

# LEARNER HANDBOOK

SGS AUSTRALIA PTY LTD

RTO# 2646

SGS ACADEMY



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# WELCOME

Welcome to SGS Australia and thank you for choosing us for your training needs.

As a global leader in professional training, we offer you the very best in professional development training and customised training solutions. Our unrivalled experience and expertise, combined with our unique global reach ensures that you benefit from consistent training and development at every level. With a proven track record delivering public, in-house and online courses, the world's largest companies and government organisations trust us to train their professionals.

Our courses cover everything from safety to quality, compliance to sustainability, brand protection to risk management. Whatever your industry, whatever the subject, we can help you:

- Keep up-to-date with the latest industry best practice, technical standards and current legal and regulatory compliance expectations
- Gain the skills and knowledge you need to move forward
- Learn how to manage and improve environmental impact
- Identify, manage and reduce risk by meeting legal duty-of-care and health and safety obligations
- Develop through improved management and leadership development programs
- Understand how to enhance the quality and efficiency of management systems and standards
- Improve productivity, integrity and performance throughout the supply chain
- Build a more responsible and sustainable future
- Learn in a way that suits your needs, learning styles and goals with a range of flexible solutions, including public courses, in-house training, e-learning and virtual learning

Our dedicated team of Trainers and Assessors, Management and Administration staff are committed to providing excellence in the delivery of the services that we offer. We are here to assist by equipping you with the skills and knowledge that you require for your life and career.

### 1. General Information

#### 1.1 Contact information

Website: <https://learning.sgs.com/au>

Email: [au.sgsacademy@sgs.com](mailto:au.sgsacademy@sgs.com)

