2023 STUDENT INFORMATION HANDBOOK

SCAA Shearer Woolhandler Training Inc.

RTO 4577

Table of Contents

INTRODUCTION

Message from the Executive Officer

Established in 1998, SCAA Shearer Woolhandler Training Inc. (SCAA SWTI) is a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA). SCAA SWTI delivers training and assessment services in Victoria and South Australia for the wool harvesting industry in the following skill sets and qualifications.

- 22539VIC Course in Introductory Shearing (Victoria Only)
- SA 5 Day Novice Shearing and Woolhandling Course (SA Only)
- AHC21316 Certificate II in Shearing
- AHC32916 Certificate III in Shearing
- AHC21416 Certificate II in Wool Handling
- AHC33016 Certificate III in Wool Clip Preparation (SA Only)
- AHC41316 Certificate IV in Wool Classing
- AHC30122 Certificate III in Agriculture

SCAA SWTI is also registered to deliver Fee For Service (FFS) training and assessment services in the above qualifications in Victoria and South Australia.

Our Trainers and Assessors are highly qualified and have extensive experience in the wool harvesting industry and are here to support you in your training program.

As Executive Officer of this organisation, I can assure students that I will fully support the implementation of all quality, management and operational functions articulated in this student handbook. I welcome your input and will ensure that SCAA SWTI adhere to our underlying philosophy of continuous quality improvement in all aspects of SCAA SWTI's operations.

This student handbook provides the direction that informs and guides SCAA SWTI towards the provision of best practice in training development, management and service delivery. For SCAA SWTI, it will facilitate compliance with the standards regulated by ASQA and the 2023 Skills First Program (Victoria) and Skills SA (South Australia). For clients of SCAA SWTI, it will ensure that their investment in training provides the best possible training experience and outcomes.

Context
ASQA is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers according to the Standards for Registered Training Organisations 2015 (the Standards) to ensure nationally approved quality standards for training are met. The focus of these standards is the demonstration of preparedness of registered training organisations to deliver quality training and assessment services and focus on continuous improvement.

GLENN HAYNES
Executive Officer

TRAINING SERVICES

Accredited Training

All accredited training offered by SCAA SWTI are aligned to the AHC Agriculture, Horticulture and Conservation and Land Management Training Package for quality assurance and best practice.

Currently SCAA SWTI is able to offer students accredited training in the following:

22539VIC Course in Introductory Shearing (Victoria Only)

This Novice 1 Week Shearing course provides and introduction to working as a shearer, providing basic skills training to shear and crutch sheep as well as a range of skills relevant to the working life of a shearer.

SA 5 Day Novice Shearing and Woolhandling (SA Only)

The SA 5-day novice shearing and woolhandling course provides highly sought-after practical skills for the shearing environment, enabling you to become employable as a "learner" in commercial wool harvesting operations throughout Austrlia.

AHC21316 - Certificate II in Shearing

This qualification provides an entry level occupational outcome in shearing. It recognises the work of a novice shearer who is able to shear a minimum of 40 adult merino sheep or 50 adult crossbred sheep per day to an acceptable industry standard.
*Certificate II in Shearing is a pre-requisite of Certificate III in Shearing.

AHC32916 - Certificate III in Shearing

This qualification covers occupational outcomes for shearing at the professional level. This requires a high standard of workmanship at a rate of at least 120 adult merino sheep or 140 adult crossbred sheep per day. The shearing industry expects this qualification to be achieved to meet job outcomes at this level.

AHC21416 - Certificate II in Wool Handling

This qualification provides basic training to achieve an entry level occupational outcome in wool handling. The course teaches highly sought-after practical skills, and is suitable for those new to the shearing industry, and also for woolhandlers looking to upskill.

AHC33016 - Certificate III in Wool Clip Preparation (SA Only)

This nationally accredited certificate is the entry level qualification you need to apply for an Owner Classer Registration with the Australian Wool Exchange (AWEX). In this course you will develop the knowledge and skills needed to work as a wool classer on your property.

AHC41316 - Certificate IV in Wool Classing

This nationally accredited course enables graduates to become a professional wool classer registered with the Australian Wool Exchange (AWEX). Wool classers who have obtained their professional wool stencil are in demand in the wool industry due to the high level of training leading to excellent employment outcomes.

AHC30122- Certificate III in Agriculture

This nationally accredited certificate is a hands-on program designed to equip students with the practical skills & knowledge to work effectively on farms & develop their practical skills in Agriculture that are highly sought by employers.

OTHER TRAINING SERVICES

Pre-accredited Training (Victoria)

SCAA SWTI as a Learn Local Provider under the Adult Community and Further Education Board delivers pre accredited training in the Southern Grampians Shire. These courses include introductory courses to the wool harvesting industry and provide a pathway to employment or further training in the industry.

In-Shed Coaching

SCAA SWTI also provides training on behalf of Australian Wool Innovation Limited (AWI) In-Shed Shearer and Wool Handler Coaching.

TRAINING AND ASSESSMENT STAFF

SCAA SWTI recognises the importance and benefits of combining industry experience with vocational education when striving to deliver programs of the highest quality and relevance to the client.

All trainers and assessors employed or contracted by SCAA SWTI have demonstrated significant industry experience in addition to obtaining vocational qualifications, allowing them to provide a professional, well rounded learning environment for participants.

SCAA SWTI staff are equipped with the skills to ensure their teaching methods are suitable for all participants, utilising simple language, where appropriate, to communicate information most effectively.

SCAA SWTI strictly adheres to the standards to continue delivering training services of the highest quality to its clients.

SCAA SWTI will ensure that all trainers/assessors:

- Are listed on the Register of Trainers and Assessors
- Hold TAE40116 Certificate IV in Training and Assessment
- Have demonstrated competencies at least to the level of those being delivered
- Have industry experience that is current and relevant to the particular qualification or units being undertaken
- Undertake regular professional development in the areas of training and assessment, as well as their area of expertise.
- Hold a current First Aid Certificate and
- Hold a Working With Children Check

LEGISLATIVE REQUIREMENTS

Registered Training Organisations (RTOs) are subject to legislation pertaining to training and assessment, as well as business practice. SCAA SWTI complies with the relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its scope of registration.

SCAA SWTI informs all staff and clients of the legislative and regulatory requirements that affect their duties or participation in vocational education and training. SCAA SWTI recognises that compliance with legislative requirements underpins the effective implementation of its operations and ensures accountability and transparency of activities of both management and staff.

