



**STRATHFIELD
COLLEGE**

A large, stylized graphic of two human figures, one in teal and one in orange, positioned behind the title text. The figures are rendered in a simplified, abstract style with rounded heads and open, book-like shapes for bodies. The teal figure is on the left and the orange figure is on the right, both appearing to be looking towards the center.

Student Pre-enrolment Handbook

(LOCAL)

**A MEMBER OF AUSTRALIAN VOCATIONAL INSTITUTE GROUP PTY LTD
CRICOS Provider Code: 02736K
NTIS Code: 91223
ABN: 53 099 820 381**

Table of Contents

BEFORE YOU JOIN US	
Welcome to Strathfield College	3
Introduction	4
Quality Statement	4
Scope of Registration	4
VETA Act	4
Australian Quality Training Framework	5
College Location and Contact Numbers	5
Facilities	5
Key Contacts	6
Strathfield College Essential Personnel	6
Access and Equity	6
Language, Literacy and Numeracy Support (LLN)	7
Student Selection	8
Guidelines for Admission	8
Introductory Information	8
Certified Documents	9
Recognition of Qualifications and Statements of Attainment	9
Recognition of Prior Learning	9
Application to Study at Strathfield College	10
Induction on Arrival	11
Training Package/Course Outcomes	11
Preparing you for the workplace	11
Flexible Delivery and Meeting Student Delivery Needs	11
Cancellation and Refund Policy	12
Issues, Concerns or Complaints	13
Appeals Following Issue, Concern or Complaint Decision	13
Appealing the Assessment of Your Competence	14
Code of Conduct	15
Disciplinary Procedure for Non-Compliance with the College Rules	15
Privacy and Confidentiality	16

Welcome to Strathfield College.....

We are a new innovative Local and International College focusing on the delivery of quality training for our students. We have tried hard to get everything right and trust that you enjoy your time with us.

This book contains all that the members of the College staff think you need to know. If you do not understand anything, please talk to your trainer or a member of staff and clarify your issues or concerns.

Strathfield College enjoys a convenient location with modern air-conditioned classrooms throughout to ensure that training is both enjoyable and effective. As directed by Government Legislation at least three weeks notice will be given to all students and trainers if we are ever going to move.

Your learning will be accomplished over an agreed period of time and you must meet the requirements of the timetable as well as passing your assessments. The staff will structure the practical and theory aspects of training to meet the requirements of the national competency standards of your course whilst considering the needs of the student body. If your English skills need enhancement we can recommend remedial action to assist you.

Again, we look forward to helping you progress in your studies and wish you every success.

From the Strathfield College Staff

Introduction

Strathfield College is the trading name for Australian Vocational Institute Group Pty Ltd.
Australian Business Number: 53 099 820 381
National Provider Number: 91223
CRICOS Provider Number: 02736K

Strathfield College (hence forth referred to as SC) is a Registered Training Organisation that provides excellence in training and assessment services in Business Administration.

In addition, SC also provides Academic and General English Language courses to support students who need to enhance their English.

Strathfield College's philosophy encompasses first class customer service with the delivery of premium quality training and assessment services to all of our clients. It is committed to providing you with quality training and assessment and to assisting you in furthering your career and reaching your goals within your chosen field. Our trainers and assessors are highly qualified and have extensive experience in all aspects of the relevant area of study, and are here to support you throughout the entire training program.

Each student will receive the Strathfield College Student Handbook when applying to join the College.

Quality Statement

Strathfield College is committed to providing quality service and is focused on continuous improvement of all our systems, products and processes. We actively seek feedback from students, staff and clients and value their contribution towards improving programs and services.

All Strathfield College training and assessment complies with the standards of the Australian Quality Training Framework. These standards are maintained through continual staff professional development, monitoring, industry liaison, internal auditing and internal and external moderation.

Scope of Registration

SC is registered by the New South Wales Government Vocational Education and Training Accreditation Board (VETAB) to deliver the following courses to International or local students under the Australian Quality Training Framework (AQTF).

