

## PRE-ENROLMENT INFORMATION (DOMESTIC STUDENTS)

The RTO, Salford College is committed to delivering fair, reasonable, ethical and transparent dealings in all of its undertakings including:

- Client information
- Confidentiality
- Complaints and appeals
- Fee structure
- Guarantee
- Corporate policy
- Training standards
- Marketing
- Access and equity
- OHS

Enrolment into a qualification or course with Salford College is subject to the terms, conditions and policies outlined in our pre-enrolment information as detailed below.

### Salford College

#### Your Business and Training Centre

Bandicoot Group Pty Ltd (referred herein as Salford College) is an Equal Opportunity Organisation engaged in the provision of Nationally Recognised Training under the Australian Quality Training Framework and the DFEEST(Department of further education employment, science and technology). Salford college policy dictates a strict adherence to relevant State and Federal legislation relating to safety, industrial relations and access and equity. All Nationally Recognised Training courses/qualifications will be delivered in line with the standards set by the Australian Quality Training Framework and relevant Federal, State, and Territory authorities. All Salford college staff members are expected to promote and embrace Salford College's standards, policies and procedures.

#### RTO Code of Practice

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## CONDITIONS OF ENROLMENT

Salford College agrees to provide access to available enrolment positions for all persons who have the relevant skills, experience and ability to satisfactorily meet enrolment requirements for behaviour, safety, course/qualification prerequisites, payment of fees, and the observance of Salford College's policy.

Salford College may seek to terminate the enrolment of a student if they:

- Do not comply with proper safety procedures including the wearing of appropriate clothing for a given workplace when training occurs in an on the job or simulated workplace situation.
- Fail to attend training sessions to a minimum level set for competence.
- Have not accurately or honestly disclosed all information relevant to their enrolment and participation in the training with Salford college, including relevant matters relating to health, work history, skills and experience, criminal conviction (where appropriate) etc.
- Have provided false or misleading information.
- Commit an offence under the law while in the training environment or at a workplace, breach safe work practice, or otherwise act in a manner detrimental to the wellbeing of Salford college, other students or persons, or themselves.
- Do not comply with the confidentiality rights of other persons.

Note: where a student fails to provide seven (14) days' notice for non-attendance of a course they are booked into, Salford college will invoice the student for full course fees and reserves the right to take legal action if needed for debt recovery.

**Enrolment in a course is not secured without payment. Payment must accompany the enrolment form, unless prior arrangements for a personal payment plan or business (Company) credit terms, have been made with Salford College's staff.**

SALFORD COLLEGE reserves the right to cancel an enrolment without notice, if after twelve (24) months; a learner has not completed and achieved their qualification. If some of the qualification has been completed, a statement of attainment will be issued for those units completed. If a learner is having difficulty meeting this deadline, SALFORD COLLEGE may grant extensions under certain circumstances. It is the learner's responsibility to meet the deadline and/or make appropriate arrangements. This statement should be read in conjunction with our refund policy.

## ELIGIBILITY

All participants must be over the age of 18 to participate in a course with SALFORD COLLEGE unless express and written permission from a parent or guardian is supplied and is accepted by the appropriate SALFORD COLLEGE staff member.

SALFORD COLLEGE courses do require a basic level of computer literacy. Learners will need access to a computer with a word-processor (e.g. Microsoft Word) and access to email and internet. Learners will need to have a basic proficiency in;

- Copy and Paste
- Accessing information stored on websites and from a CD
- Saving a word document
- Sending and receiving emails with attachments

It may also be beneficial for learners to have an understanding on using Microsoft PowerPoint.

SALFORD COLLEGE does not provide these resources nor do we supply additional support or training for learners having IT or computer technical difficulties. Please contact SALFORD COLLEGE staff member if you are unsure about the computer requirements for a course.

