

SA CAREER CONSULTANTS



Student Information Handbook

2010

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About This Handbook

This Student Information Book has been put together to inform you about the level of service you can expect from SA Career Consultants and what resources are available for you to access and use. In addition the Book explains your responsibilities toward the qualification you are seeking to obtain.

As this handbook has been produced for you, we want it to be as user friendly as possible, therefore we are open to suggestions or future improvement. If you have any ideas please let us know.

About SA Career Consultants

SA Career Consultants (SACC) was established in July 1995 by its current Directors - Sharon and David Rodgers. SACC currently employ approximately twenty staff.

Our Mission

To provide a quality range of vocational assessment, training and development services to assist organisations, employers and individuals in achieving their employment and training goals

Our Objectives

To ensure our customers receive quality advice and service, which addresses their specific needs and desired outcomes

- To provide our customers with access to a professional service, delivered by committed and skilled personnel
- To provide our customers with a service that is value for money

Services offered

SA Career Consultants offer a range of vocational assessment, counselling, training, placement and development services including:

- vocational training (group and individual)
- vocational skills and needs assessment
- career counselling
- resume preparation
- job search
- career development
- staff recruitment
- staff training and development
- workplace assessment
- job placement, on-the-job training and support

Office Details

| | |
|----------------|--|
| Location | 664 Goodwood Road Daw Park SA 5041 |
| Postal Address | PO Box 7448 Hutt Street Adelaide SA 5000 |
| Phone | (08) 8210 9407 |
| Fax | (08) 8338 2511 |
| Email | training@sacareer.com |
| Web | www.sacareer.com |
| Office Hours | Mon – Fri (closed Public Holidays) 9.00am – 5.00pm |

The doors are closed before 9.00am and after 5.00pm. Access after this time can be arranged with a staff member.

Staff Introduction

Some staff members who you may possibly interact with are:

| | |
|--------------------------------|----------------|
| Managing Director: | David Rodgers |
| Senior Trainer: | Craig Moody |
| Administration/ Enrolments: | Meghan Osborne |

Access & Equity

Complaints and Appeals

SACC adopts the following students complaints and appeals procedure:

- (a) If the student's complaint relates to the curriculum, the student is encouraged to consult with the Senior Trainer, who will address the student complaint at the next scheduled Staff meeting and the minutes of that meeting will be made available to the concerned student before any action, if appropriate, occurs.
- (b) If the student's complaint relates to a member of the teaching staff, the student is encouraged to approach the Senior Trainer or the Managing Director. Details of the student's concern will be formally noted and if applicable a meeting will be arranged with the trainer concerned.
- (c) When a student makes an informal complaint they will be offered the appropriate information to formalise this complaint.
- (d) In any case of complaint or appeal, you are assured that SACC will treat all information in strict confidence and that only staff directly involved in the matter will be permitted access.
- (e) If the student feels they are unable to achieve a satisfactory outcome after the complaint has been formally considered by SACC, there is a further avenue for appeal. The Office of the Training Advocate can be of further assistance in aiding with the complaint and/or appeal or referring the student to the appropriate department

ph: 1800 006 488

email: trainingadvocate@saugov.sa.gov.au

Harassment/Discrimination

Harassment or discrimination of any kind; including workplace harassment, victimization or bullying and racial or personal vilification, are not acceptable at any time, particularly within a learning environment such as SACC. If you experience difficulties, or are aware of incidents relating to sexual or any other forms of harassment or discrimination, please contact the Training Manager, Trainer or Administrator. If you feel unable to approach either of these persons, please seek guidance from any member of training or administration staff you feel comfortable with.

Sexual Harassment Policy

This statement details the Sexual Harassment Policy of the SA Career Consultants.

Sexual Harassment is unlawful under the South Australian Equal Opportunity Act 1984.

SA Career Consultants regards sexual harassment as a serious and important issue. All employees and students of SA Career Consultants have the right to be treated with respect and dignity, which should be accorded to all individuals. In keeping with the achievement of this goal, management is committed to providing an environment that is free from sexual harassment.

DEFINITION

Section 87 (11) of the South Australian Equal Opportunity Act says that a person subjects another to sexual harassment if they do any of the following things in such a manner or in such circumstances that the other person feels offended, humiliated or intimidated:

- a. they subject the other person to an unsolicited and intentional act of physical intimacy;
- b. they demand or request (directly or by implication) sexual favours from the other person;
- c. on more than one occasion, they make a remark pertaining to the other person, being a remark that has sexual connotations;
- d. and it is reasonable in the circumstances that the other person should feel offended, humiliated or intimidated by that conduct.