The courses that Strathfield College deliver are:

1. BSB40201 Certificate IV in Business Administration;
2. BSB50201 Diploma of Business Administration English;
3. BSB60507 Advanced Diploma in Marketing
4. BSB41307 Certificate IV in Marketing

VETA Act *

The NSW Vocational Education and Training Accreditation Act 1990 No 120 was proclaimed in July 1991, and amended in 1994 to include provisions for registering providers of vocational courses.

The objects of the Vocational Education and Training Accreditation Board are set out in section 6 of the Act. In summary, they are:

- a. to accredit vocational courses;

- b. to register education or training providers to conduct vocational courses;
- c. to approve education and training providers to provide courses to overseas students;
- d. to establish guidelines for the accreditation of vocational courses and for the registration and approval of education or training providers;
- e. to advise the Minister for Education and Training on matters concerning the accreditation of vocational courses and the registration and approval of education or training providers;
- f. to liaise with licensing authorities and other bodies (both in NSW and elsewhere) in connection with the accreditation of vocational courses and the registration and approval of education or training providers;
- g. to investigate, and to report on, matters concerning the accreditation of vocational courses and the registration or approval of education or training providers.

* www.vetab.nsw.gov.au/legislation/VETA.htm

Australian Quality Training Framework *

The national standards for the registration and audit of training organisations are called the Australian Quality Training Framework (AQTF). The AQTF strengthens the quality of the vocational education and training system across Australia.

The AQTF was endorsed by the Australian National Training Authority Ministerial Council meeting on 8 June 2001 and recently revised to become the AQTF 2005.

The AQTF is in two parts:

1. AQTF Standards for Registered Training Organisations (RTO's)
These standards specify what an RTO needs to do or to have in order to demonstrate compliance with the AQTF. An important feature of the new standards is the requirement for organisations to have systems in place for ensuring the quality and validity of training and assessment throughout the scope of their registration and across all modes of delivery. Under the AQTF, all RTO's are required to conduct an internal audit or self-assessment against the standards at least annually.
2. The Australian Qualifications Framework (AQF)
The Australian Qualifications Framework (AQF) covers all qualifications in post-compulsory education and training. It was developed to meet the need for an overall system of qualifications to support reforms in vocational education and training. The AQF was introduced throughout Australia in January 1995.

* www.dest.gov.au/sectors/training_skills/policy_issues_reviews/key_issues/nts/aqtf/default.htm

College Location and Contact Numbers

Head Office and Campus

Suite 510, level 5, 451 Pitt Street

Sydney NSW 2000

Telephone: (+61 2) 9212 7799

Fax: (+61 2) 9212 7800

Email: info@StrathfieldCollege.edu.au

Facilities

Sydney Campus

This is a modern air-conditioned campus furnished with new furniture and carpets. The campus is equipped with a whiteboard, an overhead projector and access to computer network and computers

with software to undertake the rigor of the courses. In addition, this campus has reference materials to reinforce learning.

The campus is close to public transport, public libraries and Sydney Central Business District shops and services. Within the campus there is a student kitchen (fridge, and electric kettle), Internet access, television, radio, and CD and DVD player.

Key Contacts

Chief Executive Officer:	Xiang Luo
Principal	Janette Nicholls
Student Support Officer:	Natalie Fontana
Registrar:	Angel Wong
Marketing and Administration:	Natalie Fontana
Academic Manager	English – Martin Peters
Director of Studies	Business Administration – To be appointed & Special Initiatives

Strathfield College Essential Personnel

The Chief Executive Officer – The Chief Executive Officer is responsible for the standard of training, assessment and safety in Strathfield College, in accordance with the relevant government legislation.

Principal:- The Principal is responsible for the day to day running of the College and the overall quality of the courses provided

Registrar – The Registrar is responsible for college administration and receives all payments from you and supports the coordination of your College activities.

Academic Manager English and Directors of Studies – The Academic Manager and Directors of Studies provide overall guidance and leadership to your trainers ensuring that the development of your knowledge and skills is to the standard required.

Trainers – Trainers will plan and deliver the training to develop your skills and knowledge related to your course. They also create an assessment strategy that will compare your knowledge and skills with the national standards. Your trainers at Strathfield College perform all training and formative assessment. In addition, trainers are responsible for day-to-day course administration. Most trainers have a Certificate IV in Assessment and Workplace Training and all necessary endorsements to allow them to conduct and assess competency and underpinning knowledge covered by your training.

