplay - Identify Customer Requirements (written/oral) TASK 2: Scenario 1 - New Zealand - (written) TASK 3: Roleplay - Presenting Recommendations to Customer (oral) TASK 4: Industry Consultation/Presentation (written/oral) TASK 5: Scenario 2 – South Pacific Islands (written) TASK 6: Scenario 3 - Europe (written) TASK 7: Scenario 4 - Asia (written) TASK 8: Knowledge Questions (written)
SITXCCS006	Provide service to customers	Assessment 1 Case study (written) Assessment 2 Providing Quality Customer Service (written) Assessment 3 Role Play (oral) Assessment 4 Complaints Handling(written)
SITXCOM002	Show social and cultural sensitivity	Assessment 1: Short Answer & Roleplay (written/oral) Assessment 2: Scenario & Short Answer (written)
SITXWHS001	Participate in safe work practices	Assessment 1 - Short Answer Questions(written) Assessment 2 – Case Study: Work Safely (written) Assessment 3 – Practical Demonstration (practical) Assessment 4 – Case Study: Evacuation(written) Assessment 5 – Role Play (written/oral)

## DELIVERY SEQUENCE OF UNITS

For details on the delivery sequence and proposed commencement and completion dates for each of the course units, please review the following documentation:

- Your Training Plan Schedule
- Course Schedule (supplied with your Training Plan)

Please note: Information on the dates and delivery sequence of units are **subject to amendment**.

## CERTIFICATION

Upon successful completion of the all the required training and assessment activities, you will be eligible for a Nationally Recognised **Certificate of Qualification (SIT30216 Certificate III in Travel)**. Please note, for your Certificate of Qualification to be issued to you, your student file needs to be deemed 'complete' by our Office Manager. Once this occurs your certificate will be issued within **thirty (30) days**. You will be notified when your certificate is ready for collection.

Upon partial completion of the required training and assessment activities, you will be eligible for a **Statement of Attainment**. This document will confirm what parts of the course you have successfully completed. This statement can be used at a later date to claim credit should you wish to return to your studies.

If required a copy of the following qualifications can be issued/re-issued to you in the future:

- Statement of Attainment
- Certificate of Qualification
- Transcript of Results.

**Re-issuance of any qualification will incur a \$50.00 administration fee.**

**NB:** All training data submitted by Suzan Johnston Australia to the National Centre for Vocational Education and Training Research (NCVER) must include a Unique Student Identifier (USI). Under legislation, Suzan Johnston Australia cannot issue a Statement of Attainment or a Certificate of Qualification to a student without a verified USI.

## OUR ACCREDITATION



Suzan Johnston Australia is a Registered Training Organization (RTO No. 170) and is approved to deliver the nationally recognised SIT30216 Certificate III in Travel of the Australian Qualifications Framework. All registered training providers across Australia will automatically recognise these qualifications issued by Suzan Johnston Australia through the process of national recognition.



Upon successful completion of the all the required training and assessment for the course, learners are eligible for a nationally recognised **Certificate of Qualification (SIT30216 Certificate III in Travel)**. Upon partial completion of the required training and assessment, learners are eligible for a Statement of Attainment.

Suzan Johnston Australia is accredited by the **Australian Federation of Travel Agents (AFTA)** as a quality training provider.

## CAREER PATHWAYS/EMPLOYMENT OPPORTUNITIES

The SIT30216 Certificate III in Travel qualification includes seventeen (17) units of competency. These units have been designed to equip you with the necessary skills, qualifications and confidence to gain employment in the retail travel or outbound wholesale sector for employers that cover or specialise in leisure, corporate, domestic or international sales.

Work could be undertaken in an office, retail shopfront or mobile environment.

Possible job roles include:

- International Travel Agent/Consultant within a retail agency
- International Travel Consultant within a wholesale travel organisation
- Reservations Consultant for an airline
- Reservations Consultant for a cruise company
- Reservations Consultant within a hotel or rental car agency
- Booking/Reservations Consultant at the airport

During your course you will receive instructions in all aspects of employment - how to handle an interview, how to find and apply for positions, preparation of your resume and cover letters etc.

Suzan Johnston Australia offers a professional employment service to employers and to our successful Travel graduates.

Naturally, we cannot guarantee your employment and it is essential that you remain proactive in your own employment endeavors by monitoring relevant employment websites/newspapers regularly and ensuring you make contact with prospective employers promptly.

## RECOGNITION OF YOUR EXISTING SKILLS AND KNOWLEDGE (RPL & CT)

The recognition process allows learners to be granted exemptions for a unit of competency based on the skills, knowledge and/or competencies that they can demonstrate or have previously gained. These competencies may have been achieved through a variety of methods including formal/informal training, employment and/or life experience. The recognition process can either be achieved through:

- Recognition of Prior Learning (RPL)
- Credit Transfer

## RECOGNITION OF PRIOR LEARNING (RPL)

### Recognition of Prior Learning (RPL)

To have skills formally recognised in the national system, trainer/assessor must make sure you have the skills and knowledge to meet the industry standard. This means you

must be involved in a careful and comprehensive process that covers the content of all unit/s or qualification/s you can be recognised for.

You will need to evaluate your current competence as part of your application for RPL for one or several units of competency. A self-evaluation process will help you to check whether you can demonstrate the required skills and knowledge to satisfy the performance criteria for the relevant unit/s. You must be able to provide evidence against the elements and to demonstrate you are competent.

For candidates to be eligible for RPL for the SIT30216 Certificate III in Travel they must:

- Have a minimum of two years' work experience in a retail travel role (within the last 12 months)

## **STEP 1 – RPL APPLICATION FORM**

The candidate completes the RPL Application Form and submits a copy of their resume and letter from employer (if you are employed) with the Application Form.

Resume must provide a historical overview of the candidate's work experience detailing job roles and responsibilities and application dates.

If you are currently working, you will need to provide a letter from your employer verifying your employment. This must include the following information in relation to the candidate's employment: job role, responsibilities, employment status and length of employment (including start date). If employed on a part-time basis, number of hours worked per week is required. The letter must be dated and signed by the employer.

The RPL Application Form is available at enrolment and orientation. If RPL is applied for after the student has commenced training, they have 7 days of commencing the course to submit the required documentation.

## **STEP 2 – INITIAL INTERVIEW**

During the interview with the trainer/assessor, the candidate receives the Candidate Guide which includes the candidate self-evaluation.

During this interview, the trainer/assessor will:

1. Explain how to complete the self-evaluation and typical evidence that is required. The trainer/assessor will inform the candidate that the RPL process is not based on documentary evidence only - that is, while documents can be attached to the form, they do not need to provide documents as evidence of every skill they claim they hold. Other processes will also be used, such as third-party verification, competency questions and workplace tasks to determine the final assessment decision.
2. Explain the third-party reporting. You will be required to ask your employer or other approved third-party person to complete a report on your performance within the workplace relevant to the units in the RPL application. The Third-Party Report is included in the Candidate Guide with specific instructions for the third-party representative. During this meeting, the approved third-party person will be confirmed.

On receipt of the Third-Party Report, the trainer/assessor will contact the third-party representative to verify the details on the report.

3. Suggest workplace documents or other evidence the candidate may be able to access - giving them suggestions and showing them how to list evidence on the Candidate Self-evaluation Tool.

*Evidence needs to show that skills and knowledge are up to date. Work documents and work samples provided as evidence in the RPL application must be current. Any such evidence which is over 18 months old is considered 'non-current' and should be supported by similar recent evidence where possible.*

4. Ask the candidate broad questions about their expectations of the RPL process, work history, and relevant personal circumstances.

### **STEP 3 – CANDIDATE SELF-EVALUATION**

The candidate completes the Self-evaluation Tool, gathers evidence and provides the completed forms back to the trainer/assessor with the Third-Party Report on the agreed date.

On submission of the Candidate Self-evaluation Tool, supporting documentation and Third-Party Report, an appointment is made to meet with the trainer/assessor.

Prior to this meeting, the trainer/assessor will evaluate all evidence from the initial interview notes, the candidate's responses on the Candidate Self-evaluation Tools, Third Party Report and any documents provided.

### **STEP 4 – THIRD PARTY VERIFICATION**

The trainer/assessor will review the comments and feedback provided in the Third-Party Report and arrange a time to discuss any additional questions based on this feedback with the third-party representative.

### **STEP 5 – COMPETENCY CONVERSATION**

The 'competency conversation' provides an opportunity for the candidate to confirm their knowledge as identified on their candidate self-evaluation tools, and for the trainer/assessor to gather theory evidence for the units of competency.

