

Student Handbook



Head Office
1 Campion Road
East Arm NT 0822
Telephone: +617 3114 5188 or
1300700080

RTO 32531

Welcome

Site Skills Group Pty Ltd trading as Site Skills Training (SITE) commenced delivering training in response to the needs of industry and individuals who wanted to up-skill within their chosen career path. Training and assessment services are delivered from multiple facilities and locations across Australia and overseas.

Site Skills Training is a nationally recognised Registered Training Organisation (32531). The scope of registration including all of the nationally accredited courses SITE offers can be found at www.training.gov.au.

SITE provides high quality training with a focus on the civil construction, resources and infrastructure industries. Importantly, the training and assessment services provide certainty that companies are employing appropriately qualified and licensed individuals. The appropriate knowledge and skills gained through a licensed outcome are paramount to creating a safe working environment. For individuals, training creates opportunities for up-skilling and career progression.

SITE experienced training and assessment teams are committed to providing a supportive environment that facilitates both personalised and collaborative learning. SITE provides competency based training, and is an outcome focussed training provider who focus is to meet the objectives of individuals and organisations.

Education and training can contribute to employment opportunities, career progression, productivity and safety in the workforce. To deliver training outcomes SITE has made a significant commitment to the quality of its training facilities, and employs Trainers and Assessors who have significant experience within training and industry.

Welcome to SITE on behalf of our Team.

Yours sincerely

Vernon Wills
Chief Executive Officer
Site Skills Group Pty Ltd

1 Introduction

SITE offers a range of Australian and internationally recognised best practice training, assessment and competency assurance services for trade specific and industrial skills in the oil and gas, mining, construction, and services industry.

For a full range of the training and assessment services offered by SITE please refer to:

- www.siteskillstraining.com.au

Flexible Delivery

SITE offers a range of training delivery and assessment modes and methods:

- **Training modes:** – face-to-face – classroom, online, distance, through workplace training or a mixture of different modes - blended
- **Assessment methods:** – Theory, Practical, Case Studies, Scenarios, Assignments, Third Party Reports, RPL

Training and facilities locations

SITE has training centres in Australia and the Philippines. Our facilities have been specifically designed to enhance the learning experience for students. The facilities locations in Australia include:

Brisbane CBD

488 Queen St, Brisbane CBD 4000
Tel 07 3177 9912
Email brisbane.training@site.edu.au

Brisbane Southside (Logan)

1 Nestor Drive, Meadowbrook 4131
Tel 07 3177 9912
Email brisbane.training@site.edu.au

Sunshine Coast (Landsborough)

219 Forestry Rd, Landsborough 4550
Tel 07 5494 8924
Email landsborough.training@site.edu.au

Darwin

1 Champion Road, East Arm 0822
Tel 08 8947 5050
darwin.training@site.edu.au

Gladstone

17-19 South Tree Drive, South Trees 4680
Tel 07 4979 1722
Email gladstone.training@site.edu.au

Perth

72-80 Belgravia St, Belmont 6104
Tel 08 6500 0114
Email perth.training@site.edu.au

Training may be conducted at other locations from time to time, including those of employers

Enrolment and Orientation

Enrolment in courses at any SITE facility is completed prior to the commencement of the course. Students must ensure that they are enrolled into the correct unit of competence and have met any pre-requisite requirements prior to enrolling into the course.

Once an enrolment into a course has been received, either by telephone or through the SITE website, students will receive a confirmation of enrolment booking. Students will not be accepted into a course until confirmation of enrolment has been received prior to commencement of the course.

For enrolments with third party providers delivering services on behalf of SITE, students will be provided with accurate and factual information prior to enrolment on whom the third party provider is, and the services they will provide on behalf of SITE.

Students may be eligible for enrolling in Government funded courses that are offered by SITE. Contact the respective Operations Manager for up to date information on Government funded courses offered by SITE, and details of student eligibility and any associated student contribution fees.

All students undertaking nationally recognised training through SITE will be required to have a Unique Student Identifier (USI). USIs are free and easy to create. Students can apply on line to obtain a USI, or sign a USI creation form at the relevant facilities, which will provide SITE with authority to create USIs on behalf of the student as part of the enrolment process.

Your orientation embraces an overview of the program, administration procedures, basic housekeeping and safety issues and introductions to staff, as well as an opportunity for you to meet fellow students. Orientation will be carried out at the beginning of the course which supports the requirement for punctuality.

In some instances, additional study and/or work placement arrangements outside the face to face contact hours will need to be completed. Guidance on external study requirements and work placement arrangements (unpaid) will be provided to students prior to commencement of relevant courses.

2 Course fees, refunds, cancellations, changes

Government Funded Training

Some State Governments provide funding to support the development of specific qualifications. Dependent on the state in which the student resides and the associated government funded program, students may be required to contribute to the costs of their training through a co-contribution fee. This will be clarified with students prior to enrolment in the qualification.