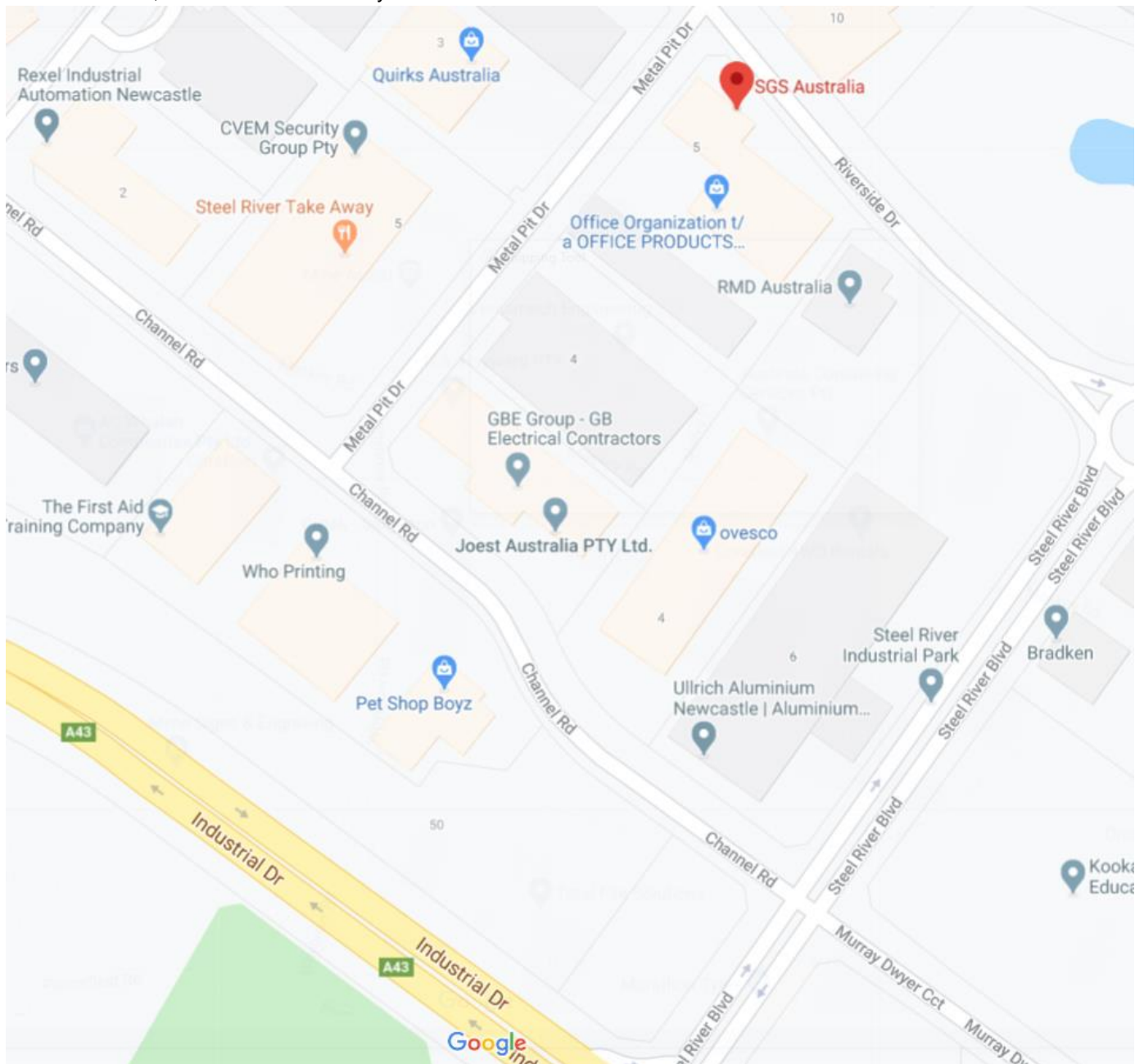
Phone: 1300 850 257

RTO ID: 2646

#### 1.2 Office Locations

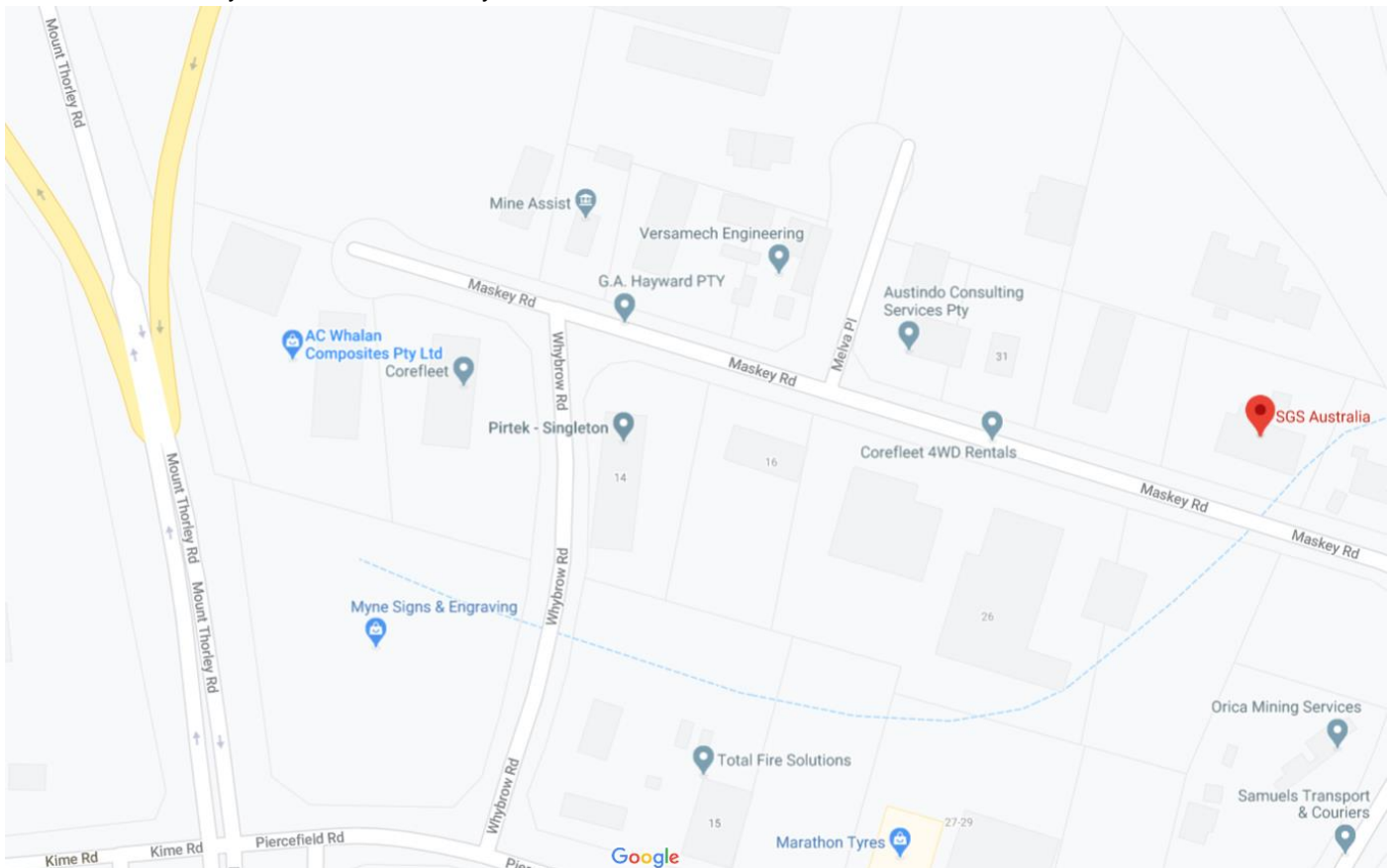
##### Mayfield West:

Level 1, 6A Metal Pit Drive Mayfield West NSW 2304



**Mt Thorley:**

111 Maskey Road, Mount Thorley NSW 2330


**1.3 Types of Training on offer**

SGS Australia Pty Ltd offers a range of courses and Units of Competency that may be of interest to you or your business. A full list of our courses can be found on our website <https://learning.sgs.com/au> and our accredited training scope can be found on the national register <https://training.gov.au/Organisation/Details/2646>.

Non-Accredited training

Non-accredited training is training that has not been formally recognised by an accrediting body. You will not receive accredited certification or a statement of attainment for this training but a Certificate of Completion or Statement of Attendance will be issued. This training is not recognised by other Registered Training Organisations (RTO's) for credit transferring, however you may be able to use this non-accredited training when applying for Recognition of Prior Learning.

Accredited training

Accredited training includes Accredited Courses, Skill Sets, Qualifications or Units of Competency that is nationally recognised and endorsed on the national register <https://training.gov.au>. Accredited training is recognised nationally and meets national quality assurance requirements and industry standards.

**1.3 Booking a course**

Course bookings are available via our website <https://learning.sgs.com/au> or alternately you are able to contact us via phone on 1300 850 257 or email [au.sgsacademy@sgs.com](mailto:au.sgsacademy@sgs.com).

Course outlines and a calendar of upcoming courses is available on our website.

## 2. Learner Information

### 2.1 Unique Student Identifier (USI)

From the 1<sup>st</sup> January 2015 it is a requirement that all learners in Australia have a Unique Student Identifier (USI). A USI is a reference number made up of numbers and letters that gives you access to your USI account. The USI will allow you to have easier and more reliable online access to your record of training history. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

The USI will stay with you for life and will be recorded with any nationally recognised Vocational Education and Training course that is undertaken from January 2015. You must have a USI before an RTO can issue your Certificate or Statement of Attainment. For more information please see: <https://www.usi.gov.au/>.

There are two ways a USI can be created:

#### a) A Learner can create their own USI

This can be achieved by going to the Unique Student Identifier Website <https://www.usi.gov.au/> and following the simple steps.

#### b) SGS Australia can create a USI on your behalf

In order for SGS Australia to create a USI on your behalf you will need to give your permission and will be required to sign a Privacy Notice for this to become into effect.

For both of the above options, you will be required to provide the following:

- Personal information - name, date of birth, town or city you were born in etc.
- Contact Information - at least one method of contact e-mail, mobile or mail
- Form of ID: Options are: Driver License, Medicare card, Australian Passport, Visa (with Non-Australian passport), Birth Certificate (Australian), and Certificate of Registration by Descent, Citizenship Certificate, and Immicard.

### 2.2 Entry Requirements

Each course has its own entry requirements, please see the information on each courses entry requirements on the SGS Australia website <https://learning.sgs.com/au>.

Some courses may have an age restriction, such as Construction Safety Induction (White Card), which has a minimum age of 14 years old. Please see the information on each courses entry requirements on the SGS Australia website <https://learning.sgs.com/au>.

For all accredited courses, a valid USI is required on enrolment. Enclosed footwear is required as a WHS requirement on SGS Australia sites.