In the competency conversation, the trainer/assessor will:

1. Ask you questions and give you scenarios to respond to that are related to workplace tasks and units of competency
2. Encourage you to discuss examples of your work, and the principles, knowledge and theories that guide you in that work
3. Make notes recording your responses and the examples you provide

4. Ask you if you can find relevant documents or other evidence in the workplace.

The process is used to confirm and explore the skills and knowledge listed in your Candidate Self-evaluation Tools and the required skills and knowledge of the unit of competency. It gives you an opportunity to discuss your relevant workplace experiences with your trainer/assessor.

#### **STEP 6 – WORKPLACE ASSESSMENT TASKS**

The trainer/assessor will ask you to undertake one or more workplace assessment tasks. This is your opportunity to demonstrate your competence in a practical way whilst at work. If you are not currently working, we will assist you in finding a host employer to enable practical task to be completed in the workplace. On the agreed date, the trainer/assessor will observe you in the workplace undertaking the assessment task. The trainer/assessor will consider your performance of the tasks and advise you on any further steps that are required.

#### **STEP 7 – FINALISING THE ASSESSMENT DECISION AND RPL PROCESS**

After reviewing all the evidence, the trainer/assessor will advise which unit/s have been recognised as competent or how you can obtain gap training to fulfil the competencies of the unit/s. Gap training is developed according to individual needs and RPL may then be awarded at the completion of the gap training.

If Suzan Johnston Australia does not view the evidence supplied as sufficient to warrant recognition, you will be required to complete the unit/s; depending on the time of the application and assessment, this may need to occur with the next course intake.

In accordance with the Suzan Johnston Australia Student Complaints and Appeals policy, you are entitled to appeal this decision.

#### **STEP 8 – TRAINING PLAN / CERTIFICATES ISSUED**

If RPL is granted for one or more units, you will be issued with an amended Training Plan Schedule and your transcript of results will state that RPL has been granted for the unit/s.

#### **RPL FEE (FEE FOR SERVICE STUDENTS)**

You will not be required to pay a fee for an RPL assessment, nor will you be entitled to receive a discount/refund for the unit/s that you obtain credit for.

#### **RPL FEE (FOR GOVERNMENT FUNDED STUDENTS)**

You will be required to pay are required to pay an administrative fee of \$100.00 per unit of competency on the submission of the self-assessment form, resume, supporting documentation and third-party verification.



RPL submissions will not be reviewed until payment has been received. On the granting of the agreed exemption, an amended Training Plan Schedule will be issued, and the tuition fee will be adjusted and communicated.

## **CREDIT TRANSFER**

Credit transfer relates to the recognition of any formal learning that may have been achieved through the learner's participation in previously completed formal education and training (unless licensing or regulatory requirements prevent this).

Suzan Johnston Australia will recognise qualifications and/or statements of attainment that have been issued to a learner by another education institution or training authority. Credit transfer can only be awarded for whole units of competency.

Credit Transfer will allow you to be awarded a complete Unit of Competency due to your previous successful completion of this same unit.

## **EVIDENCE REQUIREMENTS**

To be awarded Credit Transfer for one or more units you will be required to present your Statement of Attainment or Qualification for authentication by Suzan Johnston Australia management. Based on the transcript the Office Manager will prepare a Credit Transfer Application Form' and 'Third Party Release Form' (if applicable). The Third-Party Release form includes your consent for Suzan Johnston Australia to verify your Statement of Attainment or Qualification with the issuing education institution or training authority.

Credit transfer can only be awarded for whole Units of Competency. As a result of a credit transfer you will be issued with an amended Training Plan Schedule.

## **CREDIT TRANSFER FEE**

You will not be required to pay an administrative fee for a Credit Transfer. On the issuing of an amended Training Plan Schedule and granting of the agreed credit, you will be entitled to receive a discount/refund for the unit/s that you obtain credit for.

## **STUDENT WELFARE/SUPPORT**

Should you have problems or concerns in relation to your training/learning, please feel free to consult one of your trainers/assessors. Suzan Johnston Australia does not offer a student counselling service, however, if necessary, we may be able to assist by directing you to an appropriately qualified professional.

Alternatively, an appointment can be made with our CEO - Donna Leigh.

## **STUDENT COMPLAINTS**

During your studies at Suzan Johnston Australia, you may wish to raise a complaint or a matter of concern relating to your course and/or your Suzan Johnston Australia training experience.



Our management and training team value your feedback and endeavour to foster an open environment where you feel comfortable and confident in raising any concerns. We hope this culture allows for any minor issues to be resolved quickly, simply and without the need for escalation.

## STEPS TO TAKE WHEN YOU WISH TO MAKE A NON-FORMAL COMPLAINT

### STEP 1:

Students are encouraged to raise their complaint in the first instance directly with their trainer/assessor or the staff member concerned. This is appropriate in matters where the student feels comfortable with making a direct approach.

### STEP 2:

If the matter is unable to be resolved at this level, or should the student feel uncomfortable raising the complaint with their trainer/assessor or the staff member concerned, then they should make an appointment with the CEO.

### STEP 3:

Once the CEO has spoken to all parties involved and reviewed the relevant information in relation to investigating the complaint; then she shall make a judgement on a mutually acceptable resolution.

The CEO shall then respond to the student involved, outlining the agreed resolutions in detail, ensuring that all the student's concerns are addressed.

## STEPS TO TAKE WHEN YOU WISH TO MAKE A FORMAL COMPLAINT:

In the event that you have a serious complaint concerning your training or our organisation, or if the complaint relates to unlawful behaviour i.e.: illegal discrimination or harassment, then you will be required to make a written statement of complaint.

### STEP 1:

You will be required to document details of your complaint onto a '**Student Complaint Form**'. Copies of this form are available from reception or from any Suzan Johnston Australia staff member.

The completed form and any related evidence will be given to the CEO (or Office Manager if the CEO is unavailable). Any formal/written complaint will be viewed by the CEO within 48 hours of receipt.

You will then be contacted within a further 48 hours and a suitable appointment time will be arranged between yourself and the CEO.

During this appointment the CEO will ask you to clarify the details of your complaint and what your preferred resolution would be. You will also be asked if we have permission to disclose the details of your complaint with any person/s directly involved, so we can fully investigate your concerns.

## STEP 2:

The CEO will discuss the details of your complaint with any other parties involved, outlining the specific allegations that have been made, giving them the opportunity to make a full response.

## STEP 3:

After discussions and investigations have been completed, a formal response will be forwarded to you within 7 days notifying you of the outcome and and/or any further action.

### Please note:

- Where possible, complaints will be resolved informally
- You can choose to have someone with you to help in the negotiations
- Suzan Johnston Australia views student complaints as an opportunity to review and improve our training methods and business practices
- Complaints will be responded to promptly and with minimum distress and maximum protection to all parties
- All complaints will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint
- Confidentiality will be respected wherever possible within the constraints of the need to fully investigate the complaint
- All documentation relating to the complaint and the resolution of the matter will be kept confidential and will not be accessible to anyone who is not directly involved in handling the complaint
- Suzan Johnston Australia will not accept any anonymous complaints

The management of Suzan Johnston Australia reserves the right to decline investigating a complaint if it is deemed to be frivolous, vexatious, misconceived or lacking in substance.

## INABILITY TO RESOLVE A COMPLAINT

In the rare instance, when the above avenues for complaint resolution have been exhausted, and the complaint cannot be resolved internally you can:

1. Request a joint meeting with an appropriate external/independent agent to mediate between Suzan Johnston Australia and yourself. In this instance Suzan Johnston Australia will arrange for an external complaint adjudicator to act independently, and without fee for service.
2. Call the **National Training Complaints Hotline on 13 38 73.**
3. Contact the Victorian Registration and Qualifications Authority (VRQA)  
<http://www.vrqa.vic.gov.au/complaints>.

## STUDENT APPEALS

### WHAT IS AN APPEAL?

An appeal would arise if you were unsatisfied with a decision that your trainer/assessor (or the organisation) has made in relation to an assessment outcome/decision.

### STEPS FOR YOU TO TAKE WHEN APPEALING AN ASSESSMENT

#### STEP 1:

Students are encouraged to raise their appeal in the first instance directly with the trainer/assessor concerned. This is appropriate in matters where you feel comfortable with making a direct approach.

#### STEP 2:

If the matter is unable to be resolved at this level, then you will be required to complete a '**Student Appeals Form**'. This form should be attached to the relevant assessment and given to your trainer/assessor for escalation. Copies of this form are available from reception or from any Suzan Johnston Australia staff member.