COMPLYING WITH LEGISLATION

Staff are advised at induction and kept up-to-date with changes to legislation through regular management meetings and written correspondence. Policies and procedures and associated tools and templates will be updated to reflect updates to legislation as soon practical following advice. Any training that is required will be organised in a professional and timely manner.

All staff are encouraged to view current legislation online at: austlii.edu.au, legislation.vic.gov.au and legislation.sa.gov.au

Examples of legislation relevant to the training business and its staff include, but are not limited to:

Commonwealth legislation:
*   Copyright Act 1968
*   Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013
*   Sex Discrimination Act 1984/Sex Discrimination Amendment Act 2013
*   Racial Discrimination Act 1975
*   Age Discrimination Act 2004
*   Disability Discrimination Act 1992
*   National Vocational Education and Training Regulator Act 2011
    *   Standards for VET Regulators 2015
    *   Standards for Registered Training Organisations 2015
    *   Student Identifiers Regulation 2014
    *   Standards for NVR Registered Training Organisations 2012

Victorian legislation:
*   Vocational Education and Training Act 1990
*   Commission for Children and Young People Act 2012
    (including Child Safe Standards and Working With Children Act 2005)
*   Child Wellbeing Safety Act 2005
*   Disability Act 2006
*   Australian Consumer Law and Fair Trading Act 2012
*   Education and Training Reform Act 2006
*   Work Health and Safety Act 2011

South Australian legislation:
*   Criminal Code Act 1995
*   Crimes Act 1914
*   Education and Training Reform Act 2006
*   Fair Work Act 2009
*   Competition and Compensation Act 1999
*   Safety, Rehabilitation and Compensation Act 1988
*   Work Health and Safety Act 2012
*   Environment, Protection and Biodiversity Conservation Act 1999
*   Department of Innovation and Skills

Training authorities / regulators:
*   Australian Skills Quality Authority (ASQA)
*   Department of Education and Training (Victoria)
*   Higher Education and Skills Group
*   Department of Education and Training (Federal)
*   Australian Qualifications Framework (AQF)

OCCUPATIONAL, HEALTH AND SAFETY POLICY

The Work Health and Safety Act 2011 outlines the requirements of organisations in establishing and maintaining workplace health and safety standards. These requirements ensure an organisation must:

•   Secure the health, safety and welfare of employees and other persons at work
•   Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
•   Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and self employed persons
•   Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

SCAA SWTI recognises its moral and legal obligations under the Work Health and Safety Act 2011 and will, as far as practicable, ensure that all students are provided with a safe working / learning environment and conditions.

SCAA SWTI has initiated procedures, policies, guidelines and work instructions, practicing an ongoing commitment to workplace health and safety including each site used for training delivery.

It is obligation under legislation that all SCAA SWTI employees and management contribute to and assist in maintaining workplace health and safety and risk management operations as part of their role within the RTO.

SCAA SWTI management is responsible for ensuring that all staff are familiar with the Act and abide by its guidelines. To do this, SCAA SWTI will:

•   Develop and maintain safe systems of work and a safe working environment
•   Ensure adequate workplace health and safety professional development for SCAA SWTI students, employees, management and stakeholders
•   Comply with all relevant legislation and industry standards
•   Report or remove unacceptable risks to safety
•   Consult with employees and health and safety representatives on safety
•   Conduct investigations into all reported incidents and
•   Conduct regular reviews of the health and safety systems in place.

SCAA SWTI expects that all staff and students take reasonable care of their own health and safety and that of other workers in the workplace, including, but not limited to:

•   Maintain a safe, clean and efficient working environment
•   Emergency control
•   Accident / Incident reporting
•   Rehabilitation
•   Risk / hazard identification reporting
•   Correct use and storage of PPE
•   Manual handling techniques and training
•   Equipment checks, maintenance and safe storage
•   Student safety and
•   Animal welfare.

HARRASSMENT AND DISCRIMINATION POLICY

Under Australian law it is a requirement of every workplace to ensure it provides an environment free from all forms of harassment and discrimination, including victimisation and bullying. In doing so, all staff and students are treated fairly and have the opportunity to feel safe, valued and respected.

By definition, harassment includes any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment, but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

At SCAA SWTI it is made known that in the event that a person considers that he or she has been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or other SCAA SWTI staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff member to follow SCAA SWTI policy and procedures to rectify the situation.

All students and staff working with SCAA SWTI have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to SCAA SWTI policy and procedures.

SCAA SWTI staff and students should be aware of the following definitions:

Confidentiality
Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, student assessments, managerial decisions and legal proceedings.

Harassment
Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Racial harassment
Involves a person or persons being threatened, abused, insulted or taunted in relation to their race, descent, nationality, colour, language, ethnic origin or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, and exclusion, allocation of least favourable jobs or positions, or unfair treatment.

Sexual harassment
Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work related communication, offensive noises, or displays of sexually graphic or suggestive material.

Bullying

Involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include, but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

Discrimination

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

Personnel

Refers to all employees and contractors of SCAA SWTI.

Victimisation

Involves any process that results in the unfavourable treatment of a person on unjust terms. It may include, but is not limited to: unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment, or denial of access to work related resources.

Specific principles:

- It is the right of all staff and student's to work and study in an environment free of any form of harassment and discrimination
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by SCAA SWTI
- When management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained
- It is the intention of SCAA SWTI management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from management
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution.

WORKING WITH PERSONS UNDER 18 YEARS OF AGE

From 1 January 2017 the Child Safe Standards (the Standards) will apply to post-school education and training providers.

The Standards apply to the safety of all children and young people across the range of services and activities of your organisation. A child or young person is defined as a person under the age of 18 years.

Students under 18 years of age may enrol with SCAA SWTI. According to the law, any individual less than 18 years of age is considered a child.

SCAA SWTI will ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. All staff are required to report to SCAA SWTI management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

In cases where allegations or information indicate it is reasonable to believe a student has suffered from or may require protection from harm, SCAA SWTI will report to the relevant government authority.

If allegations may constitute child abuse by a person external to SCAA SWTI, the EO will report the matter to the police or the relevant government authority.

SCAA SWTI will comply with all relevant State and Federal legislation in the area of working with children.

TRAINING GUARANTEE

SCAA SWTI guarantees that in the extremely unlikely event of a business interruption or training failure, that it will train out all current students or transfer students to a similar course with another RTO, whichever is applicable, at no additional cost to the student.