Course fees cover:

- Facility and program orientations
- Programmed Classes
- Course Materials, Training and Assessment Materials
- 1 copy of Qualification or Certification achieved following a successful outcome
- 1 x wallet card for nominated courses as per course outline (as required)

Additional costs not included:

- Replacement study guides or training and assessment materials – charged at \$50 per item
- Replacement or copies of certificates – charged at \$50 per item

Other costs at students' own expense:

You should consider any other expenses that you may incur at your own cost when participating in a program, for example:

- Travel to and from location of training
- Travel to and from vocational placement facilities (if applicable).
- Daily living expenses
- Stationery (books, pens, photocopying etc.)
- Uniform/PPE requirements (i.e.: footwear, trousers, hardhat, hearing protection etc.) unless outlined as provided in course information pack
- Licence applications may apply (if applicable – consult with the relevant licensing authority in your State for details)

Course fees will be invoiced upon the confirmation of enrolment. Terms of payment will be included on the invoice. Any amendments to the terms of payment stated on the invoice after its issuance must be approved by the respective Operations Manager upon course commencement.

Students who elect to make payment for courses utilising the Debit Success Payment Plan should also refer to their contract with Debit Success for further information

If students are experiencing financial difficulties and might be unable to pay their fees, they must contact the respective Operations Manager as soon as practical. SITE reserves the right to suspend a student's enrolment in the program when fees remain unpaid and will follow legal processes for monies outstanding. Suspension of enrolment will include the removal from all courses, services and placement opportunities.

All fees must be fully paid prior to the issuance of Qualifications and / or Statements of Attainment.

It should be noted that SITE does not accept pre-course payments from students in excess of \$1500. If the course fees are in excess of this, the balance of fees will be charged at a point in your course that is proportionate to the fees you have already paid. These requirements do not apply when an employer engages SITE to provide training and/or assessment to its staff.

During industry/work placement arrangements (required for specific courses) students will not be paid.

Resit Fees

- In the event that a student has been deemed not satisfactory in an assessment they will be given the opportunity to resubmit or resit the assessment once at no charge. Legislative or regulatory changes may result in there being a time period before the student can resit (please consult your trainer regarding this timeframe, generally 21-60 days). The resit date will be scheduled at the discretion of Site.
- Further resits will occur at the sole discretion of the trainer and Operations Manager and an additional fee may apply.
- Should the Student miss an assessment due to illness or other extenuating circumstances they can resit / resubmit at no charge if a medical certificate is provided. This will be scheduled at the discretion of Site.

Refund Policy

Cancellation of a course by SITE

If SITE is responsible for cancelling a course, and no alternative dates have been provided to complete the course, students will be entitled to a full refund.

Student initiated withdrawal or cancellation in a course

When a student amends their re-enrolment or enrolment status, the following details apply:

- If written advice, is received by a SITE facility more than 7 days prior to course commencement, from a student requesting withdrawal, or cancellation in a course, SITE will make a full refund of any pre-paid course fees within 4 weeks of receipt of written cancellation. This will include any co-contribution fees associated with State Government funded programs where applicable.
- If notification by a student to withdraw or cancel from a course within 7 days of the course commencement date, there will be no refund of any course fees paid.
- With Government funded programs, a refund may be granted on a pro-rata basis, based on the proportion of training delivered according to the delivery plan. This is usually determined by the number of units of competency in which training has commenced. A refund will be calculated based on the number of units remaining to be trained as a proportion of the program.
- In the case of extreme hardship or extenuating circumstances preventing participation in the course, an application can be made to the Operations Manager for a refund. Submitting an application does not guarantee a full or partial refund.

SITE initiated withdrawal or cancellation in a course

- When a student has made no contact with SITE personnel (e.g. Management, Administration, Reception, Trainers/Assessors) and SITE personnel have made three (3) attempts to contact the student with regards to their training and assessment and the enrolment end date has lapsed, then the student will be considered withdrawn from the course.
- SITE will provide the student with written notification (email/letter) that the student has been withdrawn from the course. There will be no refund of any course fees paid for a SITE initiated withdrawal or cancellation in a course.

- To continue with the course, the student would need to re-enrol in the course.
- In the case of extreme hardship or extenuating circumstances preventing participation in the course, an application can be made to the Operations Manager for a refund. Submitting an application does not guarantee a full or partial refund.

Changes to agreed services

Where there are any changes to the agreed training and assessment services, SITE will advise the student as soon as practicable, including any new third party arrangements, or changes to existing third party arrangements, and any changes in SITE ownership.

3 Student Support

Students will be provided with the education and support required for the course that they are enrolled in. Qualified Trainers and Assessors, training and assessment materials and associated equipment required for the course will be provided unless specified otherwise. Additional support will be available for students, when needs are identified. This may include, but not limited to, identification of needs through:

- Self-identification of support needs
- Language Learning and Numeracy (LLN) Skills Indicators

SITE Trainers and Assessors will accommodate all reasonable requests for academic support and reasonable adjustment, including but not limited to providing:

- Additional tutorials
- Assistance with technology
- Verbal instead of written questioning (where permitted)

SITE recognises the range of learning capacity of students especially regarding reading, writing and mathematical abilities (LLN), and will assist in cases where SITE has the expertise. If SITE is unable to provide the LLN support that the student requires, the student will be advised of their best options and any associated costs. Any associated costs with LLN and student support will be the student's responsibility.

At any stage of the training and assessment process, the student is able to escalate their specific support needs to the Operations Manager.