#### STEP 3:

Your trainer/assessor will then arrange for this assessment to be reviewed independently by another trainer/assessor, qualified to assess that particular competency. You will then be notified of the outcome of the appeal (whether your appeal has been granted or denied).

#### STEP 4:

If the matter is unable to be resolved at this level, then an appointment should be made with the CEO (Donna Leigh).

#### STEP 5:

In the rare instance, when all of the above avenues for appeal resolution have been exhausted, and the appeal cannot be resolved internally, you can request reassessment by an appropriate external/independent agent.

If the appeal remains unresolved, students can:

1. Call the **National Training Complaints Hotline on 13 38 73**.
2. Contact the Victorian Registration and Qualifications Authority (VRQA)  
<http://www.vrqa.vic.gov.au/complaints>.

#### PLEASE NOTE:

Complaints about any assessment will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. Students are required to appeal an assessment decision within 14 days.

## PRIVACY & CONFIDENTIALITY OF RECORDS POLICY

As a government registered training organisation, regulated by the Victorian Registration and Qualifications Authority (VRQA), Suzan Johnston Australia is required to collect, hold, use and disclose a wide range of personal and sensitive information on participants in our nationally recognised training programs.

This information requirement is outlined in the National Vocational Education and Training Regulator Act 2011 and associated legislative instruments. In particular, the legislative instruments:

- Student Identifiers Act 2014
- AQTF Essential Conditions and Standards for Continuing Registration
- Data Provision Requirements 2012 and its corresponding National VET Data Policy

Due to these legal requirements, we disclose information held for valid purposes to a range of entities including:

- The Department of Education and Training (DET) via Skills Victoria Training System (SVTS)
- National Centre for Vocational Education Research (NCVER)
- Relevant State and Commonwealth governments authorities (including the ATO)
- Employers (and their representatives)
- JobActive Providers
- Other registered training organisations or educational institutions
- Parents and/or guardians of underage learners

### TYPES OF PERSONAL INFORMATION WE COLLECT AND RETAIN:

Suzan Johnston Australia only collects personal information that is reasonably necessary for our business activities. All information we obtain is collected only by lawful and fair means, along with signed declaration/consent from the individual.

We only collect sensitive information in cases where the individual consents to the sensitive information being collected, except in cases where we are required to collect this information by law (refer to the section on Protection And Disclosure Of Your Personal Information):

The following personal information is collected from students:

- Full name
- Date of birth/age
- Current address
- Telephone numbers/email addresses
- Next of kin
- Demographic information
- Occupation

- Details of previous education/qualifications etc

The following types of sensitive information may also be collected and held:

- Identity details (e.g., Australian residency status)
- A complaint or issue information
- Disability status and/or other individual needs (e.g., learning, medical etc.)
- Indigenous status

Suzan Johnston Australia collects this information to:

- Gain an understanding of your needs so that we can provide you with the most appropriate training and assessment
- Evaluate the effectiveness of our training services to facilitate continuous improvement
- Comply with administrative and reporting requirements to meet government registration and contractual obligations
- Assist you with employment opportunities upon your graduation
- Conduct day-to-day internal business administrative functions and activities

Suzan Johnston Australia must request and confirm identification when enrolling individuals into nationally recognised course programs. We are authorised by Australian law to deal only with individuals who have appropriately identified themselves.

It is a Condition of Registration for all RTOs under the National Vocational Education and Training Regulator Act 2011 that we identify individuals and their specific individual needs on commencement of services delivery. Additionally, we collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally recognised training programs.

#### **HOW PERSONAL INFORMATION IS COLLECTED:**

Suzan Johnston Australia's usual approach to collecting personal information is to obtain any required information directly from the individuals concerned. This may include the use of web-based systems (such as the online Inquiry Forms submitted via the Suzan Johnston Australia website) or forms (such as Pre-Training Reviews, course Enrolment Forms, Training Plan Agreements and Practical Placement Agreements).

Suzan Johnston Australia only collects personal information that is reasonably necessary for our business activities. All information we obtain is collected only by lawful and fair means, along with signed declaration/consent from the individual.

Our organisation does occasionally receive unsolicited information from third party's entities such as:

- Government's authorities (State or Commonwealth)
- Another training organisation that the student is transferring from

- JobActive Providers

We promptly review any unsolicited personal information to decide whether or not it legally and correctly serves the purpose of our business activities. Where this is the case, we may hold, use and disclose the information appropriately as per the practices outlined in this policy.

If this information does not legally and correctly serve the purpose of our business activities, we will immediately destroy or de-identify the information.

#### HOW PERSONAL INFORMATION IS HELD:

Suzan Johnston Australia's practice for storing personal information includes robust storage and security measures. The collected information is:

- Scanned and converted to electronic means as soon as practical
- Stored in secure, password-protected systems, such as our Student Management System (Wise.Net), in-house server, cloud storage service and a backup external hard-drive
- Monitored for appropriate and authorised use at all times

Only authorised personnel are provided with individual logins to each system, with system access limited to only those relevant to their specific role.

Our server is hosted internally with updated virus protection, backup procedures and ongoing access monitoring procedures.

#### RETENTION AND DESTRUCTION OF INFORMATION:

Suzan Johnston Australia maintains a **Storage and Retention policy** which documents the periods for which personal and other information records are kept and their disposal methods.

#### PROTECTION AND DISCLOSURE OF YOUR PERSONAL INFORMATION:

- **Under no circumstances** do we sell your details to any third parties for unsolicited communications
- Only Suzan Johnston Australia staff trained in our privacy policy will have access to your personal information
- Other than for the primary purpose of disclosure to relevant training authorities, Suzan Johnston Australia will not disclose information about you to anyone outside the college unless you have given prior written permission to do so
- Please note that your parents, spouse, employer or any other party will not be supplied with information, unless you have provided prior written permission to release information to them

Exceptions to this are as follows:

- Parents and/or guardians of underage learners
- The Department of Education and Training (DET) via Skills Victoria Training System (SVTS)

- Relevant State and Commonwealth governments authorities
- The Department of Human Services (Centrelink) – to verify payments such as AUSTUDY or Youth Allowance, where applicable
- The Police – under request for the enforcement of the criminal law
- The Court – to provide information related to a civil legal action
- Recognised Education Institutions – providing information on students who have applied for admission
- Prospective Employers – for reference checking & clarification of your results
- JobActive Providers for Job Seekers

## DIRECT MARKETING:

The only form of direct marketing Suzan Johnston Australia conducts is direct phone calls or email correspondence to individuals who have made initial inquiries about our courses. Suzan Johnston's employees only conduct these activities.

We do not engage in the services of any third parties for direct marketing purposes.

Our organisation only uses the personal information that we hold about an individual for direct marketing purposes, under the proviso that:

- The personal information has been collected directly from an individual, and the individual would reasonably expect their personal information to be used for our direct marketing communications

## Opting Out

On each of our direct marketing communications, we provide a simple method that the individual may request to opt-out of future communications and how to do so. This includes:

- A verbal request not to receive direct marketing communications
- A simple response to all email communications stating that they wish to "opt-out."

We comply with any request promptly and undertake any required action for free.

## PRIVACY COMPLAINTS PROCEDURE

If you feel that Suzan Johnston Australia has breached our obligations in the handling, use or disclosure of your personal information, you may raise a complaint. The complaints handling process is as follows:

1. You should make the complaint including as much detail about the issue as possible, in writing to:

**Suzan Johnston Australia Privacy Officer**  
[donna@sj.vic.edu.au](mailto:donna@sj.vic.edu.au)

2. We will investigate the circumstances included in the complaint and will respond to you as soon as possible (within **14 calendar days**) regarding our findings and actions following this investigation.

3. If you are still not satisfied with the findings and actions taken, you can escalate your complaint directly to the Information Commissioner for investigation:

**Office of the Australian Information Commissioner**

www.oaic.gov.au  
Phone: 1300 363 992

## NATIONAL VET DATA PRIVACY NOTICE

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

The NCVER will collect, hold, use and disclose your personal information following the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation
- Facilitation of statistics and research relating to education, including surveys and data linkage
- Understanding how the VET market operates, for policy, workforce planning and consumer information

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information, please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please refer to the section on *Accessing and Updating Your Own Student Records*.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For



more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

You may receive a student survey run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt-out of the survey at the time of being contacted.

## **PRIVACY NOTICE - DEPARTMENT OF EDUCATION AND TRAINING (VICTORIA)**

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

### **Collection of your data**

Suzan Johnston Australia is required to provide the Department with student and training activity data. This includes personal information collected in the Suzan Johnston Australia enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

Suzan Johnston Australia provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at: [DET Website](#).