Learners will need to have a good command of written and spoken English

## **PARTICIPANTS CHARTER**

All participants in SALFORD COLLEGE's courses and programs have a right to:

- Respect the rights of others
- Be punctual for classes and appointments
- Notify SALFORD COLLEGE if they are unable to attend classes or appointments
- Promote an effective learning environment through good personal behaviour
- Encourage equal opportunity
- Observe any non-smoking restrictions
- Seek approval from authorised SALFORD COLLEGE staff for the use of SALFORD COLLEGE's IT equipment, assets, stationery, etc
- Be responsible for their own possessions
- Be aware of and promote the safety of themselves and others
- Meet the required dress standard which is defined as smart casual. Further details may be provided in your course welcome email.
- Provide at least 7 days' notice if they do not intend to commence a course they are booked into.

## **INDUCTION/ORIENTATION**

Learners may be required to undergo an induction/orientation prior to course commencement. This process may include details on course delivery, policies, procedures, appeals, access and equity, RPL, OHS, etc as provided in this document.

## **PRE-DELIVERY ASSESSMENT**

Prior to enrolment, you should discuss your needs and situation with a staff member of SALFORD COLLEGE who can assist you with or refer you to appropriate assistance for:

- Client Support Services including LLN
- Recognition of Prior Learning (RPL)
- Learning Pathways
- Assessment Procedures & Process
- Delivery Options

## FLEXIBLE ASSESSMENT

All assessments conducted by SALFORD COLLEGE will conform to assessment guidelines for Nationally Endorsed Training Packages or the assessment criteria attached to specific courses.

Assessment usually takes place by way of assignments and course exercises. However these are flexible and at the SALFORD COLLEGE trainer's discretion in some courses as long as they meet AQTF guidelines and minimum requirements for competency in the specific course. Flexible courses allow students to learn at their own pace and under varying conditions, which best suit their individual situations.

Students are required to be competent in all areas to receive an overall competency mark (C).

Elements that may be included (depending on course) in the assessment process are:

- Personal presentation appropriate to the environment.
- Verbal and non-verbal communication.
- Problem solving. For example: learning to learn, decision making, creative thinking.
- Positive helpful attitude towards others and the organisation.
- Respect for the understanding of all cultures and beliefs.
- Working with others in teams.
- Organising own schedules to achieve goals.

As a rule of thumb, students will generally be given three (3) opportunities to be assessed for competency in a given course or program. However, SALFORD COLLEGE may allow for further assessment opportunities where it feels there are special circumstances which are negatively affecting the outcome of assessment or where the client presents a case that SALFORD COLLEGE feels is valid. In such circumstances, SALFORD COLLEGE may seek assistance from an outside source (counsellor, tutor, etc) and will record the process for reporting to the Registering Authority.

Where a client has been assessed three times and is still Not Yet Competent (NYC), SALFORD COLLEGE may refuse further assessment if it feels there is little chance of the client becoming Competent.

The participant may appeal this decision in writing to the SALFORD COLLEGE's Compliance Manager or Managing Director who will consider the matter and advise the client in writing of the outcome. This process is outlined in Complaints and Appeals.

A flexible assessment process will be undertaken to consider the needs of people with special needs or situations including:

- Cultural background.
- Handicap.
- LL&N difficulties.
- Other trauma or reasons.

In this case, flexibility will not lessen the overall value of a course program but should be seen as a willingness to take different avenues to reach results with the qualification retaining the same worth and value.

The results and details of all assessments will be recorded and kept on file for the purpose of auditing and, where applicable, will be forwarded to, or included in, reports to the Registering Authority. In line with SALFORD COLLEGE policies, clients will have access to personal information and will be advised of all outcomes in writing.

Please approach the college at 08 72211940 for further information.

## **FEE STRUCTURE**

All fees will be competitive when compared to others in the marketplace, and may be varied or discounted at the discretion of SALFORD COLLEGE to assist individuals, secure corporate contracts or to comply with the requirements of Commonwealth or State/territory Government contracts.