Student progress

Student progress is dependent on attendance and submission of assessment material. SITE will monitor this with the intention to support student progress to assist in obtaining a successful training outcome. During training and assessment progress will be recorded.

Training environment

SITE offers safe, compliant and comfortable training facilities. Our training centres simulate real workplaces with all training equipment meeting legislative requirements, relevant Australian Standards and the requirements of the unit(s) of competency and/or licence requirements. The training plant and equipment reflects industry and best practice requirements.

Each training room is equipped with the resources required to deliver the courses being undertaken. This may include but not limited to the following: data projector, television, video recorder, DVD player and white board.

Access and Equity

SITE management and staff provide assistance to all students regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy.

SITE will address specific needs on an as required basis. Where identified, reasonable adjustments will be made to training and assessment methods to address specific needs. Students will need to inform the Trainer/Assessor as soon as possible so that reasonable adjustments can be made.

Student's rights

In the event that Site, or a third party operator on behalf of Site closes or ceases to deliver the agreed training and/or assessment Site will meet all regulatory and legislative obligations to protect the student's rights and ensure a smooth transition for the student to a provider that meets the training and assessment needs of the student.

4 Recognition of Prior Learning (RPL)

SITE may offer Recognition of Prior Learning (RPL). If a student can provide evidence that they have the relevant skills and knowledge to meet the training package requirements of the specific unit of competency, they may be able to use this evidence to gain recognition for all or part of a course. This is known as Recognition of Prior Learning (RPL).

Some courses may not be eligible for RPL due to the regulatory requirements. Any intention to RPL can be discussed prior to enrolment or at time of enrolment. Please speak with the Operations Manager.

RPL Fees

If RPL is appropriate, a quotation for any associated fees required will be provided prior to enrolment. RPL fees can vary depending on the qualification and units of competency involved. These fees are non-refundable and the RPL applicant must make payment in full prior to the commencement of the RPL process. Please contact the Facility Administration for an RPL application and associated fees.

National Recognition / Equivalency (Credit Transfer)

National recognition involves assessing a previously completed formal course or subject to see if it provides equivalent learning or competency outcomes to those required within your current course of study. The process is called a credit transfer.

The purpose of credit transfer is to ensure that the student does not need to complete the same course/s twice. This provides enhanced flexibility for the student.

SITE accepts and provides credit to students for units of competency previously completed with another Registered Training Organisation, unless licensing or regulatory requirements prevent the RTO from doing this. Where it is identified Australian Qualifications Framework certification documentation issued by another RTO or AQF authorised issuing organisation is an authenticated VET transcript, a Credit Transfer will be granted.

To apply for credit transfer for units of competency previously completed, students must submit a certified copy of the qualification or statement of attainment to SITE prior to enrolment.

5 Government and Legislative matters

Legislation

Students and SITE staff have a responsibility to adhere to relevant laws and regulations and conduct themselves in an appropriate manner. Your responsibilities and rights under these Acts are explained during your orientation program (training centre induction).

Different courses delivered at our facilities across Australia are regulated by various authorities who may govern the content, the delivery mode and the assessment of the courses in addition to the requirements of the training package. Authorities such as Workplace Health and Safety, Work Safe and Transport and Main Roads issue guidelines by which SITE must comply with. Non-compliance with these guidelines may jeopardise licensing agreements and/or registration, and as such SITE will only deliver training and assessment that strictly adheres to these guidelines.

If you are unsure at any time of the procedures or requirements of a course that come under a specific category or legislation i.e. High Risk Work Licences, please speak with your Trainer / Assessor or feel free to contact the appropriate regulatory authority.

Privacy Act

SITE is committed to the protection of personal information as defined under the Privacy Act 1988 and complying with the Australian Privacy Principles (APPs).

This privacy policy ensures that SITE meets its obligations under *Privacy Act 1988*, the Australian Privacy Principles (APPs) and the Vocational Education and Training (VET) Quality Framework. SITE ensures compliance with

Commonwealth, state/territory legislation and regulatory requirements relevant to its operations is integrated into its policies and procedures and that compliance is maintained.

SITE recognises the importance of protecting personal information, which it may be required to collect from individuals and organisations who become associated with its business.

For the purpose of this Policy, "information" is described as:

"Personal information" means information relating to an individual, including an opinion, which may be provided to SITE as part of its business requirements either in material form or not, and whether true or not. Such information may personally identify an individual or make the person's identity reasonably apparent.

"Sensitive information" means information or an opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual practices, criminal record or health information.

SITE takes its obligations under the Privacy Act seriously, and as such, will take all reasonable steps in order to comply with the Act and protect the privacy of personal information that it holds.