### **Use of your data**

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning, including interaction between the Department and Student where appropriate. The data may also be subjected to data analytics, which seek to determine the likelihood of certain events occurring (such as program or subject completion), which may be relevant to the services provided to the student.

### **Disclosure of your data**

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

### **Legal and Regulatory**

The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

### **Survey participation**

You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria. Please note you may opt out of the NCVER survey at the time of being contacted.

## Consequences of not providing your information

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

## Access, Correction and Complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached. Please refer to the section on [Privacy Complaints Procedure](#).

## Further information

For further information about the way the Department collects and handles personal information, go to the [Victorian State Government Education and Training](#) website.

For further information about Unique Student Identifiers, including access, correction and complaints, go to [Australian Government USI](#) website.

## ACCESSING AND UPDATING YOUR OWN STUDENT RECORDS

### REQUESTS FOR UPDATES TO YOUR STUDENT RECORDS

You have the right to request updates to the personal information retained within your official student file.

If you consider the personal information on your student file to be incorrect, incomplete, out-of-date or misleading, you can request that the information be amended.

**Please note that it is your responsibility to advise the college of ANY changes to your contact details** (such as alterations to your e-mail address, postal address and/or phone numbers). Suzan Johnston Australia will not be held responsible if future correspondence is not received by you due to your contact details being outdated.

To request an amendment to your official student file you are required to complete the Suzan Johnston Australia [Records Access or Update Request Form](#).

Any updates or corrections to your student files will be made free-of-charge.

### Procedure

1. A request for amendment to records must be made by using the Suzan Johnston Australia [Records Access or Update Request Form](#). This request must be accompanied by photo identification (e.g., Drivers Licence, Passport).
2. Any requests to update student records must be referred to the Office Manager (or the CEO in the Office Manager's absence).
3. Upon receiving a request for amendment, the Office Manager will then:
  - a. Confirm your identity
  - b. Assess the existing information and the requested update to determine whether the update should proceed

- c. Make the required update/amendment and retain a copy of the Update Request Form on your Student file
- d. The amendment to your student information will be within **ten (10) working** days of receipt of the required Records Access or Request Form

## REQUESTS FOR ACCESS TO YOUR STUDENT RECORDS

You have the right to request access to your academic records and/or the personal information on your Student File. This will be done under the strict supervision of either your Trainer/Assessor or the Office Manager.

Access to your student records will not be provided to a third party without your written consent.

A request for access to your academic/student records can include you needing to view your:

- Personal details
- Records of attendance
- Assessment records
- Trainer/Assessor's comments
- Training results/outcomes

It may also include a request for a reprint of your Certificate and/or Statement of Attainment.

Please note if you require a reprint of a testamur or the provision of a hard copy of any document an administration fee will be payable.

FEES FOR RE-PRINT OF DOCUMENTATION & REISSUANCE OF TESTAMUR	
Service Provided	Administration Fee Payable
Reissue of a qualification and/or Statement of Attainment	\$50.00
Retrieval of records in current year and provision of a copy of documents	\$0.20 per page
Retrieval of records PRIOR to current year and provision of a copy of documents	\$50.00 plus \$0.20 per page

### Procedure:

The Office Manager is responsible for approving and or/denying your request to access your student records and she will do this based on the validity of your supporting documentation (such as proof of identity), she may also ask for additional information if required.

## Steps:

1. A request for access to your Student Records must be made by using the Suzan Johnston Australia [Records Access or Update Request Form](#). This request must be accompanied by photo identification (e.g., Drivers Licence, Passport).
2. This form can be hand delivered to the Office Manager who shall verify sighting the photo identification. Alternatively, the form can be posted to the Office Manager however it must be accompanied by a certified copy of photo identification.
3. Upon receiving your request (and/or a request from a third party) the Office Manager will:
  - a. Confirm your identity. If the request is from a third party, she will confirm that they are appropriately authorised to receive the information requested
  - b. Identify and collate the required documentation
  - c. Release the documents upon payment of the administration fee (if applicable)
  - d. Access to your student records will be provided within **10 working days** of receipt of the original request.

All original copies of training records remain property of Suzan Johnston Australia.

## REFUSAL TO PROVIDE ACCESS TO YOUR STUDENT RECORDS

If the identity or authorisation access cannot be confirmed or there is another valid reason why we are unable to provide you or the third-party access to your student records; you will be informed in writing within **ten (10) working days** of the submission of your [Records Access and Update Request Form](#).

## ONLINE SERVICE STANDARDS

Suzan Johnston Australia offers a range of courses that can be delivered partly or wholly via a virtual platform. We are committed to providing a quality learning experience for students and the Online Service Standards explain our commitment to students studying via our virtual platform.

Suzan Johnston Australia strives to ensure that our teaching meets this commitment by:

- Providing a learning environment which recognises differences in students' ages, experiences, aptitudes, learning styles and background; and
- Incorporating flexible delivery methods, including online learning, based on students' needs.

Suzan Johnston Australia ensures:

- Students are supported throughout their study and have clear information about how to access student support
- Students are only enrolled in courses using a virtual platform if this is suitable and

appropriate to the student's needs

- Students considering a virtual course are aware of the minimum requirements to be able to participate in the course
- Learning materials cover all aspects of a unit of competency and all necessary information to enable competency to be achieved
- Learning materials are accessible to a wide variety of students
- Students are engaged in learning and monitored to ensure they continually progress through their program
- Students are assessed against all aspects of a unit of competency, and practical skills are assessed using either virtual technology and/or face-to-face assessment

### **Virtual Learning Environment**

Suzan Johnston Australia provides a quality virtual learning environment using Zoom. Access to Zoom is appropriately maintained, secure, and a productive and safe work environment for students and trainers/assessors. Student can only access classes via a meeting link and password.

### **Trainers/Assessors**

All Suzan Johnston Australia trainers/assessors involved in our virtual delivery are skilled in virtual facilitation and have completed professional development to enable them to deliver an engaging learning experience. Trainers/assessors undertake at least annual professional development activities in virtual and blended learning delivery approaches. Please refer to the Suzan Johnston Australia Staff Recruitment Development Policy for further information.

### **Student Entry Requirements**

Suzan Johnston Australia conducts a comprehensive Pre-Training Review for all prospective students to determine whether a course is suitable and appropriate for their individual needs. As part of the Pre-Training Review, we include assessment of digital literacy, by:

- Ensuring students undertake a self-assessment quiz; and
- Discussing the quiz outcomes and making recommendations about whether the course is suitable and identifying additional support where required.

To participate in a Virtual class, students require access to:

- Home computer/laptop
- Access to the Internet
- Microsoft Software/Office: Outlook, Word, and Excel, (*recommended 2016 or later version*)
- Telephone/mobile

For further information please request a copy of Pre-Training LLN Student Support Policy

## Training and Assessment

- All courses:
  - use quality learning & assessment resources that accessible to all students
  - use quality instructional materials and appropriate technology that enable and enrich student learning
  - demonstrate rigorous course content
  - are designed to accommodate different learning styles
  - are sensitive to the cultural differences of students
- The virtual platform provides a high degree of interaction between trainers/assessors and students, and among students themselves thru the use of break out rooms and group activities
- The virtual course activities embed the learning content by providing practical experiences to explore and understand the required skills and knowledge
- Involve learning materials that are interactive and are presented in a variety of formats
- Suzan Johnston Australia recognises the need to make reasonable adjustments within our assessments and learning environment to meet individual needs. Examples of reasonable adjustments that Suzan Johnston Australia might make include providing:
  - course material in alternate formats—electronic/large print
  - use of assistive technology
- All courses and resources used meet requirements of appropriate regulatory and contractual standards, including the unit of competency/accredited curriculum coverage, conditions of requirements of copyright and fair use and minimum accessibility standards including Web Content Accessibility Guidelines (WCAG) 2.0 guidelines
- All trainers/assessors involved in our virtual delivery meet requirements of appropriate regulatory and contractual standards, including minimum qualifications, experience, ongoing professional development
- Trainers/assessors are enabled to adapt their training and assessment approaches to meet student needs
- Trainers/assessors are available before and after class within the virtual learning environment to provide support to students
- Administration staff are available Monday – Saturday during business hours to provide technical support with accessing the virtual classroom
- Multiple assessment methods are used to assess student performance. Assessments will take place using several different methods, such as:
  - Written Assessments
  - Direct Observation
  - Presentations
  - Question and Answer

- Role-play

For further information please request a copy of Training and Assessment Guidelines

## **Student Engagement**

The trainer/assessor is responsible for:

- Liaising with students as required regarding study progress, including result/feedbacks, student support, following-up on outstanding assessments, RPL, etc
- Assisting students in the development of appropriate citation and referencing techniques (see Cheating, Collusion, and Plagiarism Policy)
- Providing feedback to students (written and/or verbal) regarding study progress without delay
- Promptly assessing assessments and recording students' results
- Regularly assessing student knowledge/understanding and providing meaningful feedback

If an assessment has been deemed unsatisfactory, the trainer/assessor will provide appropriate feedback to the student to understand what is required to achieve a satisfactory outcome.