Access and Equity

Access generally refers to the ability of students to enter training. Equity is a term used to cover issues relating to the students participation in the College and achievement of outcomes in their chosen area of training. Strathfield College will meet the needs of individuals and the community through the integration of access and equity guidelines. Strathfield College will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality without discrimination.

Strathfield College will increase opportunities for people to participate in the vocational education and training system and in associated decisions, which affect their lives. This College prohibits discrimination towards any individual or group in any form, inclusive of:

- Gender;
- Pregnancy;
- Race, colour, nationality, culture, ethnic or ethno-religious background;
- Marital status;
- Homosexuality (male or female, actual or presumed);
- Disabilities; and
- Indigenous Australians.

All Strathfield College employees are committed to ensuring that the College selection criterion is non-discriminatory, providing fair access to training for all people through:

- being responsive to your needs and suggestions on a day to day basis. If staff believe that a student is experiencing difficulties, then it is their responsibility to refer the matter to the Student Support Officer.
- upholding the values and integrity of Strathfield College by complying with policies, procedures and legislative requirements, and incorporating access and equity principles into all functions and activities within Strathfield College, as well as the operation and culture of Strathfield College;
- providing training and assessment and learning resource materials of the highest quality that take into account cultural and linguistic needs and will be used in an ethical manner.
- participating in staff development programs to assist in developing training and assessment methods and practices, as well as skills in relating appropriately to a diverse student population;
- being responsive to the needs and suggestions of Strathfield College students by ensuring that training and assessment procedures are flexible;
- being alert to the facts some training programs offered may have limited number of places available and these will be filled as per the requirements detailed with the client selection information;
- ensuring our enrolment procedures will be free of any form of discrimination, and if an individual does not meet the entry requirements, all attempts will be made to assist them to identify all alternative courses of action.

Should you feel, that as a prospective applicant or enrolled student, that you have any issues related to access and equity you should approach the Registrar. If you are unable to resolve the issue at this level, you should ask the Registrar to refer the matter to the Chief Executive Officer. All discussions will be treated confidentially and with respect. It is important to remember all staff is expected to act in accordance with our Code of Practice and you as a student are made aware of your rights and responsibilities through this Student Handbook.

Language, Literacy and Numeracy Support (LLN)

Strathfield College trainers are experienced trainers and communicators who will offer you the following support should they identify you have language, literacy or numeracy needs.

You are supported by such actions at all times and trainers will follow these guidelines:

- observe, identify and immediately act when a student has needs with language, literacy or numeracy;
- trainers and staff will make every effort to maintain the confidentiality of the student's needs
- trainers will not make discriminatory or judgmental statements about any student based on the level of language, literacy or numeracy skills;

- students with language, literacy or numeracy needs will be offered counseling about their particular skill deficiency, and the possible impact on the proposed Strathfield College's training program;
- recommendations for assistance will be presented to the student to overcome their skill shortage. However, no student will be rejected because they decline the advice provided but the Director of Studies will monitor their progress.

It is important to note where you are experiencing language, literacy or numeracy difficulties the trainer will discuss the matter with you and offer to refer you to the Student Support Officer for assistance. Such assistance could include a formal assessment by the Director of Studies-English.

If the assessment identifies that you need further development in a specific area, the Director of Studies-English, will discuss with you the options. Strathfield College, where possible, will assist you with existing recourse, but where the option requires additional recourses, this may attract a fee.

Student Selection

Strathfield College will use a range of selection criteria in our selection of students for entry into training programs. Information used as selection criteria may include relevant skills, experience and career plans.

It is the responsibility of individual applicants to discuss this information with the Registrar prior to enrolling to provide evidence to substantiate their claims. Information supplied will be used to assist in the decision as to which applicants will be offered an available place in a training program.