CONSUMER RIGHTS

Consumer protection
The Competition and Consumer Act 2010 and the Australian Consumer Law and Fair Trading Act 2012 promote competition and seek to provide protection for consumers with:
•   National and state consumer protection and fair trading laws
•   Enhanced enforcement powers and redress mechanisms
•   A national unfair contract terms law
•   A new national product safety regime and
•   A new national consumer guarantees law

Contractual agreement
Students who enrol in a training program with SCAA SWTI should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, SCAA SWTI will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:
•   Wording that allows the prospective student to know what they are agreeing to
•   Clearly explained disclaimers
•   No misleading or deceptive behaviour
•   No actions, omissions or dialogue (written or verbal) that may force or coerce the student
•   Fair dealings for disadvantaged students.

PRIVACY PRINCIPLES

SCAA SWTI abides by all federal and state privacy legislation and privacy principles.

To ensure that only personal information is collected that is reasonably necessary for the primary purpose of delivering education and training services and is managed in accordance with relevant Privacy Acts, Regulations and Guidelines.
In order to provide the best service possible SCAA SWTI will only collect personal information if the information is reasonably necessary for, or directly related to one or more service functions.
SCAA SWTI will not disclose your personal information to a third party without your consent other than those that the organisation is mandated to disclose.
Clients are encouraged to help us keep your personal information accurate, complete, up-to-date and relevant by contacting us and informing us of any changes to their details.
Information is protected from misuse, interference, loss, unauthorised access, modification or disclosure. Information stored in electronic medians are protected by individual password access and access is only given to those staff who require access to deliver a particular service.
SCAA SWTI will not collect personal 'sensitive' information unless the individual consents to the collection of the information and it is reasonably necessary for delivery of one or more services.
The full SCAA SWTI privacy policy can be provided from our office or downloaded at the following link: www.swti.edu.au

Privacy Principles that are strictly applied to all aspects of SCAA SWTI's operations include:

Collection of data
SCAA SWTI will only collect necessary information pertaining to one or more specific operations. The student will be informed as to the purpose for which details are being collected.

Use and disclosure of data
SCAA SWTI will ensure student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student, unless a prescribed exception applies. SCAA SWTI may be required by state and federal government authorities to disclose student details for the administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies

Data quality
SCAA SWTI will take all reasonable measures to ensure that all students' personal information that is collected, used or disclosed is accurate, current and complete.

Data security
SCAA SWTI will take all reasonable measures to ensure all collected students' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

Openness
SCAA SWTI will maintain documentation detailing how students' personal information is collected, managed and used. When a student makes an enquiry in relation to information collected, we will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

Access and correction
SCAA SWTI will allow students access to personal information held in all circumstances unless prescribed exceptions apply. If the student identifies errors within the information, SCAA SWTI will correct and update the file.

Unique identifiers
SCAA SWTI will not assign students unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Unique Student Identifiers, will only be used for the purposes of which they were issued.

Anonymity
SCAA SWTI will provide students the opportunity to interact with the business without requiring the student to make their identity known in any circumstances it is practical and possible to do so. However, failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or obtain a VET subsidy.

Trans-border data flows
SCAA SWTI privacy protection principles apply to the transfer of data throughout Australia.

Sensitive information
SCAA SWTI will request specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include, but is not limited to: information relating to a student's health, criminal record, racial or ethnic background.

Further information or complaints
For more information in relation to how student information may be used or disclosed, or if you believe your privacy has been breached, please contact the SCAA SWTI Executive Officer on 1300 787 984.

ACCESS AND EQUITY

SCAA SWTI is committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access, or any other perceived difference in class or category.

SCAA SWTI ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. SCAA SWTI will address access and equity matters as a nominated part of its operational duties.

SCAA SWTI has developed this quality management and operational framework to guide and inform all staff and students in their obligations regarding access and equity. Upon induction into SCAA SWTI, all staff are provided with copies of the policies which they must adhere to throughout all their operations as a SCAA SWTI staff member. Students are made aware of the access and equity policy via the SCAA SWTI student handbook, and informed of their rights to receive access and equity support and to request further information.

SCAA SWTI access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Practicing these policies will guarantee that any student who meets SCAA SWTI entry requirements will be accepted into any training programs. If any student or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to SCAA SWTI management for consultation.

SCAA SWTI is proud to operate as an Equal Opportunity employer and Training Provider.

CLIENT SERVICES

SCAA SWTI is committed to delivering high quality services that support students throughout their learning, training and assessment. This commitment is based on a client focused operation that produces the best possible outcome for students. SCAA SWTI will ensure students are informed of the services they are to receive, their rights and obligations, and the responsibilities of the RTO.

Students who undertake training with SCAA SWTI receive every opportunity to successfully complete their chosen training program. SCAA SWTI will provide students with information prior to commencement of services including any subcontracting arrangements affecting the delivery of training and/or assessment.

STUDENT ADVICE

SCAA SWTI takes a systematic approach to establish and recognise the needs of each client. It is a requirement that all staff members do their utmost to meet the needs of students. However, where a student's need is outside the scope or skill of the organisation, they will be referred to an appropriate service or an alternate training provider.

SCAA SWTI delivers specialised training and assessment services. As such, it is vital that all students are informed of and understand the extent of the training course that they are enrolling in. SCAA SWTI has in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

In summary, SCAA Shearer Woolhandler Training Inc. will provide:
•   Training programs and services that promote inclusion and are free from discrimination
•   Support services, training, assessment and training materials to meet the needs of a variety of individual students
•   Consideration of each individuals needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment
•   Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs
•   Consideration of the views of students, community, government agencies and organisations, and industry when planning training programs
•   Access to information and course materials in a readily available, easily understood format
•   Information to assist students in planning their pathway from school or the community to vocational education and training.

While SCAA SWTI guarantees that all students will receive the full training services paid for, it does not guarantee a student will successfully complete the course in which they are enrolled or that the student will obtain a particular employment outcome outside the control of SCAA SWTI.

STUDENT SUPPORT

Student support policy

SCAA SWTI makes all reasonable effort, and utilises a variety of available methods, to assist all students in their efforts to complete training programs. SCAA SWTI will determine the support needs of individual students and provide access to the educational and support services necessary for the individual student to meet the requirements of the AQF qualification, skill set or VET course as specified in the training packages. SCAA SWTI continues to develop strategies to make support available where gaps are identified.

Students are made aware that they can contact their trainer or other SCAA SWTI staff members in the event that they are experiencing difficulties with any aspect of their studies. Staff ensure students have access to the full resources of SCAA SWTI to assist them in achieving the required level of competency in all nationally recognised qualifications. Contact details are provided on the back of this handbook.

