
Student Handbook

2020



Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Short Courses Australia policy may impact on the currency of information included. Short Courses Australia reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Short Courses Australia.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Short Courses Australia. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

SHORT COURSES AUSTRALIA

Level 6, 350 Collins Street
Melbourne, VIC 3000

Level 12, 37 Bligh Street
Sydney, NSW 2000

W: shortcoursesau.edu.au

E: info@shortcoursesau.edu.au

P: [1300 74 74 30](tel:1300747430)

F: [03 8601 1180](tel:0386011180)

Global Institute of Marketing Pty Ltd trading as Short Courses Australia

ABN: 65 605 690 971

RTO #41261

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Welcome

Congratulations on your choice to undertake training with Short Courses Australia.

We have been delivering training in a range of fee for service short courses since 2019.

About Us

Global Institute of Marketing Pty Ltd was established as a registered training organisation (RTO) on 28 August 2015. On 1 July 2019 under the trading name Short Courses Australia the RTO commenced delivery of the following fee for service short courses:

- HLTAID001 Cardiopulmonary resuscitation (CPR)
- HLTAID003 Provide first aid
- VCGLR Responsible Service of Alcohol (RSA)
- SITHGAM001 Provide Responsible Gambling Services (RSG)
- SITXFSA001 Use Hygienic Practices for Food Safety (FSH)
- SITXFSA002 Participate in safe food handling practices
- SITHFAB005 Prepare and serve espresso coffee (Coffee Training)
- SITHFAB007 Serve food and beverage (Waiter Training)
- SITHFAB003 Operate a bar (Bar Training)
- SITHFAB004 Prepare and serve non-alcoholic beverages (Bar Training)

In Australia, only RTOs can issue nationally recognised qualifications. Our RTO provider number is 41261.

Short Courses Australia brings together an experienced team of Vocational Education & Training professionals to provide training and assessment services within our training centres and at business or community locations.

For more information about any of our courses please contact **1300 747 430** or email info@shortcoursesau.edu.au

Contact Us

Level 6, 350 Collins Street
Melbourne, VIC 3000

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Sydney, NSW 2000

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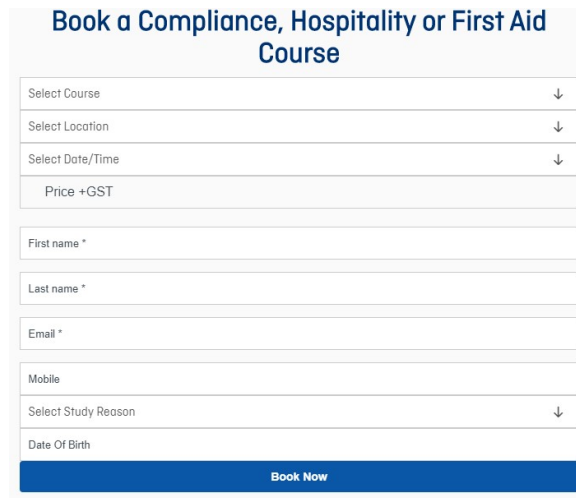
Marketing and Advertising

Short Courses Australia will ensure its marketing and advertising of AQF qualifications to prospective students is ethical, accurate and consistent with its scope of registration.

This handbook will inform students, prior to their enrolment, about their rights and obligations to ensure students can make an informed decision about their enrolment. If at any time you do not understand anything in this student handbook, the Short Courses Australia website or any marketing material delivered by Short Courses Australia you are welcome to speak to one of our team.

Enrolment

You can complete your enrolment application online at <https://shortcoursesau.edu.au/>.



The screenshot shows a web form titled "Book a Compliance, Hospitality or First Aid Course". The form contains several fields: "Select Course" (dropdown), "Select Location" (dropdown), "Select Date/Time" (dropdown), "Price +GST" (text), "First name *" (text), "Last name *" (text), "Email *" (text), "Mobile" (text), "Select Study Reason" (dropdown), and "Date Of Birth" (text). A blue "Book Now" button is at the bottom.

A copy of our Student Handbook is available for you to read and understand.

A Language, literacy and numeracy tool must be completed prior to commencement of your class. You can complete this either online or in-class.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid as agreed.