Various training programs that are offered may require a different or specific type of selection criteria, however the most common selection criteria utilised by the College is as listed below:

- The ability and commitment of the potential student to complete the training program;
- Why the applicant wishes to enrol in the training program and how this training program is relevant to their personal career plans;
- Any other defined relevant National Training Package pre-requisites.

To apply to enroll in Strathfield College you must be older than 18 years of age. Strathfield College cannot support you as required under Australian Laws if you are younger than this.

In addition, you must have completed year 12 or its equivalent – unless you are a mature age student. Offers of course placement will be based on the assessment, by the Director of Studies, of the extent to which your qualifications and proficiencies are appropriate to the course in which you wish to enroll.

Guidelines for Admission

Introductory Information

The following information will help you to apply to study at Strathfield College. This information is a guide only and you will find more information about student selection, course information and fees:

- On the Strathfield College website (www.StrathfieldCollege.edu.au);
- Contact Strathfield College.

Certified Documents

When you apply to enrol in a Strathfield College course you will be asked to supply certified documents of your previous school achievements. Certified documents are **copies** of original documents, which have been **certified** as being a true copy of the original document.

The copies can only be certified by an authorised person, such as:

- the institution which issued the original documents;
- an officer in the admissions department of Strathfield College;
- an official representative of Strathfield College;
- an officer in the records or admissions department of a Tertiary Institution;
- a Justice of the Peace.

The copies must:

- State – ***“I certify this to be a true copy of the original”***;
- Be signed and dated by the authorised person;
- Contain the clearly written name, occupation and contact details of the authorised person. In the case of a Tertiary Institution the official stamp of the institution should be used.

Certified documents submitted to Strathfield College become the property of the college and will not be returned

Original documents, which are in a language other than English, must be translated by an official translator registered with a government body or by agents who have been designated as translators. These translated documents must include the date, the name and signature of the translator and the translator’s official stamp.

Recognition of Qualifications and Statements of Attainment

All AQF qualifications and statements of attainment issued will be fully recognised and Credit Transfer is available to all students enrolling in any of our courses.

Any student wishing to apply for recognition of existing qualifications or statements of attainment should apply to the Registrar for Recognition of Prior Learning Information Kit (Form 24) and Application (Form 27) or visit the website www.StrathfieldCollege.edu.au.

Recognition of Prior Learning

All Students, potential or actual, of SC’s training programs are provided with full recognition of their current skills and knowledge. SC promotes the acknowledgment of all 'non-traditional' forms of learning as valid pathways for recognition of competency achievement during the RPL assessment process.

The Recognition of Prior Learning (RPL) process conducted is an assessment process, which provides acknowledgement of all skills and knowledge gained through life experiences, work experience, previous training and formal education.

Any student wishing to apply for recognition of existing qualifications, skills and experience should apply to the Registrar for Recognition of Prior Learning Information Kit (Form 24) and Application (Form 27) or visit the website www.StrathfieldCollege.edu.au.

A student may also elect to have their qualifications and/or Statements of Attainment recognised **during** the course by completing and submitting of the Credit Transfer Application Form (Form 09).

There is a fee schedule for when a student applies for recognition of their skills. This schedule consists of an application fee (\$100) plus a fee per competency (\$600). These fees must be paid when making the application and are not refundable.

Should a student gain credit through the RPL process with respect to the Strathfield College course they are enrolling in effectively reduces their overall course time then a pro rata adjustment to the course fees may apply.

Application to Study at Strathfield College

All students are required to complete an application form prior to the commencement of all training offered. This application form contains all necessary data, which may be accessed by state and federal government registering bodies if required.

All information is entered onto the Strathfield College electronic student database and the original enrolment form will be filed into individual student files and a copy will be supplied to the student upon request.

The Strathfield College application form can be:

- downloaded from the Strathfield College website; or
- by enquiring at Strathfield College.

How to Apply for Enrolment at Strathfield College

1. Complete your Strathfield College application form

Send or hand your completed form and your non-refundable Application Fee \$200, to Strathfield College. You must attach certified copies of all documents that are requested on the application form. For information about certified copies please refer to the Guidelines for Admission.