In simple terms, sexual harassment is UNWELCOME attention of a sexual nature.

What can you do if you think you are being sexually harassed?

You can do a number of things:

Tell the harasser straight away that you do not want him/her to behave in that way.

If this does not solve the problem or you feel unable to approach the person yourself, approach your supervisor or contact person. While management will do everything possible to deal with any complaint fairly and adequately, you have the right at any time to contact the Equal Opportunity Commission to get advice and perhaps lodge a complaint. This service is free and totally confidential.

Whatever you chose to do, do it quickly.

Management Liability and Responsibility

By law, all employers must take such steps as may be reasonably necessary to create and maintain a work environment that is free from sexual harassment. Management will treat all complaints of sexual harassment seriously and will deal with them promptly, impartially and confidentially. Management will take all steps necessary to ensure that sexual harassment does not continue, that complainants and witnesses are not victimised in any way and that; where possible, a fair and appropriate resolution to the problem is reached.

Management will discipline any staff found harassing others.

Dealing with Complaints of Sexual Harassment

Management will ensure that any allegations of sexual harassment are thoroughly investigated and the appropriate action taken.

Privacy Policy

Please see our Protecting Your Privacy brochure, which complies with the Privacy Act 1988. It can be found on our website www.sacareer.com or by request from our office or on your course CD.

Welfare and Guidance

Students who feel that they require guidance in their training, or who are experiencing any difficulties which could be interfering with their learning, are encouraged to consult their Trainer, or the Training Manager, David Rodgers. Students, who require welfare assistance, where possible, will be referred to appropriate agencies.

Assessment

Assessment varies with each course unit. Methods of assessment are flexible and may include written theory test, practical assessment, assignment or project.

Selection Criteria

Computer skills courses *Introduction to Word Processing*, *Introduction to Spreadsheets* and *Introduction to the Internet and E-mail* require as a pre-requisite the entry-level course *Introduction to Computers*, or established equivalent skills (see Recognition below). Other courses have further pre-requisite skills requirements, as outlined in particular course brochures, available at reception or on our website.

Collusion and Plagiarism

Students must not present for assessment the work of another person. Jointly prepared work must acknowledge all of the contributors. A student must not hand in work that has been copied from (whether published or not) another person, unless the source is explicitly acknowledged.

If you require further guidance please ask your Trainer. Collusion and Plagiarism may hinder or prevent an assessment result being recorded.

Due Dates

Assignments not completed during course attendance periods will have a date due. If you have difficulty meeting an assignment deadline, *please* contact your Trainer. While SACC is reluctant to penalise students with reasonable grounds, there must obviously be a limit, and early information allows us to assist you.

Student feedback

Feedback about student performance is provided casually during training, however any student requiring post-course feedback is welcome to contact his or her trainer. A brief written report can be provided on request.

Continuous improvement

SACC is committed to an institutional system of continuous self-assessment and improvement of all services we offer, which is why we appreciate you taking the time to fill out our Course Evaluation Form at the conclusion of your course.

Course Fees

Available on our course brochures, upon request for Reception or see our website www.sacareer.com. All prices are correct at the time of publication, but are subject to change without notice.

Refund Policy

Under what circumstances will refunds be granted?

Refunds will be granted if -

The training is cancelled for whatever reason by SACC.

The Student cancels and advises SACC with due notice

SACC is satisfied that the training / assessment provided was below an acceptable standard.

A refund is requested in writing

How can a claim for refund be made?

If the training is cancelled by SACC then no claim is required – SACC will automatically process refunds to affected students

Complete a Refund of Fees Claim Form

When can a claim be made?

Claims for refunds will only be assessed if lodged within 3 months of the commencement of training (or planned commencement)

How long will it take to process a claim?

If the training is cancelled by SACC then refunds will be processed within 5 working days

No deposit or course fee is refundable once the course has commenced.

Alternatively, students will be given one year (from the date of initial enrolment) to complete their training. If they do not wish to complete their selected training then they may undertake other subjects offered for the amount they have already paid. If a student does not wish to complete their selected training and does not wish to transfer to another subject then they will forgo any fees paid.