SITE adheres to the thirteen Australian Privacy Principles (APPs), which include:

- APP 1 — Open and transparent management of personal information
- APP 2 — Anonymity and pseudonymity
- APP 3 — Collection of solicited personal information
- APP 4 — Dealing with unsolicited personal information
- APP 5 — Notification of the collection of personal information
- APP 6 — Use or disclosure of personal information
- APP 7 — Direct marketing
- APP 8 — Cross-border disclosure of personal information
- APP 9 — Adoption, use or disclosure of government related identifiers
- APP 10 — Quality of personal information
- APP 11 — Security of personal information
- APP 12 — Access to personal information
- APP 13 — Correction of personal information

Collection and Use of Information

For the purpose of providing pre-enrolment and enrolment information to prospective and enrolling students, employers and organisations, SITE will collect certain personal information through our student enrolment systems which can be collected directly via online enrolment, application forms completed at facilities or third parties whom deliver services on behalf of the RTO. Generally, information collected includes:

- Name
- Address
- Date of Birth
- Gender
- Contact Details
- Payment Details
- Financial Details
- Electronic details such as email address and IP address
- Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) information to comply with the Data Provisions Requirements 2012 such as: disability (if applicable), educational history; ethnicity; English, literacy and numeracy proficiency.

Where possible, SITE will collect the information directly from the individual. Personal information may be collected via enquiries through our website, by phone, email, social media or in person using enquiry forms, enrolment forms and related enrolment application documentation, eligibility requirements for funding, or any other form that enables SITE to provide its services to an individual or organisation. At all times we try to only collect the information we need for the particular function or activity we are carrying out. For example, we may only require a name and email address to provide pre-enrolment information.

SITE acknowledges that there is no obligation for an individual to provide it with personal information. However, if an individual chooses not to provide the RTO with their personal details, we may not be able to provide the individual with a full range of services or access to any applicable Commonwealth or State, or industry funding.

Disclosure of Personal Information

Personal information about students (including international students) studying with SITE may be shared with the Australian Commonwealth and State Government Departments and Agencies, and designated authorities, including the Australian Skills Quality Authority (ASQA) and the National Centre for Vocational Education Research (NCVER) in accordance with the Data Provision Requirements 2012. This information includes personal and contact details, course enrolment and attendance details and changes relating to your enrolment.

Where applicable, SITE may also provide information to your Employer where you are enrolled as an Apprentice or Trainee under an Australian Apprenticeships scheme or where you have provided us with permission to share your course information with your employer.

SITE will not disclose an individual's personal information to another person or organisation unless:

1. the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
2. the individual concerned has given written consent to the disclosure;
3. SITE believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
4. the disclosure is required or authorised by or under law; or
5. the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, SITE shall include in the record containing that information a note of the disclosure.

Any person or organisation to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

In the event that sensitive information is collected by SITE, it will not be used for any purpose without the express permission of the individual or as required by law.

If in the case, a student's family member or someone else to get training results or personal information the student must make prior arrangements and provide a letter with the student's signature to SITE stating the information they authorise to be released.

By participating in a course that is paid for by an employer and on behalf of an employer, the student consents and acknowledges within their enrolment form that information relating to the student's training and assessment being undertaken on behalf of the employer may be provided to their employer. SITE will provide, if requested by the employer results of assessment which may be in the form of a copy of the final certificate to the employer. Should a student wish this not to occur, they must supply a written request to their employer and a copy to SITE relevant Operations Manager.

Storage, Access and Retention of Personal Information

SITE will take all reasonable steps to protect the security of the personal information that it holds. This includes appropriate measures to protect electronic materials and materials stored and generated in hard copy via our Student Management System, Learning Management System and/or our records management systems.

SITE will store securely all records containing personal information and take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure.

SITE will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.

SITE will make available for inspection all personal information that it holds in relation to an individual upon written request. There is no charge for an individual to access personal information that SITE holds about them, however we may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.

Privacy Concerns

If you have any concerns about the treatment of personal information, please contact the relevant Operations Manager or the:

Quality and Compliance Manager

Email compliance@site.edu.au

Telephone: 1300 700 080

6 Student Code of Conduct

SITE is committed to providing a fulfilling and rewarding learning experience that enables all students to achieve their full potential. This commitment is underpinned by an expectation that all students will conduct themselves in a manner consistent with the RTO's code of conduct. By enrolling in a SITE course and reading this handbook, you accept responsibility for maintaining a safe, harmonious and tolerant environment.

Student Code of Conduct

SITE is committed to the delivery of a quality training service. This Code sets out our expectations of students with respect to their training and personal conduct and outlines SITE responsibilities.

The primary objectives are:

- An obligation to act with integrity in academic work, to ensure that all training is conducted ethically and safely
- An obligation to observe standards of equity and respect in dealing with every member of the facility / organisation
- An obligation to use training and assessment resources in a lawful and appropriate manner, and not to diminish the RTO's reputation in the carrying out of training and other associated function activities and or related clients
- Adhere to all National and State and Territory legislation

Student Obligations & Responsibilities

- Students have an obligation to inform themselves and adhere to SITE policies and procedures, guidelines and any associated requirements affecting them.
- All contact details must be kept up to date.
- Students are required to enter and exit the buildings and or classrooms, and move around the facility as instructed by any member of the RTO's staff, adhering to any traffic management tools implemented such as safety signs, barriers, pathway marking etc. SITE facilities are operated as live worksites, and have, from time to time, members of the public, plant and vehicles accessing the grounds.