Application checklist to assist you to complete your application form – Have you:

1. Completed all sections of the application form?
2. Read and signed the declaration?
3. Enclose certified copies of the proof of your Australian Permanent Residency or Australian Citizenship?
4. Enclosed certified copies of qualifications?
5. Enclosed certified copies of English language proficiency?
6. Enclosed any other certified documents requested in the application form?
7. Enclosed \$200 for the (non refundable) application fee?

2. A “Letter of Offer”

Strathfield College will assess your application and if you are accepted you will be sent a “Letter of Offer”.

3. Accepting an offer and payment of fees

If you wish to accept the offer you are **required to pay:**

- the full fee for English courses (minimum 5 weeks full time) or the first instalment (equal to 6 months tuition fee) for other courses;
- further tuition fee instalments are to be paid at the beginning of each semester.

Induction on Arrival

Orientation is conducted on the first day of your attendance. Its purpose is to fully inform you of most aspects of College life and to provide an introduction to studying. In addition, you will be introduced to your trainer and other College staff, undertake a tour of the College and be acquainted with policies and procedures of the College.

Training Package / Course Outcomes

The outcome of the training package offered is a national accreditation listed on the website www.ntis.gov.au/Default.aspx?/trainingpackage/all. All course outcomes are based upon you being able to demonstrate competence in the skills and knowledge listed. They all involve attendance at classroom sessions.

At various times through your course, you must undergo an assessment or a test to demonstrate that you are competent in the skills and knowledge taught. To pass the course you must prove you are competent. Assessments can be written assessments and/or demonstration under the supervision of an assessor. Successful completion of the agreed units will result in students being issued with a certificate.

Preparing you for the workplace

Our Business and Marketing courses endeavour to acquaint students with industry best practice through your learning and assessments. This is achieved by drawing on industry experts to present you with real industry scenarios.

Flexible Delivery and Meeting Student Delivery Needs

All units of competence are delivered as competency based training following the guidelines of the relevant training package. Strathfield College trainers will establish your training needs along with the other students in your group at the start of each unit of competence. This may result in them applying a number of different strategies to meet the group's learning needs.

The different strategies your trainer may use to develop skills and knowledge of each student could include presentations, role-play, case studies, demonstrations, guest lectures, group work, calculations, exercises, tutorials, audiovisuals and simulations the requirements of the particular unit of competence.

Similarly, Strathfield College trainers will establish your assessment needs along with the other students in your group at the commencement or during the delivery of each unit of competence. This means the trainer will negotiate flexibility with you to determine the most suitable type of assessment that will allow you to demonstrate competence in the respective unit of competence.

In modeling the nature of the assessment for a unit of competence the trainer will take into account, EEO, anti-discrimination principles, flexible delivery methodology used, along with your particular needs and circumstances. The nature of such assessments in seeking explicit evidence of competence could include an interview, role-play, case study, demonstration, group work, calculation, exercise, tutorial, project, workplace observation, and/or simulation.

In establishing an appropriate assessment model the trainer will consider currency, authenticity, validity, reliability and relevance to the performance criteria of the particular unit of competence.

Cancellation and Refund Policy

Should a student seek a refund, they are to request a refund application form (Form 25) from the Registrar and return the completed form to the CEO. This form is available from the College website www.StrathfieldCollege.edu.au or by contacting the Registrar. Students must clearly state the reasons for the claim being made. Please note the following:

1. The Application Fee is non-refundable whether you complete your course or not.
2. Tuition and compulsory fees are only refunded in full when you advise Strathfield College of your cancellation **in writing 60 days or more** before your course commences.
3. If you cancel your course less than 60 days before your course commencement a cancellation fee of 30% will apply to tuition fees.
4. No refunds, for any reason, will be made after the commencement date of the course. For packaged courses the commencement date is taken to be the commencement date of the first course.
5. Course and other fees are not transferable to another student or institution but may be transferred to another course within Strathfield College at the discretion of the College.
6. For all refunds due to student default the normal processing time is 28 days or 4 weeks.
7. All approved refunds are made payable to and sent to the student. A written explanation as to how the refund was calculated will accompany the student refund payment.
8. Student expenses are not included in the fees quoted and are the responsibility of the student.
9. If Strathfield College:
 - does not offer a course on the advertised start date; or
 - terminates a course after the course start date and before the course completion date; or
 - does not provide a course as advertised due to sanctions or circumstances beyond its control.

then Strathfield College will arrange a refund to the student within 14 days after the default date.