- If written notice of withdrawal is received at least one week prior to the training commencement date then no administration fee will apply.
- If notice of withdrawal is received less than one week prior to the training commencement date, but more than 48 hours notice is given, a refund of all fees paid will be given less a \$20 administration fee.
- If notice of withdrawal is received with less than 48 hours' notice, the administration fee of 1 hours training at the equivalent rate will apply.
- Refunds will be paid within 14 days of the receipt of written withdrawal notice.
- If SACC cancels the training then all course fees will be refunded in full within 7 days.

Course Information

This information is available from several sources. These include:

| | |
|----------------------|--|
| Website | www.sacareer.com |
| Brochures | Found in the reception desk |
| Administration Staff | Available to answer questions |
| Managing Director | David Rodgers |
| Senior Trainer | Craig Moody |
| Course Trainers | See Staff List |

Methods of Training

SA Career Consultants offer a flexible, customised service designed to best meet your specific needs.

This can involve a combination of the following activities. We will assist you in identifying the combination suited to your needs, to decide which is the most efficient, convenient and time/cost effective for you.

- Recognition
- Recognition of AQF Qualifications and Statements of Attainment
- Training (face-to-face sessions) and
- Study (distance learning or self paced on site study)

Recognition

Recognition is the acknowledgment of people's current skills and knowledge obtained through formal training, work experience and/or life experience. The main focus of Recognition is whether the person can meet the learning outcomes, not how, when or where the learning occurred. Recognition involves people presenting evidence wherever possible to indicate their competence. For further information ask about or Recognition Brochure or download it from our website. Ask about or Recognition Handbooks for specific qualifications.

Recognition of AQF Qualifications and Statements of Attainment

SA Career Consultants will recognise Statement(s) of Attainment or Qualifications correctly issued by any Registered Training Organisations (RTOs) in Australia who are registered with the NTIS for the qualification submitted for Recognition.

Statements of Attainment or qualifications issued by other RTOs will receive full Recognition, provided that they include a current national provider number and parchment originals or certified copies of the statements or qualifications.

If you require further information or assistance in obtaining Recognition of AQF Qualifications and Statements of Attainment for previous training, you can enquire with your Trainer, the Senior Trainer or the Managing Director.

Training (Face-to-Face Sessions)

This involves attending SA Career Consultants co-ordinated training sessions in order to work through the course topics and units. Assignments out of actual training time may need to be completed, however computer and accounting courses are assessed wholly within the scheduled training hours.

Study (Distance Learning)

This involves you studying for selected course units in the student's own time. Students would be given comprehensive study resource materials. Study support is available from SA Career Consultants, via its Website. Any due dates etc would be negotiated.

Attendance / Punctuality

It is expected that you are punctual in your attendance each day of course. It is the responsibility of all students to advise SA Career Consultants should they not be attending training. It is also the responsibility of students to make arrangements with the training staff to obtain any assessment materials issued during their period of absence.

Deferment Policy

You must notify the manager immediately if you need to defer your studies. Once SACC has agreed to a deferment, you may resume your studies at any time in the future, either in the same course or another, for a period of twelve months from that date.

Enrolment / Entry Requirements /Skills Assessment

Students enrolling for any computer or office skills course should:

- (a) be able to speak English to reasonable workplace standards, so as to be able to understand training and be properly assessed
- (b) be numerate so as to be able to perform basic calculations accurately
- (c) be able to efficiently operate a keyboard at 20 wpm with an accuracy of 90%

A Skills Assessment can be undertaken to gauge your Computer skills. This assessment is used to target your training to your specific needs.

If you have concerns about Language, Literacy and Numeracy, the Senior Trainer will be able to assist you. For further information you can contact:

The Reading Writing Hotline: 1300 6555 06 or www.literacyline.edu.au

Miscellaneous

Student Records

SACC commit to keeping all student records; including results of assessment, are strictly confidential. These records are secured by SACC to ensure confidentiality and will be kept for 30 years in compliance with AQTF Standard 4.1 ii. Unless authorised in writing, no information of an academic, or a personal nature, will be released to any other party, notwithstanding some rare cases of emergency or legal obligation. Students may view their own training records subject to making an appointment in advance.

Change Of Contact Details

Students changing their contact details such as address or telephone number are asked to notify the Administration staff as soon as possible. Particularly, advise if your address changes before you receive course Certificate or Statement parchments.

Mobile Phones

In order to avoid unnecessary distractions, mobile phones, should be switched off before entering class.