### 2.3 Language, Literacy and Numeracy (LLN)

SGS Australia endeavours to determine a learners LLN information prior to course commencement via the booking and enrolment processes. As SGS Australia only offers short courses and the general cohorts of our learners are from mining and construction industries, there are times where LLN issues may arise once the training has commenced. Trainers are provided with the necessary training to ensure they have the knowledge and skills required to identify LLN issues as they arise.

In the event that a learner with LLN difficulties are identified, appropriate reasonable adjustment strategies to assist them with their learning will be implemented. These needs will be addressed through all learning and assessment activities over the duration of the course. Where possible, learners are provided with advice and support services in the provision of external LLN assistance services.

## 2.4 Educational and Support Services

In line with our Access and Equity practices, learners with special needs are offered the same opportunities as any other learner. Our training and assessment programs will take special needs into consideration from the planning stage and adopt particular flexible learning and assessment methods as appropriate. Please see Reasonable Adjustment below for more information. Our Access and Equity Policy is also available on our website.

Prior to enrolling in training, potential learners are encouraged to contact SGS Australia if they have any special needs that will impact their ability to meet the physical and literacy demands of the course.

### Support Services

SGS Australia is committed to the needs of our learners. Where a learner's needs is outside the capability or skill of SGS Australia, we will refer learners to an appropriate service or organisation. Referral support organisations can include:

- Lifeline: 13 11 14 or [www.lifeline.org.au](http://www.lifeline.org.au)
- Adult Migrant English: 1300 566 046 or <https://immi.homeaffairs.gov.au/settling-in-australia/amep/about-the-program>
- Beyond Blue: 1300 224 636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)
- Salvation Army: 13 72 58 or [www.salvos.org.au](http://www.salvos.org.au)
- The Reading Writing Hotline: 1300 655 506 or [www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au)
- Centrelink: 132 490 or [www.servicesaustralia.gov.au/individuals/job-seekers](http://www.servicesaustralia.gov.au/individuals/job-seekers)
- Lifestyle solutions: 1800 634 748 or <https://www.lifestylesolutions.org.au/>
- Vision Australia: 1300 847 466 or <https://www.visionaustralia.org/>

Referrals to external support services by SGS Australia are provided at no additional cost to the learner, however the learner will be made aware that costs associated with the support service will be payable by the learner.

## 2.5 Reasonable adjustment

Reasonable adjustment is a measure or action taken to enable learners with a disability or special need to participate in training on the same basis as learners without disability. All RTO's are obliged to provide reasonable adjustment to ensure maximum participation of learners with disability. Its purpose is to make it possible for learners with disability to participate fully, with the same learning opportunities as learners without disability, and have the same opportunity to perform and complete assessments as those without disability.

Where possible, SGS Australia will make reasonable adjustment to the provision of training and assessment services to facilitate the participation of all learners as per our Reasonable Adjustment Procedure. SGS Australia will ensure that the reasonable adjustment chosen for a Learner will not compromise the integrity of the assessment requirements of the Unit of Competency.

SGS Australia Trainers and staff can provide learners with support to assist the learner throughout the learning process. Examples of reasonable adjustment may include (where available): large print, coloured paper, extra time, additional support from the Trainer Assessor, adequate rest breaks, and verbal assessment as an alternative to writing.

Assessing whether a particular adjustment for a learner is reasonable, SGS Australia has to take into consideration all the relevant circumstances and interests, including the following:

- The learner's disability
- The effect of the adjustment on the learner, including the effect on the learner's:
  - Ability to achieve learning outcomes and
  - Ability to participate in courses and



- The effect of the proposed adjustment on anyone else affected, including SGS Australia's staff and possibly other learners
- The costs and benefits of making the adjustment.

Reasonable adjustment does not give learners with disability an advantage over others or change course standards, outcomes or guarantee success.

The Disability Discrimination Act does not require changes to be made if this will cause major difficulties or unreasonable costs to a person or the RTO. This is called "unjustifiable hardship". Whether or not the adjustments that a learner requires pose unjustifiable hardship for an RTO will depend on the circumstances of the situation. It will be decided on a case by case basis referring to the Disability Discrimination Act.

## 2.6 Physical requirements of our courses

Wheelchair access is not available at our Mayfield West or Mount Thorley training facilities. SGS Australia provides training in high risk safety, rescue and first aid courses that require a certain amount of physical mobility. Any considerations or adjustment in these courses will need to ensure that it does not compromise the integrity of the assessment requirements of the Unit of Competency. The physical requirements of these courses are noted on our website <https://learning.sgs.com/au> as well as in the applicable course flyers.