Short Courses Australia operates on a system of rolling start dates. This means you are able to enrol and start studying straight away. If you have further questions, please direct them to our office on **1300 74 74 30**

Entry Requirements

Please contact Short Courses Australia to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Short Courses Australia cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information and instructions on how to apply. If you are unsure as whether or not you have a USI please check that box on your enrolment form and we can search for it, on your behalf.

Student Conduct

Just as Short Courses Australia has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Short Courses Australia views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Short Courses Australia and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals process. Please contact our office on **1300 74 74 30** to request a copy.

Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

Complaints and Appeals

Short Courses Australia (SCA) is committed to providing students the best possible environment to study. SCA understands that on occasion, there may be instances of dissatisfaction and acknowledges that the cause(s) must be addressed and rectified promptly.

Short Courses Australia therefore invites feedback from the dissatisfied party so that a resolution can be found and as an opportunity to consolidate the feedback into a review and improvement of SCA's policies practices and processes.

Short Courses Australia endeavours to address any and all complaints in a fair, constructive and timely manner. The complainant has the right for their complaint to be heard and for an impartial decision to be made at no cost to themselves. Complainants have the right to appeal a decision. This policy and associated procedure are to provide a process for complaints and appeals to be heard and actioned. All complaints and appeals received by Short Courses Australia will be viewed as an opportunity for further improvement and review.

A copy of this procedure is available on the Short Course Australia website.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Short Courses Australia. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

If at any stage during your training you are required to evacuate due to an emergency, you are required to follow the instruction of your trainer who will implement Short Courses Australia emergency procedures.

Smoking, Drugs and Alcohol

Short Courses Australia is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Short Courses Australia premises, to use Short Courses Australia facilities or equipment, or to engage in any Short Courses Australia activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Student Feedback

Short Courses Australia is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study.

Recognition Processes

Short Courses Australia offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

- **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course.

Please contact our office on **1300 74 74 30** to discuss your options.

- **Recognition of Current Competencies**

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a student has "...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained".

- **Credit Transfer**

Short Courses Australia recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency

and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact our office on **1300 74 74 30**.

Fees and Charges

Information about fees and charges is documented clearly on our website at <https://shortcoursesau.edu.au/compliance/fees-and-charges> or can be obtained by contacting Short Courses Australia.

Short Courses Australia operates as a fee for service training business. This means all training programs attract fees. All fees will be paid at or prior to the commencement of training unless prior arrangements are made with Short Courses Australia Management.

Each course fee includes all course materials, training session by a highly skilled and qualified instructor, and an electronic version of the statement of attainment. With the exception of the RSA which is a certificate issued by the licensing body.

2020 Course Fees

Course	Course Code	Class Fee	RPL
Bar Training	SITHFAB003 Operate a bar SITHFAB004 Prepare and serve non-alcoholic beverages	\$85.00	\$75.00
CPR	HLTAID001 Cardiopulmonary resuscitation	\$50.00	\$40.00
Responsible Service of Alcohol (RSA)	VCGLR Approved Training	\$50.00	\$40.00
Provide Responsible Gambling Services (RSG)	SITHGAM001 Provide Responsible Gambling Services	\$50.00	\$40.00
Food Safety Handling	SITXFSA001 Use Hygienic Practices for Food Safety	\$50.00	\$40.00
Food Safety Supervisor	SITXFSA002 Participate in safe food handling practices	\$75.00	\$70.00
Coffee Training	SITHFAB005 Prepare and serve espresso coffee SITHFAB004 Prepare and serve non-alcoholic beverages	\$125.00	\$110.00

Course	Course Code	Class Fee	RPL
Waiter Training	SITHFAB007 Serve food and beverage	\$85.00	\$75.00
First Aid	HLTFAD003 Apply First Aid	\$75.00	\$65.00
New Entrant Liquor License Training	VCGLR Approved Training	\$130.00	\$130.00

All fees are correct as of 2020 and are subject to change. Please contact Short Courses Australia if you have any questions related to course fees.

Other Fees

Printing of Qualification: Short Courses Australia **emails** all students a copy of their qualification within five (5) business days so that they have timely access to their certificates. If you wish a *physical or hard copy* of your certificate you will be charged a fee of \$20.00 to print and post a copy of your qualification or certificate to you. Please speak with your trainer or contact us on **1300 74 74 30** if a *hard* copy of your qualification is required.

Replacement of Training Materials: Short Courses Australia will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your trainer or contact us on **1300 74 74 30** if replacement materials are required.