Occupational Health And Safety

All students have a responsibility to study safely, taking responsible care to protect their own health and safety, and that of co-students and visitors. Please speak immediately if you are uncomfortable at your desk or have any other OH&S-related problem and advise of special requirements like footrests. We can store special cushions etc here during courses.

All accidents need to be reported to a trainer, no matter how minor they may seem.

Qualifications

Accreditation

SACC is accredited to issue qualifications for a number of its courses, which are now nationally and internationally recognised. For these, either a *Certificate* or a *Statement of Attainment* will issue. This will identify SACC by its National Provider Number, a parchment number, and the units of competency, which make up the course, will be identified by their particular code and title and it will display the AQTF logo.

All SACC *Course Brochures* clearly identify accredited courses.

Any other courses offered which are not fully accredited will attract a *Statement of Attainment*.

All SACC qualifications are issued on distinctive parchment.

Units Of Competency

Depending upon the course of study undertaken at SA Career Consultants you will come in contact with a number of different units taught by our trainers. Any trainer assigned to teach a unit has national accreditation through the appropriate bodies as a qualified trainer in that particular area. The appropriate bodies also accredit all units taught.

Status For Units of Competency

SA Career Consultants may grant status for some units if adequate evidence can be supplied. This would consist of producing academic statements from other accredited institutions for relevant subjects undertaken and passed, or letters of reference regarding experience in the area status is requested (length of experience will vary from one unit to another). If you need to apply for status in one or more units, make an appointment to see the relevant trainer at an early date.

If you don't have a qualification or clear evidence that fully supports your claim, remember that it may take some time to establish your claim. See 'Recognition' above.

Replacement Certificates/Statements of Attainment

SA Career Consultants maintain records of all certificates issued. In the event that a student has lost or misplaced a certificate a replacement can be issued upon request to the administrative staff.

Proof of identification must be provided if requesting a replacement certificate and an administration fee of \$25 is payable.

Services / Facilities

Computer Facilities

Students are allowed access to a computer during normal business hours, providing that one is available in a training area. As a rule, the main computer training room is available on Friday afternoons. Please book first through the Administration staff. The Internet is also available for restricted use and you must notify the Administration staff if you wish to use this service. To ensure the upkeep and safety of this equipment it is imperative that all students abide by the following rules:

1. SACC requires that floppy disc, CDs, USB drives or other data inputs be run through our (latest version) virus control software before use in training computer drives.
2. No uncovered drink containers to be brought into the Training Room. No drinks may be consumed at the computer. No food may be consumed in the Training Room.
3. No software, files or programs may be downloaded from the Internet or other data inputs and saved to the hard drive.
4. Should you have any difficulty with the computers please do not try and fix it yourself. We can usually fix it in a jiffy (Windows excepted). If there is no trainer, just tell someone in reception.

Counselling

Student counselling is available to all present and past students on career planning, course progression, study problems, enrolment procedure and other general issues. The counselling service is confidential and no information will be disclosed to anyone without your consent. Please make an appointment with the Administration staff to see one of the Trainers.

Employment Services

SA Career Consultants offer a professional job seeking service to students who use SA Career Consultants Training Services. Our Job Placement Specialists are in constant contact with a wide range of employers and will match suitable applicants to job vacancies that we negotiate. However, we cannot guarantee employment outcomes for students. Our Job Placement Specialists are available for students to discuss their employment options with and seek advice on Job Search techniques.

Library Resources

SA Career Consultants have library resources available to all students. Administration staff must sign out books and journals borrowed. Books can usually only be borrowed overnight; if an extension is required please notify Administration staff. When returning books please return to Administration staff to be signed in. Please do not pass books on to other students; you are responsible for any books borrowed.

Internal Students

Food and Beverages

You are welcome to make coffee or tea by the fridge outside the main training room. Please report spills so that they can be cleaned up completely.

Parking and Transport

Parking is available onsite.

If travelling by public transport, the G10 Blair Athol to Marion Shopping Centre bus picks passengers up from Stop C2 King William Road. Students should get off at Stop 17 Goodwood Road – Eastern Side; travel time is about 20 minutes.

Photocopier

A photocopier is available for student use. Students wishing to use the photocopier for personal use will be charged **20 cents per copy** for black & white and **\$1.00 per copy** for coloured printing, even if copying lecture notes. Please ask the Administration staff for assistance.

Smoking

Students who wish to smoke may do so during designated break times and must completely exit the building. We request that smokers ensure that they do not block the entrance way to the building. Smoking within any office building such as ours, is prohibited by law.