## 2.7 Transition and teach out

Nationally accredited training is periodically updated by governing bodies. This requires SGS Australia to move learners to the newer training product or continue in the existing training if it can be shown that the learner will complete the training prior to the teach out date, or would experience genuine disadvantage from transitioning. If a transition affects you and your training course, SGS Australia will notify you of the transition and the options available to you.

## 2.8 Access to your records

You have the right to access your training file at any time. If you would like to view your file, please contact SGS Australia in writing. Your file will be made available within five (5) working days. Please be advised that you will be required to provide proof of identification before any information is released.

Please note, SGS Australia is only required to keep copies of your completed assessments for 6 months to 3 years (depending on the retention requirement for the course you completed). We are unable to give you a copy of the completed assessment due to risk of plagiarism, however you are welcome to come to an SGS Academy facility to view the assessment within the retention period.

If you require a copy or reprint of a Certificate, Statement of Attainment or Card, a fee may apply. Please see the Fees section of this handbook.

# 3. Training and Assessment

## 3.1 Pre-learning

Some courses may require pre-learning and/or pre-assessment which must be completed and submitted prior to sitting the class. This pre-course assessment is to be presented to your trainer upon arrival to your course or emailed through prior to the course. Please note that if the pre-course assessment is not completed, the participant will not be able to attend the face-to-face training and will need to submit a new booking request. Full course fees may apply in this instance.

## 3.2 Attendance

If you are enrolled in a classroom-based course, it is an expectation that you attend every class in order to complete the necessary training and assessment components of the course. Students are asked to arrive at

class at least fifteen (15) minutes prior to the commencement of training to ensure any registration or housekeeping issues can be addressed.

If you are unable to attend your course, please notify SGS 2 business days prior to the course commencing. SGS will reschedule you into the next available course where applicable. SGS Australia will not usually refund course fees where the learner requests the refund because of non-attendance. 100% of the course fee will apply for learners who do not turn up for a course that they have enrolled in. Please see the Fees and Refunds section of this Handbook for more information.

### **3.3 Submitting Assessments**

Prior to completing your assessment you must ensure that you understand what is required of you. If you are unsure of what is required of you, or if you feel you do not have the sufficient skills or knowledge to satisfactorily complete the assessments you must address your concerns by discussing them with your Assessor. Your Assessor will either provide you with instruction or may wish to provide further training.

Some courses may require assignments or third party reports that are to be completed on the job. You will be given a due date to complete and submit the assignment. If you do not submit the required assignment in time, the unit/s of competency aligned to the assignment will be deemed as 'Not yet competent' and your course enrolment will be withdrawn.

If you require an extension, please contact SGS Australia prior to the deadline as an extension may be granted in extenuating circumstances.

### **3.6 Assessment Feedback**

You will receive assessment feedback from your Trainer Assessor at the end of your course either verbally or electronically depending on your enrolment type (online or classroom).

### **3.7 Reassessment**

If you are deemed 'Not yet Satisfactory' for an assessment, you are entitled to a resit of the assessment. Your course fees include two (2) assessment attempts. After two attempts you will be asked to re-sit the full course/unit of competency again, fees will apply to re-sit the full course.

You may appeal an assessment decision, please see Complaints and Appeals section of this Handbook.

### **3.9 Issuing Statements of Attainment and Certificates**

On successful completion of your training and all course costs have been paid, your Statement of Attainment or Certificate will be issued. It may be given to you at the end of the course or mailed to your residential address listed on your Enrolment Form.

Statements of Attainment and Certificates will be issued and sent to you within 30 calendar days.

## **4. Workplace Health and Safety**

### **4.1 General health and safety**

Smoking is only permitted during official break times and within designated smoking areas. Your Trainer Assessor will advise of designated smoking areas where they exist.

If you have a personal health condition which may become critical while attending the course, please inform your Trainer Assessor before commencing the course. All information will be treated in strict confidence.