It is the trainer/assessor's responsibility to ensure that students are engaged in their learning and assessment and attending classes (face-to-face and virtual), participating in practical placement, and completing the required assessments by the due date.

If a trainer/assessor becomes aware that a student is disengaged (i.e., not attending classes or submitting the required assessments), they must attempt to re-engage the student. A student disengaged with learning and assessment may lead to the student withdrawing (officially or unofficially) from the course.

Trainer/assessors follow re-engagement processes for students who do not attend classes and/or submit multiple assessments by the due date/s.

If students do not attend scheduled classes or submit the required assessments, their studies are placed on hold, or the student may be withdrawn from the course.

Please refer to the Suzan Johnston Australia Training and Assessment Guidelines for further information.

For further information please request a copy of Training and Assessment Guidelines

## **Student Support**

Before commencing studies, all students participate in an Orientation session. The Orientation session is conducted via Zoom to enable students to experience and practice using the virtual platform before classes commence.



As part of our training service, we have Student Support time scheduled at the end of each training session. Students receive a Course Schedule which includes the scheduled Student Support Sessions. These sessions run for approximately 1 hour directly following the class. Trainers/Assessors have allocated this time exclusively to support students with the unit's training information, learning activities, assessment tasks and/or practical placement queries.

Additionally, trainers/assessors can arrange specific student support sessions for individual students at a time that is convenient for the student and the trainer/assessor.

Recordings of each virtual class are available, and students can request a copy to review the learning content to assist with reflecting and absorbing the knowledge.

Trainers/assessors are also contactable outside of class via email on specific days/time. At the commencement of the course, students will be advised what days/times their lead trainer/assessor is available to respond to emails. Additionally, a trainer/assessor can be contacted urgently via the SJ office during business hours Monday to Saturday.

## **VICTORIAN STUDENT NUMBER (FOR STUDENTS AGED 24 YEARS AND UNDER)**

Upon your commencement, the Department of Education will issue Suzan Johnston Australia with a copy of your **Victorian Student Number (VSN)**.

The VSN is a centrally allocated nine-digit number, used by the Government to track your educational history (where/when/what you have studied). Your VSN number will be used for education purposes only and will not be shared with external parties.

Your Victorian Student Number (VSN) will be made available to you upon request.

## **UNIQUE STUDENT IDENTIFIER (FOR ALL STUDENTS)**

Students undertaking nationally recognised VET courses must have a Unique Student Identifier (USI) to receive their Statement of Attainment or Certificate of Qualification.

The USI consists of 10 alpha-numeric characters (For example: 3AW88YH9U5).

- To create your USI, please visit:  
<https://www.usi.gov.au/students/how-do-i-create-usi>.

If you are unable to create your USI, you can authorise Suzan Johnston Australia to apply for one on your behalf (consent from a parent or legal guardian is not required).

Your personal details will be protected from misuse or unauthorised access by the Privacy Act 1988 (Cth) and the Student Identifiers Act 2014. Suzan Johnston Australia will not use or disclose these details to a third party except where required by law.

## **STUDENT FACILITIES**

For your convenience we are pleased to supply you with access to our Student Breakout Room.



Your continued access to this room is subject to the following guidelines:

- Please use the electrical goods and facilities supplied with appropriate care and respect
- Please be respectful of other students who are using this same facility
- Please clean up after yourself (wash your cutlery, throw away any rubbish, wipe down your table, replace the chair etc.)
- Please ensure any personal items are removed from our refrigerators by 5.00 pm on Friday (any items that remain after this time will be discarded by our cleaners).

Students also have convenient access to individual laptops and/or PCs in the classrooms and are responsible for the workstation and computer they are logged into. We ask that you refrain from eating and drinking while using these computers as there are electrical cables running under the floor and a spilled drink leaking through could cause damage or a possible fire.

We also have Wi-Fi for our student use. The log in details are as follows:

Network: Optus\_56DBD7

Password: SuzJoh246

## COVID SAFE PROCEDURES

Suzan Johnston Australia is committed to safeguarding the health and well-being of our staff and students during the COVID-19 Pandemic. The following explains our procedures to ensure our training services are conducted with the highest safety standards.

Staff, students or visitors must not attend the Suzan Johnston Australia premises if they:

- Are experiencing symptoms of COVID-19
- Have been, or have potentially been, exposed to a person who has been diagnosed with COVID-19 or is suspected of having COVID-19 (even if the person who is suspected of having COVID-19 has not yet been tested).

### Vaccination Requirements

All staff, and students and visitors (aged over 18 years) attending the Suzan Johnston Premises must be fully vaccinated.

All students who wish to take part in **onsite** education at a Suzan Johnston Australia must be fully vaccinated with two doses of the COVID-19 vaccine or have a valid medical exemption.

Students will be required to show their vaccination status to the Receptionist on arrival. The Receptionist will record on the date that the vaccination certificate has been sighted.

The student can show their vaccination status to the Receptionist via:

- COVID-19 digital certificate via the Service Victoria app
- COVID-19 digital certificate saved to a smartphone wallet

- Printed copy of COVID-19 digital certificate
- Printed copy of immunisation history statement
- Eligible proof of vaccination exemption.

Once this information is recorded the student is not required to show this information again.

Students who are not fully vaccinated, where practical will learn from home using Zoom.

### Entry To The Premises

Before entering the premises, the Receptionist will check that all staff/students/visitors:

- \*Are wearing a suitable face mask (unless they have a medical exemption)
- Have washed their hands in the special Hand Washing Station and/or applied Hand Sanitiser
- Have registered their attendance using the QR Code

\*The requirement to wear a face mask will be determined by the current government guidelines.

If an individual appears to have symptoms (fever, cough, shortness of breath) upon arrival at the Suzan Johnston Australia premises, the Receptionist will discuss the symptoms with the individual. Subject to the outcome of this discussion, the staff/students/visitors may be asked to return home and to seek medical advice. A medical certificate will be required to return to the premises.

### Registration

On arrival at the Suzan Johnston Australia premises, all staff/students/visitors are required to register their attendance using the following QR Code:



**COVIDTracer**  
Suzan Johnston Australia

No download needed.  
Help stop the spread.

Scan the QR code and fill in your details so we can alert you in the case of exposure to COVID-19

Do the right thing, keep our community safe.

Staff/students/visitors are required to scan the QR code and provide the following information:

- First name
- Last name
- Phone number

The above details and the date and time that the individual entered the premises will be stored. The information will only be accessed in need of contract tracing purposes.

### **Good Hygiene**

On your arrival:

- When arriving at the premises, please dispose of any masks used in public transport to the office
- Limit the touching of any surfaces
- Wash your hands for at least 20 seconds with soap and water and/or use a hand sanitiser
- Place any bags on the ground and not on desks
- Wipe down your workspace, keyboard, and mouse etc with a cleaning wipe (provided by Suzan Johnston Australia) and dispose of used wipes
- Clean and disinfect personal items such as mobile phones, keys, wallets, and myki travel pass, swipe/security pass.

During the day:

- Frequently wash your hands for at least 20 seconds with soap and water or by using an alcohol-based hand sanitiser
- Wash your hands after blowing your nose, coughing, sneezing, or using the toilet
- Avoid touching your eyes, nose, and mouth
- Cough or sneeze into your elbow or a tissue and immediately dispose of tissue after use
- Do not share laptops, keyboards, mouse, pens, or phones
- Do not share food
- If purchasing coffee, disposable cups are recommended instead of reusable coffee cups
- Be extra attentive in cleaning up after yourself when using shared facilities such as the break out room and bathroom
- If you feel unwell, speak to the CEO immediately

Upon leaving:

- Please wipe down your workspace with a cleaning wipe and dispose of used wipes

## Physical Distancing

- At all times, staff and students must maintain a 1.5 metre distance between each other
- To protect yourself and others:
  - Don't shake hands or hug to greet others
  - Only work in your allocated workspace, do not swap, or share equipment
  - Eat lunch at your workspace or outside rather than in the student breakout/lunchroom facilities
  - Refer to floor markings in the reception area to ensure you maintain the required 1.5 metres distance from the reception desk
  - Do not congregate in the hallways, photocopier room, student breakout/lunchroom facilities, reception area or in the shared bathrooms
  - Refer to the signage on the doors for maximum room capacities

## STUDENT HEALTH, SAFETY AND FIRST AID

Your safety and welfare is of paramount importance to us. While you are completing your studies, we are legally bound to do all that is practicable to ensure your general health and safety.