This refund is calculated in the following manner:

the daily course rate (total tuition fees divided by the total course days) multiplied by the number of course days **for which the student has not received service**.

Students not satisfied with the **calculated refund** may use the Strathfield College Student complaints procedure and ask for an independent 3rd party. Please note that this cancellation and refund policy does not remove the right of the student to take further action under Australia's consumer protection laws. Students may contact the Department of Fair Trading: Level 21, 227 Elizabeth Street, Sydney NSW 2000.

Issues, Concerns or Complaints

Strathfield College adheres to the National Code of Practice for responding to complaints about Vocational Education and Training Quality at all times.

All issues, concerns and complaints within Strathfield College will be handled the same way and as a matter of process and be called a complaint.

Where an issue, concern or complaint is raised verbally, it can be discussed with staff and preferably resolved immediately. If there is a need to formalize the issue, concern or complaint or to define the outcome, then the issue, concern or complaint can be documented on either a Complaints Form (Form 05) or a Continuous Improvement Request (Form 08), by the person initiating the issue, concern or complaint or by a relevant member of staff.

All complainants have to be identified. They cannot be anonymous because this is considered unfair and ongoing discussion cannot take place to resolve the issue.

Information submitted to a staff member will be treated with respect and to be taken in a positive way.

Any written issue, concern or complaint, irrespective of the nature will be forwarded to the Chief Executive Officer who must control the process and moderate the outcome for the benefit of the students.

Any issue, concern or complaint made by a student must ultimately be recorded on a Continuous Improvement Request (Form 08) and submitted to the Chief Executive Officer for registration and close out.

Any issue, concern or complaint will be considered and investigated fairly and objectively respecting student and/or staff rights.

All students have the right to attend the investigation to present their case as well have a support person or request that an independent person or panel hear it.

Where the solution requires a documented change to procedures, The Chief Executive Officer shall notify the Compliance Officer of the change to ensure that the procedure for document change as listed in 'Section 1.2: Document Control' shall be followed with the appropriate records made.

The final result of the issue, concern or complaint investigation must be given in writing to the complainant stating the outcomes and reasons for the decisions made, the actions to be taken and a record of the documentation is to be placed on your student file.

Appeals Following Issue, Concern or Complaint Decision

Strathfield College maintains a supportive and fair environment, which allows you to appeal an outcome provided this is done within one week of the decision date.

The appeal should be resolved as amicably as possible using this formal appeal process.

In the first instance, a complainant must discuss the matter with the staff member who informed them of the decision, verbally or in writing.

If this does not resolve the matter then the student should formally approach the Chief Executive Officer in writing using the Complaints Form (Form 05). This form can be obtained from any member of staff. The Chief Executive Officer will then immediately raise a Continuous Improvement Form (Form 08).

The Compliance Manager, will then record the complainant's appeal in the Continuous Improvement Register (Form 07) and include the written notification on the student's file.

The Compliance Manager should assemble information or documents, which will assist in the process, these could include:

- a summary of the issue, event or incident
- relevant college records
- complainant's witness documents
- any other supporting documents

The matter will then be referred to an independent party who has been agreed between the complainant and Strathfield College. The complainant may deliver his or her own version of the matter. The complainant may have a support person present when meeting with the independent party.

The Chief Executive Officer should then consider the recommendations of the independent party and attempt to resolve the appeal to the satisfaction of the complainant and college.

No appeal mechanism exists beyond this point in the appeals process.

The recommendation and the final outcome of the appeal must be recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal and the reasons for the decisions made, including actions to be taken and a copy of the communication placed on the student's file.

Appealing the Assessment of Your Competence

As part of the National Policy for Registered Training Organisations you have the opportunity to appeal an assessment decision by your trainer. To appeal against a trainer's decision there is a defined procedure that your trainer will provide you with or you may obtain a copy of the procedure from an administrative staff member.