Telephone

Students are welcome to seek employment using an available telephone, please ask your trainer or supervisor or your Case Manager in the case of SACC client students. Unfortunately, we have few, if any telephones to spare some days, and a limited number of lines.

Appendix I

CODE OF PRACTICE

1. INTRODUCTION

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by **SACC Pty Ltd t/a SA Career Consultants** a Registered Training Organisation registered in South Australia by the Accreditation and Registration Council.

For the purposes of this Code “**student**” refers to any person participating in education or training delivered by this organisation. A “**client**” is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training services.

2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

2.1 Our organisation has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of students and/or clients. Our organisation maintains a learning environment that is conducive to the success of students.

2.2 Our organisation has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of students.

2.3 Our organisation monitors and assesses the performance and progress of its students.

2.4 Our organisation ensures that teaching staff are not only suitably qualified, but are also sensitive to the cultural and learning needs of students and it provides training for our staff as required.

2.5 Our organisation ensures that assessments are conducted in a manner, which meets the endorsed components of the relevant Training Package(s) and/or accredited courses.

2.6 Our organisation is committed to access and equity principles and processes in the delivery of its services.

3. ISSUANCE OF QUALIFICATIONS

Our organisation issues qualifications and Statements of Attainment to students who meet the required outcomes of a qualification or unit of competency, in accordance with the AQF Implementation Handbook

4. RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS

4.1 Our organisation recognises the AQF qualifications and Statements of Attainment issued by other RTOs.

4.2 Mutual recognition obligations are reflected in our organisation's policies and procedures and information to staff and clients.

5. MARKETING OF TRAINING AND ASSESSMENT SERVICES

5.1 Our organisation markets and advertises its products and services in an ethical manner.

5.2 Our organisation gains written permission from a student or client before using information about that individual or organisation in any marketing materials.

5.3 Our organisation accurately represents recognised training products and services to prospective students and clients.

5.4 Our organisation ensures students and clients are provided with full details of conditions in any contract arrangements with the organisation.

5.5 No false or misleading comparisons are drawn with any other training organisation or qualification.

6. FINANCIAL STANDARDS

6.1 Our organisation has measures to ensure that students and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.

6.2 Our organisation has a refund policy that is fair and equitable and this policy is made available to all students and clients prior to enrolment.

6.3 Our organisation ensures that the contractual and financial relationship between the student/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the student/client.

Documentation includes: the rights and responsibilities of students, costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on students or clients.

7. PROVISION OF INFORMATION

7.1 Our organisation supplies accurate, relevant and up-to-date information to prospective students and clients.

7.2 Our organisation supplies this information to students and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

8. RECRUITMENT

8.1 Our organisation conducts recruitment of students at all times in an ethical and responsible manner.

8.2 Offers of course placements are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.

8.3 Our organisation ensures that the educational background of intending students is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

9. SUPPORT SERVICES

Our organisation provides adequate protection for the health, safety and welfare of students and, without limiting the ordinary meaning of such expression; this includes adequate and appropriate support services in terms of academic and personal counselling.

10. COMPLAINTS / APPEALS

10.1 Our organisation ensures that students and clients have access to a fair and equitable process for dealing with complaints and provides an avenue for students to appeal against decisions, which affect the students' progress. Every effort is made by our organisation to resolve students'/clients' complaints.

10.2 For this purpose, our organisation has a complaints and appeals policy where a member of staff is identified to students and clients as the reference person for such matters. In addition, the complaints and appeals mechanism as a whole is made known to students at the time of enrolment.

10.3 Where a complaint or appeal cannot be resolved internally, our organisation advises students and clients of the appropriate body where they can seek further assistance.

11. RECORD KEEPING

Our organisation keeps complete and accurate records of the attendance and progress of students, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to students on request.

12. QUALITY CONTROL

Our organisation seeks feedback from our students and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

Appendix II

Complaint Form

CONFIDENTIAL

Who is your SA Career Consultants Trainer? _____

What kind of help is SA Career Consultants providing to you?

Please explain your problem with this service:

Would you like to speak to an SA Career Consultants' Manager

Yes

No

Please provide the following personal details:

Name _____

Address _____

Telephone number _____

Signature _____ Date _____

Advocate _____ Signature _____
(if applicable)

Thank you for providing us with the above information. Our aim is to respond to this within seven days of its receipt.