In the event that a student is experiencing personal difficulties, training staff will encourage the student to contact SCAA SWTI who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties.

In the event that a student's needs exceed the capacity of the support services SCAA SWTI can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. SCAA SWTI staff members will assist students to source appropriate support.

Flexible delivery and assessment procedures
SCAA SWTI recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of SCAA SWTI respect these differences among students and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include, but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

SCAA SWTI staff pursue any reasonable means within their ability to assist students in achieving the required competency standards.

Reasonable adjustment
Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making assessment judgements (competent / not yet competent decisions) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise comparability of standards will be compromised.

STUDENT OVERVIEW

SCAA SWTI strictly adheres to Standards for RTOs 2015 with all programs aligned to the qualifications contained in the AHC Agriculture, Horticulture and Conservation and Land Management Training Package, ensuring best practice in service and delivery at all times in the following qualifications.

- 22539VIC Course in Introductory Shearing
- AHC21316 Certificate II in Shearing
- AHC32916 Certificate III in Shearing
- AHC21416 Certificate II in Wool Handling
- AHC33016 Certificate III in Wool Clip
- AHC41316 Certificate IV in Wool Classing
- AHC30122 Certificate III in Agriculture

Training is delivered in the workplace and may also include one or more of the following methods: in a classroom environment, at a shearing or woolhandling school, workshops, field trips.

CLIENT SELECTION, ELIGIBILITY AND ENROLMENT PROCEDURE

Client selection and Pre-Training Review (including Language, Literacy and Numeracy)

Enrolment is initiated by you (or an employer) contacting SCAA SWTI. An SCAA SWTI staff member will conduct a pre-enrolment interview/discussion with you to determine:
• suitable pathways and which qualification/s would be appropriate
• LLN levels and whether assistance will be required
• your eligibility for government funded training and advise the potential impact that undertaking this training may have on accessing future government funded training
• applicable fees and charges.

Applicants need to recognise that the work involved in the Wool Harvesting industry is physical in nature and requires a reasonable level of fitness to accomplish the tasks. Assistance is available to applicants with special needs, including those with language, literacy and numeracy requirements.

Recruitment and selection of students will, at all times, be conducted in an ethical and responsible manner and be consistent with the requirements of the training package.

Information regarding estimated duration of the training, delivery modes and location of training, any equipment or materials you must provide, and the support services available to you will also be discussed.

Prior to commencement of training, students aged under 17 and no longer attending school, must provide a signed Transition from School Form authorising their exemption from Secondary School enrolment (Victoria Only).

Language, Literacy and Numeracy (LLN) Assistance

SCAA SWTI acknowledges that all qualifications it delivers include LLN tasks. SCAA SWTI recognises that not all students will have the same level of ability in relation to reading, writing and performing calculations.

Prior to enrolment, students will complete an LLN assessment to determine whether additional assistance is required. SCAA SWTI will identify the student's strengths and weaknesses in these areas and ensure that each student is provided with suitable and flexible learning and assessment materials to support the training and provide opportunities for repeated practice, such as oral questioning procedures.

This process is to ensure that all students who undertake training with SCAA SWTI are given every opportunity to obtain the skills required to complete the training program.

SCAA SWTI will endeavour to provide assistance to students having difficulty with language, literacy or numeracy to accommodate their needs. In the event that a student's needs exceed the ability of SCAA SWTI staff to assist, the student will be referred to an external support agency appropriate to their needs.

Students are encouraged to speak to our staff if they have any issues.

Eligibility Requirements

To be eligible for government funded training, the student must complete an Eligibility Declaration and provide eligibility evidence to SCAA SWTI prior to commencement of training. This evidence can be in the form of a Green Medicare Card, Australian or NZ Passport, Australian Birth Certificate. Other types of evidence may be accepted, however, please confirm this with SCAA SWTI.

To check your eligibility for funding visit the links below for your prefered state:

South Australia

https://www.skills.sa.gov.au/courses-careers/eligibility-explained

 Victoria

https://www.skills.vic.gov.au/s/how-to-check-your-eligibility

Students who do not meet the eligibility requirements for government funding training are still able to undertake training with SCAA SWTI on a Fee For Service basis. A copy of the fees and charges is provided prior to enrolment and is also available on the SCAA SWTI website.

Enrolment and Induction

The enrolment procedure commences once a student is deemed as suitable from their pre-enrolment interview/discussion.

Information on course content and resources is made available to participants upon initial enquiry or at the time of enrolment. A copy of this handbook can be downloaded at www.swti.edu.au before commencing training to outline the assistance available through SCAA SWTI, its obligations and the obligations of students.

An SCAA SWTI staff member will meet with you to go through the enrolment paperwork, develop the training plan, discuss training requirements and student expectations and answer any further questions you may have.

Additional information provided to students will also include, but is not limited to:

• Fees and costs involved in undertaking training
• Refund policy
• Course information and training resources
• Arrangements for RPL, CT and mutual recognition of qualifications issued by another RTO
• Volume of learning
• Certification to be issued upon completion, or partial completion
• Competencies to be achieved
• Training and assessment procedures
• Possibility this enrolment may impact on access to future government subsidised training
• Grievance/appeals procedure.

Pre-Course Communication – Shearing and Wool Handling Schools

As an additional support to students enrolling at Shearing and Wool Handling Schools, SCAA SWTI will send a pre-course communication to the student prior to the commencement of training.

Information will include:

- the time, date and location of training (including map),
- The trainers name/s,
- relevant fees and charges including what is provided in the cost e.g. materials
- the resources the student should bring to the course,
- course outline and the format/style of training to be provided.

MUTUAL RECOGNITION OF QUALIFICATIONS OF ANOTHER RTO

SCAA SWTI recognises and accepts all AQF qualifications and statements of attainment issued by any other Australian RTO. If any ambiguity is detected when validating a student's certification, SCAA SWTI will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

CREDIT TRANSFER

When a student presents an original (or certified) AQF qualification or statement of attainment, SCAA SWTI will verify the authenticity of the qualification or statement of attainment.

Credit Transfers are granted where evidence is provided to show that the same unit of competency has been successfully achieved at SCAA SWTI or another RTO. Under the principles of Mutual Recognition, credit will be given for units of competency for which an original (or certified) certificate or statement of attainment is produced.

The verified copy of the qualification or statement of attainment is placed in the student's file and the student's records updated accordingly. Staff will ensure the student is aware of and understands what component(s) of their training and assessment are affected.