This procedure will reflect Strathfield College supportive and fair environment, which allows participants to appeal their assessments and recognition decisions provided this is done within seven (7) working days of the assessment date.

Appeals will be resolved as amicably as possible using this formal appeal process.

Step 1 Discuss the assessment result with your trainer/assessor and present any evidence to support your appeal.

Step 2 If this does not resolve the matter, or if the trainer does not agree with the basis of the appeal, then you should appeal to the Director of Studies using the assessment appeals form (Form 02). The appeal should be made within seven working days of the original assessment decision being advised to the student.

Step 3 The trainer/assessor should submit details of the student's assessment to the Director of Studies using the continuous improvement form (Form 08) within seven working days of the original assessment decision being advised to the student.

Step 4 The Director of Studies will assemble the following information or documents:

- past Student record
- attendance registers
- assessment tools and assessment data

- any other supporting documents

The Director of Studies will review all the documentation and discuss the appeal with the student and the trainer/assessor within 5 working days.

Step 5 If the Director of Studies is unable to resolve the appeal then the matter is to be referred to an independent assessor to whom the student may present their case.

Step 6 The Director of Studies should then consider the recommendations of the independent assessor and communicate the finding to the student and the trainer.

Step 7 If the dispute cannot be resolved to the satisfaction of the parties, then the Student may make a formal submission to the Chief Executive Officer for a review by Australian Council for Private Education and Training (ACPET).

Step 8 No appeal mechanism exists beyond this point in the appeals process.

Step 9 The submission and the final outcome of the appeal must be recorded and communicated to all parties in writing and a copy retained on the student's file. The communication must contain the outcome of the appeal and the reasons for the decisions made.

Code of Conduct

To ensure you gain the maximum benefit from your time with Strathfield College, College Management reserves the right to remove any person(s) who displays dysfunctional or disruptive behaviour.

Examples of when **Disciplinary Action** may be required to be taken include when a Student:

- fails to attend the required minimum number of classes for any course without reasonable explanation;
- brings onto, or consumes on SC premises, any drug of addiction or dependence (except drugs prescribed by a qualified medical practitioner);
- brings onto or consumes on our premises any alcohol;
- exhibits any form of behaviour that is adversely affected by the influence of drugs or alcohol;
- damages or removes any property/ resource of SC or any training venue hired by SC;
- assaults (physically or verbally) any person or persons on SC premises or any training venue hired by SC;
- fails to comply with any instructions given by a member of staff relating to the safety of any person or persons on our premises;
- exhibits any form of conduct whilst on our premises that is considered to be aggressive, disorderly, disruptive, harassing or interferes with the comfort, safety or convenience of any person who is acting lawfully and entitled to be present;
- enters any part of our premises or any other place to which Students have access for the purpose of tuition, when not entitled to do so, or having entered, refuses to leave these premises.

Disciplinary Procedure for Non-Compliance with the College Rules

Strathfield College will make all attempts to provide its training and assessment services in a spirit of co-operation and mutual respect. There are times however when a disciplinary action must be taken to ensure the safety and well being of all Students and staff. In this case:

If there is an issue or behaviour that involves yourself the **Student Support Officer (SSO) will contact you** to discuss the issue or behaviour to determine how the situation may be addressed and rectified. The actions arising from this discussion will be documented and signed by the SSO. You will be provided with a copy and the SSO will retain a copy until the timelines of the action have passed.

If your behaviour continues or the issue is unresolved, you will be invited for a **personal interview with your Student Support Officer** or the **Registrar** to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.

Should the issue or behaviour continue, you will be provided with a **final warning** in writing & a time frame in which to rectify the issue or behaviour. A copy of this letter will be added to your personal College file.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

At all stages of the discipline process Strathfield College recommends that a support person of your choice accompanies you.

Privacy and Confidentiality

Strathfield College is committed to protecting the privacy of your personal information. You have the right to see and review your personal and training file at any time provided you organise it with the registrar with 1-2 days notice. Please complete record access request form (form 04).

We have a privacy policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

Strathfield College will exercise strict control over confidential information. If a third party requires client information your written consent must be presented to the Chief Executive Officer to the release of any information.