In exercising their obligations, students are expected to accept the following responsibilities:

- Conduct themselves honestly.
- Not engage in plagiarism or other training misconduct Plagiarism is - inclusion of written material that is not your own work in other words. Using other people's words in your assignments without acknowledging the original author (note Academic Misconduct)
- Conduct themselves in a manner conducive to the proper functioning of the facility / organisation, which is dedicated to the pursuit of quality training delivery
- Actively participate in the learning and assessment process
- Attend scheduled classes, training activities and submit assessment tasks on time, unless unforeseen or exceptional circumstances arise
- Behave ethically, avoiding any action or behaviour that would unfairly disadvantage or advantage either themselves or another participant
- Ensure their training activities are conducted safely and do not place others at risk of harm, including abiding by all ethics requirements in relation to the industry and meet workplace health and safety responsibilities
- Be familiar with the programs and resources available to assist them in conducting their training
- Not behave in any way which impairs the reasonable freedom of other persons to pursue their study or training.

Academic Misconduct

- Plagiarism is the practice of taking someone else's work or ideas and passing them off as your own. Plagiarism is unacceptable and regarded as 'Academic Misconduct.'
- Collusion is the practice of secretly or illegally cooperating or conspiring to cooperate illegally in order to deceive others. Collusion is unacceptable and regarded as 'Academic Misconduct.'

- Cheating is the practice of acting dishonestly or unfairly in order to gain an advantage. Cheating is unacceptable and regarded as 'Academic Misconduct.'

In the case of suspected Academic Misconduct the RTO staff member observing the misconduct will report the incident to the Chief Executive Officer (CEO), SITE. The CEO, in consultation with the RTO staff member will discuss the matter with the student, who has the opportunity for a right of reply. Consequences of academic misconduct may include, but not limited to:

- A formal warning letter being issued to the student
- Being required to resubmit the piece of assessment evidence by a specified date
- Being required to undertake additional, equivalent assessment by a specific date
- The Trainer/Assessor deems the student 'not yet competent'

Equity and respect

Students are expected to:

- Treat all RTO staff, management, other students, and visitors to the facility with courtesy, tolerance and respect. This extends to staff in venues off-campus, supervisors and others involved in workplace placements.
- Respect the rights of others to be treated equitably, free from all forms of discrimination and harassment, including sexual harassment
- Respect the rights of others to express views and not engage in behaviour that is obscene, dangerous or could reasonably be considered to be offensive to others
- Not engage in behaviour that is unlawful, discriminatory or may constitute harassment or bullying.
- Not engage in behaviour that is perceived to be threatening or intimidating or causes any person to fear for their personal safety or well-being
- Not behave in a way that disrupts or interferes with any training or assessment activity of SITE

Training and Assessment resources

Students are expected to:

- Use and care for all RTO resources such as; buildings, equipment, grounds, learning and assessment materials information and communication technology resources, in a lawful and ethical manner.
- Be mindful of the need for resources to be shared by all members of the facility / organisation.
- Ensure their actions or inactions as a participant do not harm, or bring into disrepute, SITE reputation or good standing
- Not engage in behaviour that is detrimental to the RTO's training property
- Not participate in any facility activity, while under the influence of alcohol or other drugs. Students may be required to partake in drug or alcohol testing prior to the commencement or during the course.
- Not use, possess or supply any prohibited drug, substance or weapon
- Not misuse computing or communications facilities in a manner which is unlawful or which will be detrimental to the rights and properties of others

SITE Responsibilities

In pursuing its mission, SITE recognises students have the right to:

- experience high quality training;
- expect that the learning experiences provided will be challenging and stimulating;
- expect that course content will be relevant and in accord with current developments in industry;
- be treated with respect and courtesy by facility / organisation staff and fellow participants, in an environment free from harassment of all kinds including that based on gender, ethnicity, age, disability or background;
- be informed about what is expected of them in each area of study;
- receive fair, timely and useful feedback on their performances and progress;
- provide feedback to the RTO on its training delivery.
- receive reasonable support from training staff when needed;
- have access to quality facilities, equipment and resources necessary to complete the enrolled course
- expect courses will satisfy the requirements of industry and relevant professional bodies;

- have access to adequate procedures for dealing with grievances;
- have access to current and accurate information about courses, administrative procedures and financial implications;
- expect legal entitlements, in terms of confidentiality, processing and access to personal files.

Misconduct Policy

SITE aim is to promote a sense of responsibility amongst students and recognise that mistakes will occur from time to time. However, inappropriate behaviour is not tolerated. Students are expected to repair harm or damage caused by any inappropriate actions.

Consequences for inappropriate behaviour may range in severity depending on the nature of the behaviour. Ongoing and repeated behaviours that cause concern to will have a cumulative effect on the level of consequence that will be given. Inappropriate behaviour is likely to result in suspensions, expulsion or withdrawal without refund.

SITE reserves the right to refuse entry to, ask to leave, or reject any person that behaves in a manner that breaches policy. The RTO will exercise its lawful right without prejudice to call authorities and peruse action should it be deemed necessary.