QUALIFICATIONS POLICY

SCAA SWTI management ensures qualifications issued by SCAA SWTI are those that are currently on its scope of registration and certify the achievement of the relevant AQF qualifications and or units of competency/accredited courses.

Upon successful completion of a full qualification or units of competency, students will be issued with either a Certificate and Record of Results, or a Statement of Attainment. SCAA SWTI will provide ongoing assistance to enquiring students with regard to their record of achievements. Some fees may apply for reissuing of student testamurs.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in AQF accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

SCAA SWTI appreciates the value of workplace and industry experience, and recognises that students will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

The SCAA SWTI Recognition of Prior Learning (RPL) policy and procedure is to provide a user-friendly, supportive, streamlined framework for the assessment and recognition of various types of prior competencies obtained by an individual through previous and / or current training, work experience and / or life experience for which they are able to demonstrate satisfactory achievement of the required competency. The underlying principle of RPL is that no student should be required to undertake a unit of study standard or learning outcome for entry into, and/ or partial or total completion of a qualification.

RPL is the assessment process where a student can have their prior skills and knowledge formally recognised to receive credits for units in a qualification or course. These skills and knowledge may have been obtained through work or life experience, prior study, formal or informal training or voluntary work.

SCAA SWTI therefore aims to maximise the recognition of an individual's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific course of study.

Assessment of all RPL applications shall be undertaken by a qualified assessor who has successfully completed Certificate IV in Training and Assessment TAE40116 or equivalent and who has the vocational competencies in the unit(s) they are assessing the student's competency against.

SCAA SWTI is committed to providing up to date and relevant RPL information to all students and if you wish to apply for RPL, SCAA SWTI will provide you with information to undertake this process, including the types of evidence that can be used to support an RPL application.

The application fee for RPL process will be calculated according to the number of units of competency being applied for. This amount will be provided to the student prior to the application being submitted and will not exceed the actual cost of the assessment.

VICTORIAN STUDENT NUMBER (VSN)

The Victorian Student Number (VSN) is a unique student identification number assigned by the Department of Education and Training to all Victorian students in school or vocational training. The VSN is unique to each student and will remain with the student throughout their education until age 25.

In accordance with VSN guidelines, SCAA SWTI will ensure that it captures a student's VSN and identifying details via the Enrolment Form and will keep a record of this information.

UNIQUE STUDENT IDENTIFIER (USI)

The Unique Student Identifier (USI) scheme, enabled by the Student Identifiers Act 2014, allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. The online system provides each student with a USI.

SCAA SWTI (with the student's permission) will be able to draw down information about that student's previous VET attainments throughout Australia. This will assist with assessing student's admission to courses, for credit transfer and in some circumstances, their eligibility for funding. More information is available from www.usi.gov.au.

As part of its enrolment process, SCAA SWTI informs all students of the requirements of the USI and all students are required to:
- Provide SCAA SWTI with their USI, or
- Give SCAA SWTI permission to look up their USI, or
- Give SCAA SWTI permission to create a USI on their behalf

SCAA SWTI will protect the security of all information related to USIs.

In accordance with government regulations, SCAA SWTI is not able to issue Certificates or Statements of Attainment to students until a verified USI has been provided.

USI APPLICATION

If you do not already have a Unique Student Identifier (USI) and you want SCAA SWTI to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, SCAA SWTI will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as ' they appear in an identification document;
- your date of birth;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

When SCAA SWTI applies for a USI on your behalf, the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have a current document such as:

- Medicare card
- Birth Certificate
- Australian Driver's Licence
- Australian Passport
- Citizenship Document, or
- Australian Entry Visa (eg New Zealand Passport).

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance the Student Identifiers Act 2014 (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

USI PRIVACY NOTICE

If you ask SCAA SWTI to make an application for a student identifier on your behalf, SCAA SWTI will have to declare that it has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that SCAA SWTI has given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a USI:

• is collected by the Registrar as authorised by the Student Identifiers Act 2014.
• is collected by the Registrar for the purposes of:
• applying for, verifying and giving a USI;
• Resolving problems with a USI; and
• creating authenticated vocational education and training (VET) transcripts;

May be disclosed to:
• Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
  • the purposes of administering and auditing VET, VET providers and VET programs;
  • education related policy and research purposes; and
  • to assist in determining eligibility for training subsidies;
• VET Regulators to enable them to perform their VET regulatory functions;
• VET Admission Bodies for the purposes of administering VET and VET programs;
• current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
• schools for the purposes of delivering VET courses to the individual & reporting on these courses;
• The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
• researchers for education and training related research purposes;
• any other person or agency that may be authorised or required by law to access the information;
• any entity contractually engaged by the Student Identifiers Registrar to assist in the performance
  of his or her functions in the administration of the USI system; and

Will not otherwise be disclosed without your consent unless authorised or required by or under law.

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.

Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy (www.USI.gov.au) or by contacting the Registrar on 1300 857 536. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

For information about how SCAA SWTI collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to the relevant section in this handbook, or contact our office on 1300 787 987.

FEES, CHARGES AND REFUNDS

SCAA SWTI will administer all fees and charges in accordance with the relevant sections of the Standards and the Skills First Program 2023 Guidelines about Fees, including fee tables (Victoria) and Skills SA in South Australia

SCAA SWTI will only collect fees once for each enrolment and these will be calculated at the time of each enrolment. Any additional enrolment will attract the appropriate additional enrolment fee.

Schedule of Fees
A full Schedule of Fees can be obtained directly from SCAA SWTI and is also available on our website at www.swti.edu.au

Statement of Fees / Enrolment Fee Information
SCAA SWTI shall ensure that a Statement of Fees is provided to each client prior to their enrolment and will include the following information:
- The total amount of all fees including course fees, materials fees and any other charges,
- For government funded training, an approximate value of the contributut...on from the government towards the qualification,
- Code, title and currency of the qualification/s being undertaken,
- Estimated duration of the training,
- Expected locations of training and assessment, including modes of delivery,
- Any concessions or credits being applied.

Tuition Fee Concession and Exemption Policy

In accordance with the 2023 Guidelines about Fees:

- SCAA SWTI allows concessions on tuition fees. Original, valid concession cards must be sighted and a copy retained on file. Holders of the following concession cards (including their dependent spouse or dependent child/ren) may be eligible for reduced fees:
- Commonwealth Health Care Card
- Pensioner Concession Card
- Veteran's Gold Card
- Those individuals who identify as being of Aboriginal or Torres Islander descent will pay the concession fee rate only

A reduction in enrolment fees due to hardship or extraordinary circumstances may be granted at the discretion of the Executive Officer.