Learners are asked to observe the following guidelines to assist in achieving and maintaining a safe working and learning environment:

- Appropriate footwear is to be worn
- PPE such as helmets and harnesses will be provided by SGS Australia and must be worn when instructed
- Do not undertake activities that many cause injury to self or others
- Be responsible for your own actions
- Possessing, using, distributing or selling alcohol or illegal drugs at an SGS Australia facility is strictly prohibited. Students who violate this policy or who are suspected of being under the influence of alcohol or illegal drugs will be asked to leave the training course and their employer will be notified
- Assist in keeping training areas neat and tidy at all times ensuring any rubbish is disposed of in the bins provided and that you clean up after yourself when using the tea/coffee facilities
- Use safe lifting and carrying techniques at all times if required to assist in the practical components of your training
- While in the classroom, learners are asked to not sit on desks/tables or swing on the back legs of their chairs due to the potential risk of injury
- Observe basic hygiene standards, particularly in the kitchen and bathroom areas

#### 4.2 Hazards and reporting

Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your Trainer Assessor immediately.

#### 4.3 Emergency procedures

Emergency procedure and exit plans must be followed. Observe the emergency response and evacuation procedures that will be explained in your course induction. Evacuation plans are located in each training room as well as in other strategic locations around the training facility. Care should be taken to observe the location of fire extinguishers, exits and assembly points. Your Trainer Assessor will outline the emergency procedures with you at the commencement of your course.

### 5. Conduct

#### 5.1 Learner rights and expectations

##### Learner rights:

- The accredited training they receive will be of a quality consistent with ASQA regulations
- Be treated fairly, with respect from others and without discrimination or harassment, regardless of religion, culture, race, sexual difference, age, disability or socio-economic status
- A safe, clean, orderly and cooperative environment
- A supportive environment without interference from others
- Ability to apply to have existing skills and knowledge recognised
- Be informed about personal information that is collected about them and the right to review and correct that information
- Privacy of your records and any personal information
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur
- Be able to lodge a complaint or appeal and have it investigated effectively and fairly without retaliation or victimisation

##### Learner expectations:

- You are required to contact SGS Australia if you will be late or are unable to attend your course
- You are required to arrive to your course on time and stay for the full duration of the course. Should it be necessary to leave a class early - you must advise the Trainer before the course commences. This includes after lunch and coffee breaks

- Treat facilities and equipment with due care and respect
- To protect your own health and safety and to avoid adversely affecting the health and safety of any other person
- To not wilfully or recklessly interfere or misuse anything provided by SGS Australia in the interests of health, safety or welfare
- To cooperate with health and safety directives given by staff of SGS Australia
- To ensure that you are not affected by the consumption of drugs or alcohol
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory
- Mobile phones must be switched off or on silent. In emergency situations where you need to be contacted, please advise your Trainer so that arrangements can be made
- If during your course of study, you change your name or your address - you must notify SGS Australia as soon as possible

### 5.3 Plagiarism and cheating

All assessments must be your own work. Cheating or getting others to do your work will not be tolerated nor will copying from a published document (including the internet) without referencing. You must follow referencing guidelines if you take another person's idea, and put it into your own words. You should complete your own research to determine a method of referencing that suits your purposes. Cheating and plagiarism may result in termination from the course. No refund will be given in this instance.

### 5.4 Bullying, discrimination and harassment

You will be expected to treat staff and fellow participants with respect and observe any particular conditions which may appear in this Handbook or be raised during the course by an SGS Australia staff member.

The following misconduct will not be tolerated:

- Theft, fraud, violence/assault, serious negligence; including WHS non-compliance
- Inappropriate language, behaviour and actions
- Cheating or plagiarism
- Discrimination, harassment, intimidation or victimisation of staff and fellow participants
- Refusing to carry out lawful and reasonable instructions
- Being affected by alcohol or drugs (both illegal & prescription) in that their faculties are so impaired that they are unfit to participate in activities will result in termination from the course. No refund will be given in this instance

### 5.5 Protection of young people

SGS Australia is committed to the safety and wellbeing of all children who use its services and is dedicated to protecting them from harm. SGS Australia ensures that all staff treat children and young people with respect and understanding at all times. SGS Australia carefully selects, screens and monitors people whose role requires them to have regular contact with children and ensures that those who deal with children within the organisation have a current Working with Children Check as per the NSW Child Protection (Working with Children) Act 2012.