During your student orientation session, you will learn of the appropriate safety and security information including emergency evacuations, first aid officers etc.

The required health and safety information, relevant to the unit being delivered, will be explained to you by your Trainers/Assessors.

### Reporting a hazard, incident and/or accident

All accidents, incidents, near misses and/or hazards - whether they result in damage, injury or loss - must be reported promptly to your trainer/assessor and/or the CEO for investigation.

You will also be required to complete a **Hazard, Incident & Accident Report** form as soon as possible and submit this to the CEO (or Office Manager if the CEO is unavailable) within 48 hours.

### First Aid

Suzan Johnston Australia has a number of employees trained in First Aid including:

- Tina Trajanovski
- Priya Raghavan

### Electricity

Electricity can kill if you give it the chance! Some of your training may require you to use electrical equipment. It is essential that you use the equipment correctly and if you are unsure ASK YOUR TRAINER/ASSESSOR.

Please ensure that you follow instructions provided by the Trainers/Assessors and the relevant training notes to the best of your capabilities. If you feel that a requested activity may be potentially harmful to yourself or others, please do not do it. Seek immediate clarification directly from your Trainer/Assessor.

### **Practical Jokes and Horseplay**

While Suzan Johnston Australia wants all students to have a level of fun whilst studying, practical jokes and horseplay are strictly forbidden. Students need to consider the health, safety and physical and psychological welfare of others around them at all times.

### **Hours of Study**

During your course we will require you to attend scheduled classes and complete class activities either in a classroom or at home. It is not a requirement for you to study more than eight hours in any one day.

Feedback or complaints regarding the Suzan Johnston Australia WH&S Policy or any hazard or risk should be reported directly to the CEO.

### **Rules on Good Housekeeping and Safe Study Practices**

- Ensure that you use all equipment in a safe manner
- Ensure that rubbish is disposed of suitably; remember to use our recycling facilities as appropriate
- Immediately clean up any spills - whether it occurs in the student kitchen, bathroom or classrooms – and ensure your trainer/assessor is made aware of the hazard while you attend to it
- Keep hallways, doorways and pedestrian pathways clean and clear
- Please ensure your shoes remain on at all times
- Keep the area around emergency exits and emergency equipment completely clear
- Do not lean or swing back on chairs
- **NEVER** lift heavy objects like tables, boxes etc. If furniture needs to be moved please submit a request to your trainer/assessor
- Ensure that your workstation is neat and tidy and never allow paperwork, folders etc. to pile up on the floor
- Please always keep your personal belongings (handbags, money, mobile phone etc.) with you
- Be aware of people loitering for extended periods or for people that appear agitated
- Advise your trainer/assessor or the CEO if you see anyone acting strangely or suspiciously
- Keep the rear exit doors locked

## EMERGENCY EVACUATION PROCEDURES

The main concern in relation to emergency evacuation procedures is the safe removal of all staff and students from company premises.

The official fire wardens for Suzan Johnston Australia are **Donna Leigh, Priya Raghavan, Amberlie Cameron-Smith and Amy Tiitinen.**

### **FIRST WARNING TONE: BEEP, BEEP, BEEP...**

1. Should this occur, staff and students **must not leave** Level 6.
2. At this point, everyone should remain calm and **stand by for further instructions**/directions from Fire Wardens.
3. During this time Fire Wardens will establish there is no immediate danger and will ask you to generally prepare for evacuation (e.g. take hold of personal belongings - each person may only carry a small bag that does not encumber other people). Students will be required to give their full attention to their trainer/assessor for further safety instructions.
4. This **first warning tone does not signal evacuation**. This tone indicates that there may be a problem in the building. Staff and students **should not evacuate** at this point (during normal business hours) unless ordered to do so by the Wardens.

***IMPORTANT: Please note students attending the college on an evening or Saturday must evacuate at the sound of the FIRST WARNING TONE. There is NO second warning tone given outside normal business hours.***

### **SECOND WARNING TONE FOR EVACUATION: WHOOP, WHOOP, WHOOP...**

A fire doubles in intensity every 30 seconds, therefore staff and students should remain calm, however act quickly!

#### **To commence evacuation:**

1. Listen carefully to fire wardens and calmly follow all instructions.
2. Proceed to the safest exit as nominated by the fire warden. Follow this exit down to the ground floor and proceed to the assigned emergency evacuation meeting point.

**When evacuating, it is important to stay calm and exit in single file, keeping close to the handrail.**

**Lifts are not to be used in a fire**, or suspected fire situation.

3. Any student or staff member with an injury or disability that prevents them from walking quickly should remain in the stairwell with a fire warden or someone with first aid knowledge until the fire brigade arrives to their rescue.

4. Wardens will guide staff and students to the evacuation meeting point, located at **206 Bourke Street**, outside **JB Hi-Fi**. All students must remain at this meeting point until permission to leave is granted from an official Suzan Johnston Australia Fire Warden.
5. Staff and students may not return to the building until permission is granted by a Fire Warden.

## STUDENT BEHAVIOUR IN CLASS & DISCIPLINARY PROCEDURES

Suzan Johnston Australia strives to maintain a learning environment that is conducive to the success of all students, therefore disruptive or inappropriate behaviour by students will not be tolerated. Other students must not be prevented from learning/achieving by the socially unacceptable behaviour of others.

**All students are expected to display suitable standards of behaviour that would be appropriate for the workplace. Such conduct includes (but is not limited to) the following points:**

- Proper respect for other occupiers of the building is essential
- Mobile phones **must** be switched off during class hours
- Food and drink are not permitted in the classrooms (with the exception of the student breakout area)
- Chewing gum is prohibited from the entire training premises
- Abusive or vulgar language will not be accepted on the premises
- Students must not engage in any behaviour that threatens the safety or well-being of any student or staff member.

Course participants must respect the rights and dignity of all other students, clients and staff members. All students must be treated equally regardless of their sex, disability, ethnic origin or religion. All students are deserving of equal attention and opportunities.

**Any breaches of discipline will result in the student being given a verbal warning. Further breaches will result in the student having to show cause as to why they should not be excluded from further participation in the course.**

### Theft

We reserve the right to remove any student from class for theft. Full course fees will be immediately due and payable.

### Alcohol and Drugs

Alcohol and drugs of any kind are not permitted on the premises unless for prescribed medical reasons (please inform your Trainer/Assessor of any medication details). Breach of this rule will result in instant removal from the course undertaken. **Full course fees will be immediately due and payable.**

## Smoking

Smoking is **strictly prohibited** inside the Suzan Johnston Australia workplace. As smoking also affects every part of your body and health, Suzan Johnston Australia actively encourages employees and students to 'quit' smoking. Further information on quitting smoking may be obtained from [www.quit.org.au](http://www.quit.org.au).

## BREACHES OF DISCIPLINE

Students are required to behave in a co-operative and professional manner at all times during classroom sessions, assessments, and break times as well as during excursions outside of Suzan Johnston Australia premises.

If any student is found to be behaving in contravention of relevant contractual obligations and/or company policies, the incident will be recorded and reported to the CEO who will assess the claim and take action if necessary.

Students who consistently jeopardise the learning environment for other participants will face disciplinary action and may be expelled from the course.

## DISCIPLINARY PROCEDURES

**Any breaches of discipline will result in the instigation of Suzan Johnston Australia disciplinary procedures, which may include:**

### Verbal Warning

Disruptive conduct or initial failures to display/maintain expected standards of behaviour will result in the student being given a verbal warning. A verbal warning would be appropriate for minor disruptions or cases of misconduct.

### Written Warning

Continuous failure to meet expected standards of behaviour may require Suzan Johnston Australia management to issue a written warning to a student. The first instance of a major offense or case of misconduct may demand the issuance of a written warning or first and final warning (see below).

### Final Warning (may also be **First and Final**)

In the event of continuing behavioural issues or misconduct, a student may be issued with a final warning. In the event of major misconduct in the first instance, a first and final warning may be issued.

### Show Cause and Exclusion

Further breaches after a final warning, or initial cases of gross misconduct (e.g. theft, violence, drug use) will result in the student having to 'show cause' as to why they should not be excluded from further participation in the course. Failure to show reasonable cause will result in the student being excluded from the course.