Information Technology Usage

SITE's aim is to provide students with a compliant internet service. When using the RTO's digital technologies and the internet, they should:

- Not download unauthorised programs
- Not interfere with the RTO's network system and security
- Not interfere with another user's password, or attempt to log into the network with a user name or password of another student
- Consider the content that they upload or post online
- Respect the privacy of others and never post or forward another person's details or images, without their written consent
- Handle ICT devices with care and advise their Trainer/Assessor of any damage
- Abide by copyright and intellectual property regulations
- Keep electronic devices on silent mode during class times and only make/take calls outside of class times (except when approved by trainer/assessor)

7 Complaints and Appeals

Complaints and Appeals Policy

1. SITE seeks to continuously provide a high quality education and training services. The complaints and appeals policy aims at managing and responding to allegations involving the conduct of the RTO, its Trainers and Assessors or other staff, third parties providing services on behalf of the RTO, the conduct of other students, and any other matters covering training and / or assessment services delivered by SITE.
2. Site has a defined complaints and appeals process that will ensure all complaints and appeals are addressed effectively, efficiently and in a timely, fair, unbiased and confidential manner. The Complaints and Appeals Policy is publicly available.
3. The policy applies to all students (including current, prospective and existing students) undertaking study or training in courses offered by the RTO, including Apprentices or Trainees under a contract of training. Students under a contract of training will also need to seek advice from the relevant government department in their State about their rights and responsibilities. This policy also applies to RTO staff, trainers and assessors, Co-providers and their Trainers and Assessors, industry representatives and employers.
4. Confidentiality will be maintained at all times. All parties have a right to confidentiality and privacy, subject to necessary legal responsibilities, and the complaint will be forwarded to the most appropriate qualified person (as determined by the CEO of SITE) to assist the effective and rapid resolution of any complaint and / or appeal.
5. Complaints and appeals are acknowledged and dealt with fairly, efficiently and effectively. At all times, parties to the complaint may be accompanied by an advocate of their choosing (at their own cost), except where that advocate is a legal practitioner. Each party will have opportunity to present their side of the matter.

6. A complainant has the right to withdraw a complaint at any stage.
7. If a student is utilising the complaints and appeals process, their enrolment will be maintained whilst the complaints or appeals process is ongoing, unless the student is in breach of another RTO Policy.
8. Decisions or outcomes of the complaint handling process that find in favour of the student shall be implemented immediately.

Definitions

Complaint - A complaint is an expression of dissatisfaction that a person's rights, existing interests and/or reasonable expectations have been adversely and unjustifiably impacted because of an action, decision or omission within the control or responsibility of SITE. Any circumstance related to the RTO's operations, services and decisions, training and assessment, the conduct of RTO staff, its students, and people associated with SITE or its facilities may be the subject of a complaint.

Appeal – An appeal arises when a person is not satisfied with a decision made as a result of an enquiry or a complaint. An escalation step is open when a person associated with SITE is dissatisfied with an adverse decision, or perceives an adverse outcome has been made.

Academic appeal – An academic appeal arises when a student is not satisfied with the outcome of an assessment decision. The student has the right for the assessment outcome to be reconsidered.

Procedural Fairness & Natural Justice

The RTO applies the principles of procedural fairness and natural justice throughout the Complaints and Appeals handling process. All decision-makers within SITE will inform people of any cases against them or their interests, and will give them a right to be heard (the 'hearing' rule). The decision makers will not have a personal interest in the outcome (the rule against 'bias') and they will act only on the basis of logically probative evidence (the 'no evidence' rule). This means that:

- Any person subject to a decision by the RTO, or anyone who has allegations made against them, will be informed and has the opportunity to tell their side of the story before a decision is made.
- Appellants, or anyone who has allegations made against them, will be provided with an opportunity to formally present their case.
- The decision maker will be independent of the complaint/decision being reviewed
- Decisions made by SITE will be done so in an unbiased and fair manner based on facts provided or determined through investigation of a complaint.
- The RTO will address each complaint in a confidential, effective and timely manner.

Victimisation

All complaints will be handled with fairness in accordance with the principles of natural justice. SITE is committed to ensuring that participants do not experience any victimisation as a result of making either an informal or formal complaint.

Whether a complaint is formal or informal, steps will be taken to ensure that neither party is victimised or disadvantaged as a result of a complaint being made. The nominee appointed to manage a formal complaint will be responsible for ensuring that no victimisation occurs.

Defamation

Defamation may be defined as the publication or making of false statements about another, which damage that person's reputation. The defamatory statement must be untrue and also intended to be taken seriously. Its effect must be damaging to the reputation of the person.

A defamatory statement may be in one of two forms – libel or slander. Libel is a defamatory statement in written words, pictures or other visual form, or broadcast over radio or television with an element of permanence about it. Slander is a defamatory statement in spoken or written words or other transitory form.

All parties to a problem resolution process should ensure that they limit their discussions to details of the complaint and that they act within their role in pursuing the RTO's Complaints and Appeals policy.

Resolution Timelines

All parties involved in any formal complaint or appeal will be advised of the outcome in writing within twenty (20) working days of the date of the complaint/appeal.

Where a complaint takes more than 60 calendar days to process and finalise a complaint the RTO will:

- a) Inform the complainant in writing, including the reasons why more than 60 calendar days are required and
- b) Regularly update the complainant on the progress of the matter. Updates shall be provided to the complainant at a minimum of four (4) weekly intervals

Record Keeping

Secure records of complaints and appeals and their outcomes will be maintained electronically by the Human Resources Officer (Site Group Services). All records relating to complaints and appeals are treated as confidential and meet the RTO's Privacy Policy obligations. Complaints and Appeals are subject to review by senior management, which will identify potential causes and take appropriate corrective action to eliminate or mitigate the likelihood of future reoccurrence.