Enrolment Fee Invoice Policy

Students undertaking training will be invoiced directly, with enrolment fees calculated according to the Guidelines about Fees. Invoices will be sent to students prior to course and payment is required before commencement. A receipt can be issued upon request.

Shearing & Woolhandling Schools

Payment by students attending schools is required prior to the commencement of the course. Some exemptions may apply. Please speak to the Executive Officer if you believe you may be eligible for an exemption.

Fees Paid in Advance Policy

It is SCAA SWTIs normal business practice to accept fees prior to commencement of training..

The Executive Officer shall ensure that in accordance with regulations, no more than $1500 will be accepted from each individual prior to the commencement of the course.

Payment of Fees Policy

Fees may be paid by direct deposit, cash, eftpos or cheque. In cases of hardship, payment by instalment may be arranged. Receipts can be issued upon request.

RPL Application Fee Policy

The application fee for RPL process will be calculated according to the number of units of competency being applied for, plus expenses incurred. This amount will be provided to the student prior to the application being submitted and will not exceed the actual cost of the assessment.

Replacement Certificate / Statement of Attainment Fee Policy

Students will be charged a fee of $25 for the re-issue of Certificates and Statements of Attainment. However, this fee may be waived at the discretion of the Executive Officer.

Refunds Policy

Students may apply for a refund of fees and the following rules may apply:
• Cancellation prior to commencement by either party – full refund of fees
• Cancellation of the course (or partial cancellation) by SCAA SWTI – full or partial refund*****
• Withdrawal from the course by the student – full or partial refund**^**
• Extraordinary circumstances may be considered for full or partial refund as approved at the discretion of the Executive Officer.

Upon approval of the fee refund application, monies will be returned to the student within 10 working days.

*Refunds will be determined by the number of days cancelled/withdrawn. For example if one week of a two week school is cancelled, the student will be entitled to a 50% refund.
^Refunds will be determined by the amount of time elapsed from enrolment. Refer to the policy on our website for details.

Cost of Reassessment Policy

Students may be required on occasion to undertake a reassessment as part of being awarded a final result. It is not SCAA SWTI policy to charge a student an additional fee in this instance.

RECORDS MANAGEMENT

SCAA SWTI has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by SCAA SWTI and committees, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the processes outlined in this document and SCAA SWTI's record management procedures ensure timely and accurate records inform the continuous improvement processes of SCAA SWTI in addition, these records management procedures will ensure that all documentation providing evidence of compliance to the essential standards of registration is accurately maintained.

RECORD KEEPING PROCEDURES

Upon enrolment, student's details will be entered into the SCAA SWTI password protected Student Management System. This process initiates the establishment of the student's individual file which is then used to record all future details pertaining to the client. The file is retained by SCAA SWTI and management of the file will be in accordance with the training records policy.

SCAA SWTI is committed to maintaining the accuracy, integrity and currency of all student files, as well as ensuring appropriate security of all records to uphold confidentiality and protect student privacy.

Completed assessments
Copies of current student's assessments will be filed in their individual file, stored in a lockable steel filing cabinet in a secure office area. If the files are stored in a location where student or public access is possible, the cabinets will remain locked.

For ease of application and consistency, a similar filing process will be used for electronic files. The electronic records are stored utilising AVETMISS compliant software and access is restricted by a password system.

SCAA SWTI will retain copies of completed assessments on each student's file for 3 years from completion or withdrawn date.

Results of assessment records
Student assessment results will be recorded electronically within the SCAA SWTI Student Management System. This information may be used to provide annual competency completion reports and/or AVETMISS reports, as required.
- Sufficient information to re-issue the testamur, if required, will be retained
- Results of assessment will be retained electronically for thirty (30) years.

Security
SCAA SWTI ensures further security of records by complying with the storage requirements detailed in ASQA's General Direction: Retention requirements for completed student assessment items. This directive includes requirements for storage including: safeguards against unauthorised access, fire, flood, termites or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible.

SCAA SWTI enhances its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spy ware protection software. SCAA SWTI uses a 'hosted' remote service for its student management system and a Cloud based back up storage system for electronic files.
SCAA SWTI will retain student's results electronically for a period of no less than thirty (30) years. If requested, enrolment information, training and assessment information or results of assessment will be provided in electronic format wherever possible. Paper based records will be stored for a minimum of seven years after which time they will be securely shredded.

If requested, the testamur may be re-printed at any time within the thirty (30) year period after issue. This method ensures the original format, design, signature, date and units of competency are re-printed accurately and with a minimum of effort and expense.

Ceasing operation
In the event that SCAA SWTI ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations.

All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.
SCAA SWTI will ensure that any confidential information acquired by the business, individuals, committees or organisations acting on its behalf is securely stored.

ACCESS TO RECORDS

SCAA SWTI has implemented a records management system that ensures that all students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and improved where necessary. This section outlines the data management procedures that support our records management system.

Access to individual student training records will be limited to those required by the Standards and the VET Funding Contract, such as:

- Administration and trainers and assessors to access and update the records of the students whom they are working with
- Management staff as required to ensure the smooth and efficient operation of the business
- Officers of ASQA or their representatives for activities required under the Standards
- Officers of the Department of Education or their representatives for activities required under the Funding Contract.

SCAA SWTI trainers and assessors will maintain accurate and current records of each student's progress and achievement of competencies in the area of their study. These records will be entered on the SCAA SWTI Student Management System during training and assessment or as soon as practicable after.

As students complete each competency, the trainer or assessor will check the achievements against the relevant qualification packaging rules and marking guide and sign off successfully completed competencies.

All details of full or partially completed competencies will be recorded and stored on the student's file.

Upon completion of all relevant competencies within a qualification, the student will be entitled to receive the full qualification. The certificate and academic record and / or statement of attainment will be produced and signed by the Executive Officer and posted or presented to the student.

A copy of all certificates and statements of attainment issued will be held on the student's file.

TRAINING AND ASSESSMENT

SCAA SWTI is committed to delivering high quality training and assessment services that exceed the expectations of their students. To ensure this, SCAA SWTI has implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment. Continuous improvement measures in this area respond to the results of data analysis and involve all internal and external stakeholder groups.

The quality and continuous improvement policy and procedure defines the methods of data collection and analysis. In order to provide high quality outcomes to their clients and students, SCAA SWTI ensures that strategies for training and assessment are developed with effective consultation with industry and stakeholders.