Should a student have any questions about the disciplinary process, they should consult their trainer/assessor or the CEO. If a student wishes to object or lodge an



appeal against the disciplinary action taken, they have the right and opportunity to follow the Suzan Johnston Australia Complaints Procedure.

## CHEATING, COLLUSION AND PLAGIARISM

Our training organisation expects that students will adhere to high standards of honesty and integrity in relation to the submission of assessments. Work submitted for assessment must be the original work of the student. In addition, all forms of intellectual material must be used appropriately and with full acknowledgement to authors.

Any learner found guilty of plagiarism or cheating will be penalised.

### DEFINITIONS

#### Plagiarism

Plagiarism means to copy and/or use someone else's work, ideas or anything else and then to use it, submitting that material as your own, without authorisation or acknowledgement of the original author. This includes information sourced from the internet, printed material/s, text book/s and work produced by other students.

Plagiarism includes the following:

- Word-for-word copying of sentences or whole paragraphs from one or more sources, without clearly indicating their origin
- Failure to give credit for ideas, statements, fact or conclusions which rightfully belong to another
- Using very close paraphrasing of sentences or whole paragraphs without acknowledging or referencing the source of the original work
- Use of another person's ideas, work or research data without acknowledgement
- In written work, failure to use quotation marks when quoting directly from another, whether it be a paragraph, a sentence, or even a part thereof
- Copying computer files without clearly indicating their origin.

Plagiarism can be either intentional or unintentional.

**Intentional plagiarism** is when the act of plagiarism is deliberate and may include the intention to deceive the trainer/assessor. It includes the following:

- **Cheating:** deliberately acting dishonestly or unfairly to gain an unfair advantage in the assessment
- **Collusion:** working with others and then deliberately presenting their work as your own
- **Enabling plagiarism:** permitting another student to copy your work – therefore contributing to plagiarism.

**Unintentional Plagiarism** is when the act of plagiarism results from either a lack of:

- Skill in referencing and/or acknowledging another's work

- Understanding or knowledge of what plagiarism is.

## WHAT ACTIONS CONSTITUTE PLAGIARISM?

### All of the following actions are considered plagiarism:

- Turning in someone else's work as your own
- Copying words or ideas from someone else without acknowledging the source
- Failure to put a quotation in quotation marks to indicate a direct citation
- Giving incorrect information about the source of a quotation
- Copying so many words or ideas from a source that it makes up the majority of your work, irrespective of whether you have acknowledged the source or otherwise
- Ghost writing by or for another student.

**Source:** [http://www.plagiarism.org/learning\\_center/what\\_is\\_plagiarism.html](http://www.plagiarism.org/learning_center/what_is_plagiarism.html)

**Work submitted for assessment must be the original work of the student.**

## STUDENT'S OBLIGATIONS AND RESPONSIBILITIES

- To read, understand and comply with our Cheating, Collusion and Plagiarism Policy as detailed in this Student Handbook
- Take reasonable steps to ensure their work is not being copied or reproduced by other students
- Appropriately acknowledging any work that has been sourced from others. Apply suitable referencing as required.
- Before submitting each assessment, read the assessment terms and agree that the submitted assessment has been wholly completed by yourself and that you understand the repercussions of submitting work that is not your own

During your orientation session, trainers/assessors will explain our Cheating, Collusion and Plagiarism Policy to you in detail. You will then be required to sign the:

- **Training Plan Agreement** and the **Student Declaration and Consent** declaring that you:
  - Have read and understood the Cheating, Collusion and Plagiarism Policy as stated in the Student Handbook
  - Are willing to abide by Cheating, Collusion and Plagiarism Policy as outlined in the Student Handbook
  - Understand the repercussions and/or penalties if you are found guilty of plagiarism or cheating
  - Will complete all assessments (including any resubmissions) on your own, and you understand the repercussions of submitting work that is not your own.

## QUICK GUIDE TO REFERENCING

The purpose of referencing is to acknowledge that the words/image come from someone else and provide the source of information. If you are directly quoting or paraphrasing from a textbook, webpage or using an image, include the following information:

### ❖ **Textbook – Name of textbook and page number**

E.g., “NQS QA5 focuses on relationships with children being responsive and respectful and promoting children’s sense of security and belonging.” **The Early Childhood Educator for Diploma, p99**

### ❖ **Webpage – URL for webpage and date the site was accessed**

E.g., “The National Law and National Regulations outline the legal obligations of approved providers, nominated supervisors, and educators and explain the powers and functions of the state and territory regulatory authorities and ACECQA.” **<https://www.acecqa.gov.au/nqf/national-law-regulations> - accessed 02/09/2020.**

### ❖ **Images – Creator or organisation, URL for webpage and date the site was accessed.**

If there is no creator or organisation listed, the URL for the webpage and the date the site was accessed is sufficient.

E.g., **Gettyimages, <https://www.verywellfamily.com/normal-pulse-rates-for-kids-2634038> - accessed 02.09.2020**

A Bibliography refers to all material (including background reading) that has been accessed to complete the assessment. You may be asked to include a bibliography at the end of your assessment. Please include the following information:

### ❖ **Format**

- Alphabetical order
- Textbook –Name of textbook and page number
- Webpage –URL for webpage and date the site was accessed

## PENALTIES FOR CHEATING AND PLAGIARISM

<b>First instance of plagiarism, collusion or cheating</b>	<ul style="list-style-type: none"> <li>• Reprimand the student and issue a first warning in writing</li> <li>• Assessment must be re done and re submitted</li> <li>• Retain a copy of the SJ warning letter in the Student's File</li> </ul>
<b>Second instance of plagiarism, collusion or cheating</b>	<ul style="list-style-type: none"> <li>• A second written warning indicating another occurrence will result in expulsion from the Suzan Johnston training course</li> <li>• A "Not Yet Competent" result will be recorded, and the student will be required to re-sit the entire unit of competency again at an additional cost</li> </ul>
<b>Third instance of plagiarism, collusion or cheating</b>	<ul style="list-style-type: none"> <li>• Dismissal with no refund</li> <li>• A "Not Yet Competent" result will be recorded</li> <li>• Statement of Attainment issued for other units of competency achieved</li> <li>• Statement of actions taken recorded on the Student's File</li> <li>• Student reminded of their right to appeal</li> </ul>

## ANTI-DISCRIMINATION POLICY

It is Suzan Johnston Australia's policy to ensure that all employees and students are treated fairly and have the opportunity to feel safe, valued and respected. We endeavour to provide a work and learning environment:

- That is free from all forms of harassment, discrimination, victimisation and bullying
- That is conducive to students reaching their full potential
- Which values diversity and individual differences
- Where all students are treated fairly and feel safe, valued and respected.

Suzan Johnston Australia operates under a strict 'Code of Practice'. This ensures that our staff members continue to provide an environment free from all unlawful discrimination, victimisation and harassment. This Code of Practice is in place to protect both our students and our employees alike. You are welcome to view a copy of the Suzan Johnston Australia **Code of Practice** which is available to all students upon request.

**The Suzan Johnston Australia Anti-Discrimination, Harassment and Victimisation Policy** includes the following principles:

- It is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination
- Suzan Johnston Australia has zero tolerance to any form of discrimination and/or victimisation and makes every effort to ensure that all students and employees are treated equally
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner

- Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by Suzan Johnston Australia
- When Suzan Johnston Australia management are informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of individuals will be respected, and confidentiality shall be maintained
- All complaints presented to Suzan Johnston Australia management should be resolved by a process of discussion, co-operation and conciliation wherever possible. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation
- Both the person making the complaint and the person, against whom the complaint has been made, will receive information, support and assistance in resolving the issue from Suzan Johnston Australia management
- No person making a complaint, or assisting in the investigation of a complaint, shall be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by trainers/assessors
- Students should not make any frivolous or malicious complaints

During your course attendance at Suzan Johnston Australia, you will be expected to behave in a courteous, sensitive and non-discriminatory manner when dealing with other students, clients and staff. You will face immediate disciplinary action if you are found to be performing any action that embarrasses, disadvantages, discriminates or victimizes any other student.

### **What should you do if you feel you are being harassed or discriminated against?**

1. The first point of contact is your trainer/assessor. In this instance, the trainer/assessor's role would be to supply you with information about the options available for dealing with the complaint, whilst also explaining the complaint process and how it works.
2. Where it is not appropriate for a student to raise the issue directly with their trainer/assessor, they may then go directly to Donna Leigh (CEO).

Please note: All students have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with confidentially. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to Suzan Johnston Australia's policy and procedures.