## 6. Complaints and Appeals

SGS Australia is committed to maintaining a supportive and fair training environment that enables learners to be informed of their rights and obligations, and the RTO's responsibilities on complaints and appeals under the Standards for Registered Training Organisations (RTOs) 2015. SGS Australia will endeavour to make all prospective learners, enrolled learners and RTO staff aware of this policy. Learners can access up to date information about our complaints and appeals process at any time via our website <https://learning.sgs.com/au>.

Learners are encouraged to resolve all issues informally and as early as possible. If the matter cannot be resolved informally, learners may lodge a complaint or appeal in writing in accordance with our Complaints and

Appeals Procedure. Complaints and appeals should be made within 14 calendar days of the incident occurring. Complaints and appeals should be made in writing using the Complaints and Appeals Form available at <https://learning.sgs.com/au>.

Complaints and appeals are resolved using a formal procedure where a person can have their concerns heard and dealt with, without repercussion or discrimination to the quality of services provided to them. If an enrolled learner chooses to make a complaint or appeal, SGS Australia will maintain the learner's enrolment while the complaints/appeals handling process is ongoing.

Complaints and appeals are handled to ensure the principles of procedural fairness are applied at every stage of the complaint/appeal handling process. This means that the complainant/appellant is entitled to:

- have their issue heard
- be treated without bias
- a decision made based on logical and relevant evidence

On receiving a formal complaint or appeal, SGS Australia will formally and confidentially record the complaint/appeal. A written receipt of the complaint/appeal will be emailed to the complainant/appellant within 5 business days of SGS Australia receiving the complaint/appeal. Weekly progress updates on the complaint/appeal will be emailed to the complainant/appellant to ensure transparency throughout the process. SGS Australia will make all attempts to process and finalise all complaints and appeals within 28 calendar days. If the process exceeds 28 calendar days, SGS Australia will inform the complainant/appellant in writing as to why more than 28 calendar days are required.

SGS Australia acknowledges the possible need for an independent third party to be appointed to review the complaint/appeal outcome when requested by the complainant/appellant. Appeals or requests for independent third party review of decisions are to be lodged in writing within 28 calendar days of the outcome. Costs associated with an independent third party to review the matter must be covered by the complainant/appellant unless the decision to include an independent party is made by SGS Australia.

Each complaint and appeal is securely recorded and formally documented in the Complaints and Appeals Register located on SGS Australia's Compliance SharePoint; which only authorised staff have access to. All details pertaining to the person making the complaint or appeal, any investigation involved and any resolutions will remain private and confidential.

## 7. Fees, Cancellations and Refunds

### 7.1 Course fees

SGS Australia will advise each learner of any fees, resource costs, incidental expenses and other charges that may apply to the course before the learner enrolls. In the instance where an employer is paying for an employee's enrolment, SGS Australia will also provide this information to the employer.

Course fees are outlined either on our website or can be quoted upon enquiry for day rates, onsite training requests or group discounts.

Course fees must be paid in full by the learner or their employer prior to the commencement of a course otherwise the learner may not be able to participate. If the employer holds a pre-approved account and is booking and paying for an employee's enrolment using a Purchase Order, they must pay the full invoice amount within 30 day term on the invoice.

## 7.2 Additional fees

SGS Australia charges the following additional fees:

Item	Fee (per item)
Reprinting of Card	\$22 (including GST)
Reprinting of Certificate or Statement of Attainment	\$22 (including GST)
Reprinting of Statement of Attainment and Card	\$33 (including GST)
RPL Application Fee	\$250.00 (No GST)
RPL Fee - per Unit of Competency ( <i>please note gap training is not included in this price, please contact us for a quote</i> )	\$250.00 (No GST)
Interest on outstanding invoices	2% per month until the invoice is paid in full

## 7.3 Cancelled classes

Should a Trainer Assessor be unavailable for a schedule course, SGS Australia will make every effort to locate a substitute Trainer Assessor. However, in the event this is not possible and the course is cancelled, you will be contacted as soon as possible prior to the commencement time and your course will be rescheduled to another date.

## 7.4 Refunds

SGS Australia will refund all or part of a learner's course fees under the following conditions within 14 days:

- If SGS Australia cancels a course for any reason and/or where the commencement of the course is postponed for more than four weeks
- A course has low enrolment numbers and has to be cancelled or rescheduled (SGS Australia is not liable to a learner for such cancellations or rescheduling except to refund course fees already paid by the learner or employer)
- The learner contacts SGS Australia in writing about the cancellation at least 2 business days prior to the course commencement date and time
- Where the learner's application for enrolment is refused by SGS Australia
- Special considerations may be made for extreme reasons beyond the learner's control preventing them from attending the program, including; natural disasters, acts of Government authorities, epidemics or pandemics, civil strikes and riots.