PRINCIPLES OF TRAINING AND ASSESSMENT

Training and assessment strategies developed by SCAA SWTI will adhere to the following principles:
- Training and assessment strategies are developed for each qualification / unit of competency that will be delivered and assessed
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups
- Training and assessment strategies will be validated annually through the internal review procedures

Quality training and assessment principles
SCAA SWTI will apply the Principles of Assessment and the Rules of Evidence.

Principles of assessment
To ensure quality outcomes, assessment should be:
- Fair
- Flexible
- Valid
- Reliable

Fair
Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the student to ensure that the student is fully informed about, understands and is able to participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

Flexible
To be flexible, assessment should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the student; and support continuous competency development.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires:

• Assessment against the units of competency must cover the broad range of skills
• Knowledge that is essential to competent performance
• Assessment of knowledge and skills must be integrated with their practical application
• Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

Reliable

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results are consistent with assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

• Valid
• Sufficient
• Authentic
• Current

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Authentic

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.

Current

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

CONNECTING TRAINING AND ASSESSMENT WITH THE WORKPLACE

To maximise the outcomes for students, SCAA SWTI ensures that every opportunity to connect training and assessment with the workplace is utilised. Opportunities will be developed in consultation with the relevant workplace personnel and responsibilities clearly communicated to all involved.

To identify a range of delivery and assessment methods that meet a variety of needs, an ongoing schedule of industry liaison and consultation will be adhered to. These consultations will be documented with meetings and memorandums acknowledged by those industry and enterprise representatives involved in consultation relative to the development of assessment strategies.

SCAA SWTI will:
- Involve workplace personnel in planning workplace programs, where they are relevant to the training and assessment program
- Ensure that the training and assessment program makes full use of opportunities at the workplace
- Monitor each student's progress and the support provided to them by workplace personnel
- Consult with workplace personnel in the development of workplace training and assessment processes
- Inform workplace personnel of their training and assessment roles and responsibilities, and accept these responsibilities, where relevant to the training and assessment program
- Monitor support provided to each student by workplace personnel
- Monitor the student's progress

Information from workplace personnel is used to continuously improve training and assessment. Feedback is welcomed from employers, students and other stakeholders to assist SCAA SWTI in improving and enhancing its training and assessment services.

ASSESSMENT POLICY

SCAA SWTI acknowledges the critical role that assessment plays in determining the competency of students. In developing the assessment (including RPL) for each qualification and unit of competence, the Executive Officer will ensure:
- Compliance with the assessment guidelines from the relevant training package, qualification and unit of competence of each accredited course
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- Assessment complies with the principles of competency based assessment and informs the student of the purpose and context of the assessment
- The rules of evidence guide the collection of evidence to support the principles of validity and reliability
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- Timely and appropriate feedback is given to students
- Assessment complies with SCAA SWTI's access and equity policy
- All students have access to re-assessment on appeal.

SCAA SWTI implements an assessment system that ensures that assessment (including RPL) complies with the assessment requirements of the relevant training package. SCAA SWTI recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions.

DISCIPLINE

SCAA SWTI makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training and assessment services. The same disciplined behaviour is expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students. Students are expected to:
- Respect other people's rights
- Follow reasonable instructions
- Behave in a manner conducive to a positive and safe learning environment.

Some examples of misconduct are:
- Swearing or making offensive gestures
- Threatening or intimidating behaviour
- Harming others
- Unacceptable treatment of animals
- Being affected by alcohol or unauthorised drugs.

PROFESSIONAL BEHAVIOUR

Management advises any trainer or staff member who is dissatisfied with the behaviour or performance of a student that they have the authority to:
- Warn the student that their behaviour is unsuitable, or
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the enrolment.

- If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the SCAA SWTI complaint procedure.

- If any property is damaged whilst attending a course or in the workplace, the student responsible will incur all related costs.

SCAA SWTI staff are expected to maintain a professional and ethical working relationship with all other staff members, management and students. Breaches of the disciplinary standards will result in discussion between the relevant trainer and SCAA SWTI, and appropriate action will be taken.

PLAGIARISM AND CHEATING

SCAA SWTI management and staff are committed to identifying all Plagiarism and Cheating by students undertaking any of its assessment events and applying corrective actions to prevent Cheating or Plagiarism contributing to a competency score. All students will be informed of the penalties associated with Cheating or Plagiarism prior to and following their enrolment.

Plagiarism is a type of cheating which involves the use of published or unpublished works of others and misrepresenting the material as your own work.
Cheating is the practice of deceptive acts for the purpose of obtaining competency result in any assessment activity. Cheating includes assisting another student to deceptively obtain a competency result.

STAKEHOLDER FEEDBACK

The Executive Officer recognises that opportunities for improvement arise in every aspect of business and has developed an organisational culture within SCAA SWTI to capitalise on these opportunities for improved practice. SCAA SWTI supplies feedback forms to all students at the end of each program. Participant feedback has been identified as an important and valuable factor in monitoring and developing business practices and quality training, ensuring the ever-changing needs and expectations of clients are being met. The EO also welcomes feedback from other improvement opportunities such as risk assessment, student and/or employer suggestions, complaints and appeals, validation sessions and audit reports.

As a student with SCAA SWTI, your feedback is critical to our continuous improvement policy. Along with the formal feedback mentioned earlier, students are encouraged to give feedback throughout their enrolment.

In order to encourage and achieve continuous improvement based on the collection of the above mentioned data, SCAA SWTI has developed a best practice register which will include a written record of all improvement strategies.

Surveys
Upon completion of training, all students will receive surveys regarding the training they have undertaken. These surveys can be confidential and give students the opportunity to provide feedback on SCAA SWTI training services. Information provided from these surveys helps SCAA SWTI to improve on its training services.

Students may also receive a survey from the National Centre for Vocational Education Research (NCVER) and/or an invitation to participate in a Department endorsed project and/or be contacted by the Department (or persons authorised by the Department) for audit or review purposes.

MARKETING

SCAA SWTI will market its vocational education and training services in an accurate, ethical and professional manner, avoiding vague and ambiguous statements and ensuring its clients are provided with timely and necessary information prior to enrolment.

SCAA SWTI will comply with the relevant standards and regulations in marketing its products.

COMPLAINTS AND APPEALS

SCAA SWTI has a defined complaints and appeals process that will enable learner's complaints and appeals are addressed effectively and efficiently.

SCAA SWTI strives to ensure that each student is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all students have access to rigorous, fair and timely complaint and appeal processes outlined below.

A full copy of SCAA SWTI's Complaints and Appeals Policy is available on our website at www.swti.edu.au. Any complaints or appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted, it will be implemented as a priority.