Complaint and Appeal Procedure

Informal complaint

A complaint is considered to be informal when it is made verbally, and addressed to the person against whom the complaint is being made. An informal complaint must be able to be resolved at the local level with a minimum number of people involved.

Formal complaint

- Students may make a formal complaint by forwarding a signed written complaint to the Operations Manager of the respective office within one month of the incident to which the complaint relates.
- The Operations Manager will forward a copy of the complaint to the Quality and Compliance Manager at (compliance@site.edu.au) who will notify the CEO SITE that a complaint has been received.
- The Operations Manager will commence their review of the complaint within seven (7) working days from the date the complaint was submitted. The Operations Manager will make enquiries about the matter or may task another person on their behalf to research the matter against the relevant policy. All parties have a right to confidentiality and privacy, subject to necessary legal responsibilities, and the complaint will be forwarded to the most appropriate qualified to assist the effective and rapid resolution of any complaint.
- The Operations Manager will finalise their response to the complainant and provide the complainant a response as soon as possible but no later than twenty (20) working days from when the complaint was submitted.
- The Operations Manager is to communicate the response in writing to the complainant, and is to seek feedback from the complainant about their level of satisfaction with the complaint outcome. If the complainant is not satisfied with the outcome the Operations Manager is to advise the complainant of their options, as detailed herein (refer Review by external independent party/agency)
- The outcome of the complaint and all associated records must be on forwarded within seven (7) days of the outcome to the Quality and Compliance Manager at compliance@site.edu.au who will review the outcomes, brief the CEO SITE and on forward the documents to Human Resources (Site Group Services) for record keeping.

Academic appeal

All students have the right to make an academic appeal. Where a student is dissatisfied with an assessment the student/participant should discuss this informally in the first instance with their assessor.

Where a student/participant is dissatisfied with the outcome of assessment of practical work and/or vocational placement assessments performed in the workplace, the student should discuss this informally in the first instance with their workplace mentor/supervisor. If the student remains dissatisfied, the issue should be discussed informally with their assessor.

If the issue cannot be resolved informally, a student can submit a formal academic appeal in writing to the relevant Operations Manager within twenty (20) working days of receiving the reviewed academic result.

The appeal must outline why the student has requested a formal review of the result. The student will be advised in writing that the appeal has been received. The relevant Operations Manager will seek to resolve a formal academic appeal through the appointment of an independent and impartial assessor to conduct an investigation and make a recommendation.

The relevant Operations Manager will make the final decision on all formal academic appeals.

All parties involved in any formal academic appeal will be advised of the outcome in writing within twenty (20) working days of the date of the appeal. If a student's formal academic appeal is successful, the academic result will be amended.

A student/participant whose formal academic appeal is not upheld by the relevant Operations Manager will be advised in writing of the option to either access the appeals procedure or the process for external mediation.

- The Operations Manager is to communicate the response in writing to the appellant and is to seek feedback from the appellant about their level of satisfaction with the outcome. If the appellant is not satisfied with the outcome the Operations Manager is to advise the appellant of their options, as detailed herein (refer to Review by external independent party/agency)
- The outcome of the academic appeal and all associated records must be on forwarded within seven (7) days of the outcome to the Quality and Compliance Manager at compliance@site.edu.au who will review the outcomes, brief the CEO SITE and on forward the documents to Human Resources (Site Group Services) for record keeping.

Compliant and appeals process

If a complainant is dissatisfied with the outcome of their formal complaint or academic appeal they may lodge an appeal against the decision. The RTO provides the right of appeal against decisions made following the resolution or completed investigation of a complaint or academic appeal, whether informal or formal or a breach of the RTO's Policy. At all times, parties to the appeal may be accompanied by an advocate of their choosing (at own cost), except where that advocate is a legal practitioner. Each party will have opportunity to formally present their case should they wish to do so.

An appeal must be lodged in writing within twenty (20) working days of the date of notification of the original decision. Any appeal must set out the grounds for the appeal.

The Operations Manager or nominee may convene an Appeals Panel to assess the appeal, and act as Chairperson. In addition to the Chair, an Appeals Panel will consist of at least 2 staff of SITE. The appellant will not normally have the right to be present when the Appeals Committee convenes.

Non-academic appeals do not ordinarily require the convening of an Appeals Panel; however, the Operations Managers may seek the input of suitably qualified staff that are independent of the grounds of the appeal. Where the grounds of an appeal involve statutory issues such as harassment or discrimination the Operations Manager will participate in the appeals process

The appellant will be notified in writing of the outcome of the appeal outlining the reasons for the decision within twenty (20) working days of the date of lodgement of the appeal. The report will further advise the appellant of their right to access the external mediation process if they are not satisfied with the outcome of their appeal.

Resolution Timelines

All parties involved in a formal appeal will be advised of the outcome in writing within twenty (20) working days of the date of the complaint/appeal.