No student may be threatened, victimised or disadvantaged as a result of:

- Making or intending to make a discrimination complaint
- Providing information as a witness
- Supporting a complainant.

## CHILD SAFE POLICY

All participants who attend courses and programs at Suzan Johnston Australia have a right to feel and be safe during their time with us. The welfare of the course participants (specifically minors under the age of 18) in our care will always be our first priority and we have zero tolerance towards child abuse. We are committed to creating a child safe and child friendly environment where all participants feel safe.

In compliance with the compulsory Child Safe Standards required under the Child Wellbeing and Safety Act (2005) and the recent Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015, Suzan Johnston Australia adopts a risk management approach in identifying and assessing child safety risks indicators.

Our Child Safe policies and practices include:

- Child Safe Policy
- Child Safety Code of Conduct
- Child Safety Reporting Process
- Child Safety Person/Officer

Students, parents and staff members are encouraged and supported to report any suspected misbehaviour that puts the safety and wellbeing of minors at risk.

This reporting process is facilitated by the Chief Executive Officer (CEO), Donna Leigh, who is our dedicated Child Safety Person.

## PERSONAL TELEPHONE CALLS

Please note, during your course we do NOT accept personal calls or messages on behalf of students unless in cases of emergency.

## DRESS CODE

Casual but neat dress is required, for example, no tracksuits, midriff-tops, thongs etc. We do take note of your appearance and encourage you to dress appropriately for the business environment.

## SUMMARY OF ADDITIONAL FEES & CHARGES

ITEMS	POLICY	CHARGE
<b>Application for Special Requests</b>	<p>Special requests that entail an amendment to a student's Training Plan Schedule to either:</p> <p style="text-align: center;">Reschedule a Unit/s Repeat a Unit</p> <p style="text-align: center;"><b>OR</b></p> <p style="text-align: center;">Extend the Unit due date beyond agreed terms</p>	<p>First instance – no charge Further instances - \$50.00 per request to reschedule unit/s</p> <p style="text-align: center;">\$50.00 per Training Plan Schedule amendment to repeat a unit</p> <p style="text-align: center;"><b>OR</b></p> <p style="text-align: center;">\$30.00 to extend the unit due beyond agreed terms</p>
<b>Assessment re-sit fee</b>	Students who are required to re-sit an assessment for a <b>third time</b> will be required to pay an upfront re-assessment fee prior to the work being re-assessed	\$50.00 per assessment
<b>Private training fee</b>	Students who require additional assistance in their course work may request for private training to be made available	\$50.00 per hour
<b>Qualification re-issue fee</b>	Re-issuance of a qualification (Certificate and/or Statement of Attainment)	\$50.00 per document
<b>Access to your Student File &amp; provision of a copy of documents</b>	Retrieval of records in current year and provision of a copy of documents.	\$0.20 per page  An additional \$50.00 fee is payable if records are PRIOR to current year
<b>Cheque Dishonour fee</b>	A charge will be applicable for any dishonoured cheques returned to our company	\$25.00

## APPLICATION FOR SPECIAL REQUEST

### Request Information

Student Name: \_\_\_\_\_

Email: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Class Code: \_\_\_\_\_

Course Title: \_\_\_\_\_

### Unit Repeat Information

Unit Code: \_\_\_\_\_

Unit Name: \_\_\_\_\_

Proposed Repeat Date/s: \_\_\_\_\_

Type of Absence:

Sick

Vacation

Other:

Reason for application: \_\_\_\_\_

### Unit Extension Information

Unit Code: \_\_\_\_\_

Unit Name: \_\_\_\_\_

Original Due Date: \_\_\_\_\_

New Due Date: \_\_\_\_\_

Reason for extension: \_\_\_\_\_

### Costs for Training Plan Schedule Amendment

\$50.00 to Reschedule Unit

\$30.00 to Extend Unit Due Date

Office Use Only

### Student and Trainer Declaration

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Trainer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Management Approval

Approved

Not Approved

Staff Member: \_\_\_\_\_

Notes: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



## APPLICATION FOR WITHDRAWAL

### SECTION A: PERSONAL DETAILS

Title: <input type="checkbox"/> Ms <input type="checkbox"/> Miss <input type="checkbox"/> Mrs <input type="checkbox"/> Mr			
Family Name:		First Name:	
Email:		Telephone:	

### SECTION B: DETAILS OF CURRENT ENROLMENT

Course Title:
Class Code:

### SECTION C: REASON FOR WITHDRAWAL

<input type="checkbox"/> Medical	<input type="checkbox"/> Financial
<input type="checkbox"/> Employment	<input type="checkbox"/> Dissatisfied with course
<input type="checkbox"/> Moving location	<input type="checkbox"/> Enrolling at another institution
Other (please state):	

### SECTION D: STUDENT DECLARATION

Student name:	Date:
Student signature:	

### SECTION E: SUZAN JOHNSTON AUSTRALIA APPROVAL

<input type="checkbox"/> Approved	<input type="checkbox"/> Not approved
Staff member:	Signature:
Position:	Date:

### NOTES:


## APPLICATION FOR REFUND

### SECTION A: PERSONAL DETAILS

Title:	<input type="checkbox"/> Ms	<input type="checkbox"/> Miss	<input type="checkbox"/> Mrs	<input type="checkbox"/> Mr	
Family Name:			First Name:		
Email:			Telephone:		

### SECTION B: DETAILS OF CURRENT ENROLMENT

Course Title:	SJ Course Code:
Location:	Commencement Date:

### SECTION C: REASON FOR REFUND

### TYPE OF REFUND

<input type="checkbox"/> Withdrawal – more than 4 weeks prior to commencement of the nominated course	Refund of course deposit less \$150.00 booking fee.
<input type="checkbox"/> Withdrawal – after commencement of the course	<p><b>Fee For Service Students</b></p> <p>Refund will be calculated after the deduction of:</p> <ol style="list-style-type: none"> <li>1. Any outstanding fees for training services already delivered up to the date of withdrawal</li> </ol> <p style="text-align: center;"><b>AND</b></p> <ol style="list-style-type: none"> <li>2. Remaining balance of fees for training yet to be delivered up to the maximum of \$500.00</li> </ol> <p><b>Government Funded Students</b></p> <p>After commencement of studies, no refunds of tuition fee will be granted.</p>
<input type="checkbox"/> Withdrawal – special circumstances	Full or partial refund is granted at the discretion of Suzan Johnston Australia.
<input type="checkbox"/> Course withdrawn / deferred by Suzan Johnston Australia	Full refund
<input type="checkbox"/> Closure of Suzan Johnston Australia	Full refund of course deposit already paid and for units of studies that have commenced but not yet completed.

### SECTION D: STUDENT DECLARATION

Student signature:	Date:
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### SECTION E: SUZAN JOHNSTON AUSTRALIA APPROVAL

<input type="checkbox"/> Approved	<input type="checkbox"/> Not approved
Staff member:	Signature:
Position:	Date:

## RECORDS ACCESS OR UPDATE REQUEST FORM

<b>Requester Name:</b>	
<b>Contact Phone:</b>	
<b>Contact Email:</b>	
<b>Student to whom this request relates (Whose personal information record do you wish to access or update)</b>	
<b>Student's Name:</b>	
<b>Date of Birth:</b>	
<b>Residential Address:</b>	
<b>PLEASE COMPLETE THIS SECTION IF YOU REQUIRE <u>ACCESS</u> TO RECORDS</b>	
<b>Records Access – I request access the following records:</b>	
<b>Information Description:</b>	<i>Please describe the information you wish to be provided with:</i>
<b>Format Requested:</b>	<i>What format / method would you like us the information provided in?</i>
<b>Reason for access</b>	<i>If you are not the individual to whom the record relates, please outline your reason AND authority for requesting access to the individual's personal information?</i>

**PLEASE COMPLETE THIS SECTION IF YOU REQUIRE UPDATES TO RECORDS**

**Records Update – I request that the following records information is updated:**

<b>Information Update Description:</b>	<i>Please provide the updated information you wish to be applied to all personal information records we hold.</i>
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<b>Reason for Update:</b>	<i>If you are not the individual to whom the record relates, please outline your reason AND authority for requesting access to the individual's personal information?</i>
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In making this request, I understand that Suzan Johnston Australia will confirm the identity of parties involved in the request, assess the request made and either action or refuse my request within **10 working days**.

If refusing my request, Suzan Johnston Australia will provide this notification in writing with further information on the reasons and options in that situation.

I understand that any records updates will also be forwarded to any third parties that Suzan Johnston Australia has previously provided the original information to, so that these parties may also update any relevant information.

<b>Requester Signature:</b>		<b>Date:</b>	
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