COMPLAINTS

A complaints procedure is available to all persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of SCAA SWTI. The complaints procedure will address both formal and informal complaints. All formal complaints must be submitted in writing to SCAA SWTI management and will be heard and addressed, including a response to the aggrieved person, within five (5) working days of receipt.

SCAA SWTI management will maintain a complaints register to document the course of action and resolution of all formal complaints. All complaints substantiated by the complaints procedure will be reviewed as part of the SCAA SWTI continuous improvement procedure.

It is the responsibility of SCAA SWTI management to ensure adherence to the complaint procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the complaints procedure and supply of complaint forms.

If the student is still not satisfied with the resolution of the complaint after following and exhausting the complaints procedure, the student may contact ASQA and lodge a written complaint.

The form may be submitted by mail to:

Complaints Team
Australian Skills Quality Authority
PO BOX 9928
Sydney NSW 2001

Or via email to: complaints team@asqa.gov.au

APPEALS

The SCAA SWTI appeals process is concerned with a student's right to request change to decisions or processes of an official nature, usually in relation to academic or procedural matters.

In the case of a student's appeal against specific assessment decisions, the student should first discuss the decision(s) with the relevant trainer or assessor and request re-evaluation. The trainer or assessor will hear the student's appeal, make fair judgement to the best of their ability as to whether change(s) are required and then discuss their final decision with the student.

If the student is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to management:
- The notice of appeal should be in writing, addressed to SCAA SWTI for referral to the management team and submitted within five (5) days of notification of the outcome of the trainer or assessors re-evaluation process.
- The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If a student's appeal needs to be deferred due to emergency circumstances, such as in the case of serious illness or injury, a medical certificate supporting the case must be forward to management. The notice of deferral must be submitted within three (3) working days of the conclusion date displayed on the medical certificate.

It is the responsibility of SCAA SWTI management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting students with the appeal procedure and supply of appeal forms.

All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process.

If the student is still not satisfied with the resolution of the complaint after following and exhausting the appeals procedure, the student may contact ASQA and lodge a written complaint.

The form may be submitted by mail to:

> Complaints Team
> Australian Skills Quality Authority
> PO BOX 9928
> Sydney NSW 2001
>
> Or via email to: complaints team@asqa.gov.au

COMPLAINTS / APPEALS PROCEDURE

All persons wishing to make a complaint, appeal or any other manner of objection in relation to the conduct of SCAA SWTI have access to the following procedure:

Informal complaint / appeal:
- An initial complaint or appeal will involve the student communicating directly with SCAA SWTI verbally or by other appropriate means. Management will make a decision, discuss their judgement with the student and record the outcome of the complaint or appeal
- Students dissatisfied with the outcome of SCAA SWTI's decision may initiate the formal complaint procedure.

Formal complaint / appeal:
- It is normal procedure that all formal complaints proceed only after the initial informal complaint or appeal procedure has been finalised
- The formal complaint or appeal is to be submitted in writing, and the procedure and outcome recorded by management
- On receipt of a formal complaint, the EO will convene the complaint committee to hear the complaint
- The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint or appeal. Members of the committee should include:
- A representative of management
- A staff member
- A person independent of SCAA SWTI (eg external consultant)
- The complainant / appellant shall be given an opportunity to present the case to the committee & may be accompanied by one (1) other person as support or as representation
- Staff member(s) involved shall be given an opportunity to present their case to the committee and may be accompanied by one (1) other person as support or as representation
- The complaint committee will reach a decision on the complaint or appeal after consideration of each case presented
- The complaint committee will inform all parties involved of the outcome in writing within five (5) working days of making the decision

All complaints and appeals will be reviewed at SCAA SWTI monthly management meeting. Continuous improvement procedures may be actioned when the complaint / appeal procedure results in identification of factors appropriate for improvement to internal operations.

When the initial causative factor of the complaint identifies a problem with current SCAA SWTI policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

Delays in complaints/appeals
In the unusual circumstance where SCAA SWTI considers more than sixty (60) calendar days are required to process and finalise the complaint or appeal, SCAA SWTI will inform the complainant or appellant in writing, including reasons why more than sixty (60) calendar days are required.
In line with the importance that SCAA SWTI places on open and transparent processes and communication, the complainant or appellant will be regularly updated on the progress of the matter.

FURTHER INFORMATION

Please feel free to approach your trainer or any other member of staff if you have any concerns or queries regarding your training.

If you have any suggestions on ways in which we could improve our services, please let us know, either by completing the feedback form or by speaking to us in person. All comments, suggestions and ideas for improvement are taken seriously.

Our intention is to continuously improve our services and provide the highest possible quality training.

STUDENT SUPPORT SERVICES

Sometimes students may find themselves in difficult or challenging situations and require assistance in accessing support services.

SCAA SWTI is committed to supporting the welfare of its students and provides the following additional information which may be of benefit.

Australian Human Rights Commission	1300 369 711
Beyond Blue Support Service	1300 22 46 36
Centrelink	13 10 21
DHHS Child Protection	13 12 78
Domestic Violence or Sexual Assault	1800 737 732
Fair Work	13 13 94
Legal Aid	1800 677 402
Lifeline	13 11 14
Mens Helpline	1300 789 978
Reading Writing Hotline	1300 655 506
Salvation Army Social Housing Service	1300 363 622
St Vincent de Paul Society	03 9321 2977
Victorian Aboriginal Legal Service	03 9419 3888
Victorian Equal Opportunity & Human Rights Comm.	1300 292 553

*Costs may be incurred with some support services.

CONTACT DETAILS

This Student Handbook has been prepared for the clients of
SCAA Shearer Woolhandler Training Inc.
If you would like a hard copy of the Student Handbook please contact our office.

Hamilton Office:
232 Gray Street, Hamilton Vic 3300
PO Box 774, Hamilton Vic 3300

Naracoorte Office:
c/- Limestone Coast Training
73 Smith Street, Naracoorte SA 5271
PO Box 1240, Naracoorte SA 5271

Executive Officer
Glenn Haynes

**For issues specifically relating to child safety concerns, complaints, feedback or privacy matters, please contact 1300 787 984

SCAA Shearer Woolhandler Training Inc. is registered with the Australian Skills Quality Authority (ASQA) and delivers nationally accredited training through Victorian, South Australian and Commonwealth
Government funding.
SCAA Shearer Woolhandler Training Inc. is an Equal Opportunity Training Provider and adheres to the Child Safe Standards.

RTO ID: 4577
ABN: 97 992 112 874