## 7.5 Fee protection

SGS Australia does not collect more than \$1,500.00 in prepaid fees from any learner who is paying for a course themselves. Therefore SGS Australia does not necessitate the implementation of fee protection arrangements. *This does not include or apply to employers paying for fees on their employees behalf.*

## 8. Credit Transfer and RPL

There are several options that allow you to have your current skills and experience recognised.

### 8.1 Credit Transfer

National recognition is critical to the operation of a nationally consistent Vocational Education and Training system. This process recognises qualifications and Statement of Attainments issued by other Registered Training Organisations (RTO's) that are the same as the competencies in the program you are enrolled in.

Credit Transfer is the process whereby SGS Australia recognises National Qualifications or Statements of Attainment issued by other RTO's to go towards a learner's course they are enrolled in with SGS Australia. A learner seeking Credit Transfer will be required to submit the original or certified copy of the Qualification or Statement of Attainment which will then be considered as a Credit Transfer towards your training program.

Please note that some Units of Competency previously obtained may not be equivalent to the current Unit of Competency being trained within the training program. Where this happens SGS Australia can complete a gap analysis - whereby training and assessment is completed to ensure equivalence (fees will apply for the gap analysis and assessment) or the learner has the option to complete the training again.

## 8.2 Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the process that recognises skills and experience you have currently regardless of where and when the learning occurred. This process measures your skills and experience against recognised Unit/s of Competency. SGS Australia has a RPL process in place to enable learners to receive recognition for skills and knowledge obtained through any previous non-accredited training or through life or work experience. Learners are given the opportunity to seek RPL that they believe relate to specific units of competency within their course.

To receive an application to apply for any of the above recognitions, please contact SGS Australia or speak to your Trainer Assessor. Documented evidence must be provided by the learner and relevant experience and evidence must be mapped against the Unit/s of Competency.

Upon submission of the evidence all applications are reviewed by qualified Trainer Assessors an interview will be conducted to determine competency outcome. If deemed necessary, an additional person or subject expert may be asked to be part of the RPL assessment process.

## 9. Feedback

### 9.1 Training Surveys

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. We would greatly appreciate it if you took the opportunity to complete this survey so we can comply with our reporting requirements and enhance our quality services.

### 9.2 Quality Indicator Surveys

As a Registered Training Organisation (RTO), SGS Australia must survey all of its learners who undertake accredited training each calendar year. A Quality Indicator survey is emailed at the start of the calendar year to survey the learners enrolled in the year prior. This survey is stipulated by the Australian Skills and Quality Authority (ASQA) and is part of the Data Provision Requirements (2012) legislation. A survey is also sent to each learner's employer where relevant. This survey is not mandatory and is confidential.

## 10. Terms and Conditions

### 10.1 Privacy

As a Registered Training Organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide enough personal information to us, we may not be able to process your enrolment and issue your Statement of Attainment. We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

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 in accordance with 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.

### Security

Learner personal information is stored in a manner that protects it from misuse and loss and from unauthorised access, modification or disclosure. When learner personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information. However, most of the personal information is or will be stored in client files which will be kept by us for a minimum of thirty (30) years.

### VET Data Use Statement

Under the *Data Provision Requirements 2012* and National VET Data Policy (which includes the [National VET Provider Collection Data Requirements Policy](#) at Part B), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

- populating authenticated VET transcripts
- administering VET, including program administration, regulation, monitoring and evaluation
- facilitating statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER is authorised by the *National Vocational Education and Training Regulator Act 2011* (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:

- a VET regulator (the Australian Skills, Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)
- the Australian Government Department of Education, Skills and Employment
- another Commonwealth authority
- a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

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

### 10.2 Copyright

All materials produced by SGS Australia are protected by copyright and may not be reproduced in any format without written permission from SGS Australia.

### 10.3 Full Terms and Conditions

The full terms and conditions are available on our website <https://learning.sgs.com/au> and on page 2 of our Course Registration form.