Where an appeal takes more than 60 calendar days to process and finalise a complaint SITE will:

- Inform the appellant in writing, including the reasons why more than 60 calendar days are required and
- Regularly update the appellant on the progress of the matter. Updates shall be provided to the appellant at a minimum of four (4) weekly intervals

The outcome of the appeal and all associated records must be on forwarded within seven (7) days of the outcome to the Quality and Compliance Manager at compliance@site.edu.au who will review the outcomes, brief the CEO SITE and on forward the documents to Human Resources (Site Group Services) for record keeping.

Review by external independent party/agency

Complainants can choose to utilise resources outside of SITE to resolve their complaint/appeal if they are not satisfied with the process applied by the RTO. SITE has engaged Resolution Institute, which incorporates LEADR and IAMA to facilitate independent reviews of complaints and appeals. Information can be located on their website <http://www.resolution.institute/>. Any fees charged by an external agency will be the responsibility of the complainant or appellant. The complainant/appellant will incur all associated costs or fees charged by the external agency.

Each complaint and appeal outcome will be recorded in writing and each party to the complaint/appeals will be given a written statement of the outcomes, including reasons for the decision.

If the complainant is not satisfied with the external independent party/agency they may refer the matter to the national regulator of Australian vocational education and training (VET) providers - Australian Skills Quality Authority (ASQA) <http://www.asqa.gov.au/complaints>. Complainants are to be advised that ASQA will require that SITE formal complaints process has been completed prior to considering all or part of the complaint.

8 Work Health and Safety

Work Health and Safety is sometimes referred to as occupational health and safety and welfare.

SITE is committed to ensuring the health, safety and welfare of its staff, contractors, participants, visitors and volunteers whilst working for or participating in activities and courses.

All students and other participants have the responsibility to:

- protect their own health and safety and to avoid adversely affecting the health and safety of any other person
- not wilfully or recklessly interfere or misuse anything provided by SITE in the interest of health, safety or welfare
- cooperate with health and safety directives given by staff
- ensure that they are not, by the consumption of drugs and alcohol, in such a state as to endanger their own health and safety or the health and safety of another person.

If a student has a personal health condition that may become acute while attending your course, please advise the Operations Manager before commencement of enrolment. All information will be treated in confidence and is only needed so that appropriate support or treatment can be provided should an emergency arise.

Should you be involved in any incident or accident during training which results in personal injury and/or damage to equipment or facilities, please notify the Trainer/Assessor immediately, who will report it to the Operations Manager.

Alcohol and other drugs

SITE is committed to providing a worksite and learning environment which is free from any kind of substance abuse. To maintain this, students and staff are not to indulge in the consumption of alcohol and/or illegal drugs during business/training or assessment hours, including break times, on or off site.

Personal Protective Equipment (PPE)

Due to the nature of the training and assessment undertaken at our facilities basic PPE is required for all courses – enclosed footwear, long pants, sun protection and additional PPE is required for most courses – High visibility shirt/vest, Hard Hat. Some courses require specialist PPE – rigging gloves, safety harnesses, hearing protection, and eye protection. If you are unsure of the PPE requirements for your course, please contact your training facility.

Plant and Equipment

Plant and equipment is supplied for the explicit purpose of training and assessment and should not be accessed or used for any other purpose (other than by appropriately licensed staff). Any student who does not operate the machine safely according to the manufacturer's requirements, regulations and trainer/assessor's instructions will not have further access to plant and/or equipment.

9 Certification and Record keeping

SITE is responsible for issuance of AQF certification documentation. The AQF certification documentation is issued to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete, and providing all agreed fees the student owes to the RTO has been paid in full.

SITE maintains records of each student's involvement with the Registered Training Organisation. This includes, but is not limited to assessment results, personal details and financial records. These records of qualifications and statements of attainment issued by the RTO are retained for a period of 30 years. All records are held in an electronic secure location.

It is the student's responsibility to keep the RTO informed of their contact details. If, at any stage personal contact details change, the student is to inform the Operations Manager, at the facility where they undertook training and/or assessment.

10 Housekeeping

All students are expected to comply with the following conditions:

- **NO** smoking is permitted in any buildings, including the lifts, verandas, toilets, stairways and any entrance or exits to buildings.
- mobile phones **MUST** be switched off/silenced in classrooms.
- no eating or drinking is allowed in the training rooms - water is the exception
- Common areas are available for breaks at all facilities. Snack, drink and coffee facilities are located in the area with the microwaves and a refrigerator for your use. Please keep the common areas neat and tidy.
- All students are required to assume responsibility for their own property e.g. bag, books, mobile phones, personal clothing items, laptops etc. Items must be clearly marked for easy identification. Site accepts no responsibility for lost, damaged or stolen articles. This applies to all venues where training, assessment or placement occurs for the duration of a course.

Document Modification History

Version	Amendment Details
V1.4	(Released 09/11/2016) - Minor updates
V1.5	(Released 02/03/2017) Minor updates to: <ul style="list-style-type: none"> • Remove references to Site Institute • Alter names to reflect current Operational Managers listed on page 2
V1.6	(Released 26/7/2018) Minor updates to: <ul style="list-style-type: none"> • Remove names of operational managers on page 2 • Section 1 - Updated list of individual SITE Facilities and associated addresses • Section 2 – Adjustments made to course fee and refund information • Section 3 – Minor clarifications made in provision of student support • Section 4 – Clarification provided in respect of RPL fees