Re-issue of Transcripts: An administration fee of \$25.00 applies for Short Courses Australia to re-issue a copy of your Certificate or Statement of Attainment.

Cancellation Fee: A cancellation fee may apply for withdrawing from a course. Please contact the office on **1300 74 74 30** to discuss your options

Payment Options: Payment of course fees can be made to Short Courses Australia via:

- Credit card
- Electronic funds transfer

Fees must be paid before commencement of training. Please note that outstanding fees may result in cancellation of your enrolment and/or Short Courses Australia withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on **1300 74 74 30** to discuss options.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, Short Courses Australia may find it necessary to suspend training until payment is received. Failure

of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact Short Courses Australia as early as possible to discuss options.

Refunds

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. Applications for a refund are considered by Short Courses Australia on an individual basis. Please contact Short Courses Australia on **1300 74 74 30** to discuss individual circumstances.

Information about refunds is documented clearly on our website at <https://shortcoursesau.edu.au/compliance/refunds> or can be obtained by contacting Short Courses Australia.

Access to Your Records

If you wish to access your student information file, please direct your enquiry to **1300 74 74 30**.

Support and Progression

Access and Equity

Short Courses Australia will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. Short Courses Australia prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

Short Courses Australia will work to ensure all participants have the right resources available to allow successful completion of course requirements.

Short Courses Australia recognises that life can throw up many challenges that can hinder your ability to participate and complete your studies. Short Courses Australia will work with you overcome those challenges, and support may include:

- Allowing extra time to complete studies or undertake assessments
- Pairing you with a study mentor or buddy
- Providing extra teaching support
- Adjusting assessment activities to accommodate disabilities

It is the responsibility of all staff at Short Courses Australia to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on **1300 74 74 30**

Other Support Services

Short Courses Australia is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help.

These services are free to access and are independent from Short Courses Australia These include:

- Lifeline: 13 11 14 or www.lifeline.org.au
- Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Training and Assessment

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was 'Unsatisfactory', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. Short Courses Australia charges a fee for resubmission of assessments. If, after two resubmissions your work is still 'Unsatisfactory', you will be awarded a result of 'Not Competent' and required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.

Talk to our office on **1300 74 74 30** for more information. All of the staff at Short Courses Australia will take every reasonable effort to help you succeed in your course.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Plagiarism

All work that you submit must be your own. You are required to sign a declaration at the start of each assessment.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Short Courses Australia. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow Short Courses Australia's procedure for lodging an appeal.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on **1300 74 74 30**.

Foundation Skills

All training and assessment delivered by Short Courses Australia contain Foundation Skills. Foundation Skills are embedded into Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format. You will need to supply your own stationery materials. A welcome email will be sent with log-in details so you can access Short Courses Australia's online learning platform if applicable.

You will be given an outline for training appointments which may be:

- Workplace visits
- Classroom sessions
- Online modules
- A combination of the above

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace.

Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge... or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements the student is marked as 'Not Competent', while successful performance will result in the student being deemed 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Short Courses Australia has a Training and Assessment Strategy for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies.

Training and Assessment Strategies

Short Courses Australia staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer (CT).

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Completion

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Short Courses Australia and other RTOs under the Standards for RTOs 2015.

If for some reason Short Courses Australia ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements.

Other Regulation and Compliance requirements

Third-Party Arrangements

If Short Courses Australia enters into a third-party arrangement, for any part of your training and assessment or support services, you will be advised prior to enrolment, including what will happen if that third-party ceases to deliver any part of the agreement.

Legislation

As an RTO, Short Courses Australia is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015

Additionally, Short Courses Australia abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Apprenticeships and Traineeships
- Children and Young People
- Copyright
- Corporations
- Employment and Workplace Relations
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy and Personal Information Protection
- Student Identifiers
- Taxation
- Workplace Health and Safety

Short Courses Australia is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

Other Policies and Procedures

The following Policies and Procedures underpin Short Courses Australia's operations.

Please contact **1300 74 74 30** for more information:

- Access and Equity Policy
- Assessments Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Marketing and Advertising Policy
- Student Code of Conduct
- Fees and Charges Policy and Procedure
- Refund Policy and Procedure
- Privacy Policy
- Workplace Health and Safety Policy

Privacy

Short Courses Australia strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

Short Courses Australia is required to comply with the Australian Privacy Principles which are outlined in Schedule 1 of the Privacy Act 1988.