In programs funded by Government Authorities, client charges will be determined by the terms of the Government Contract.

The cost of a course is dependent upon delivery and assessment methods and a separate guide to these costs may be provided as an attachment to this information or on our website.

**Qualifications will not be issued until payment has been made in full.**

## **FEES PAID IN ADVANCE**

SALFORD COLLEGE's refund policy will also add an extra level of protection and flexibility which allows for the return of proportional funds after delivery has commenced.

**PLEASE CONTACT SALFORD COLLEGE RECEPTION AT 08 72211940 FOR FURTHER DETAILS ON ANY OF THE FOLLOWING INFORMATION.**

## **SUPPORT AND ASSISTANCE**

A list of referral contact details is available and can be supplied to all clients on request for a variety of services including: counselling, emergency accommodation, substance abuse, etc.

## **RECOGNITION OF PRIOR LEARNING (RPL)**

In some cases, students may be able to apply for Recognition of Prior Learning if they have previously achieved the learning outcomes for an accredited unit/s through Nationally Recognised Training. SALFORD COLLEGE will offer RPL for all units where there is evidence to support the RPL application.

Evidence for RPL (certificates, transcripts or other evidence) should be attached to an Application for RPL and submitted to Admin at the time of enrolment. The RPL is then given to the Head of Studies to be assessed. The Head of Studies will confirm whether the RPL status is granted, denied or whether further information/evidence is required. Students will be informed in writing of the result of the RPL application prior to the commencement of the relevant session.

The availability of RPL will depend on the learner's experience, qualifications and evidence as well as relevant Training Package Guidelines.

The RPL process shall be consistent with The RPL National Principles as defined by the AQF.

## FEEDBACK AND COMMUNICATION

SALFORD COLLEGE embraces an ongoing policy of open communication and encourages feedback and dialogue with all students to assist with meeting student needs and concerns as well as for ongoing improvement of SALFORD COLLEGE's services.

SALFORD COLLEGE would appreciate feedback in regard to your opinions, satisfaction, or other views about SALFORD COLLEGE's operations, policies, procedures and training delivery and assessment.

SALFORD COLLEGE will analyse and utilise this feedback and communication to:

- Review its policies and procedures and
- Plan for improvement

Feedback can be supplied directly to facilitators, other SALFORD COLLEGE staff, or as written suggestions which may include the use of SALFORD COLLEGE feedback forms. These can be asked by from our staff or obtainable from our website [www.salfordcollege.edu.au](http://www.salfordcollege.edu.au).

## EQUAL OPPORTUNITY

All admissions to SALFORD COLLEGE's courses shall be determined fairly without consideration for an applicant's gender, sexual orientation, ethnicity, religion, personal beliefs, handicap, etc, unless such items pose a reasonable argument for non-enrolment on the grounds of safety or capacity to undertake the role or if it is in opposition to the laws of the land or SALFORD COLLEGE's code of conduct:

Applicants will be assessed on their:

- Successfully meeting course pre-requisites including appropriate qualifications and experience
- Demonstrating a capacity and willingness to adhere to SALFORD COLLEGE's standards and code of conduct
- Ability to undertake the course in a manner that encourages a fair, safe and enjoyable learning environment
- Other items as determined for specific courses on a time to time basis

Specific Needs groups

SALFORD COLLEGE will maintain a flexible and proactive attitude towards specific needs groups and, where practical may cooperate with community or special needs organisations to allow their members access to accredited training. Where appropriate and in line with the development of SALFORD COLLEGE, it may provide specific courses or programs designed to assist groups of special needs or circumstances.

## ANTI DISCRIMINATION

SALFORD COLLEGE policy does not allow for the discrimination of an individual by virtue of their gender, sexual orientation, religion, culture, political beliefs, handicaps or personal background providing it has no direct, reasonable and legal bearing on the individual's performance within the position, or on the safety, or well-being of the applicant or others.

All persons will be treated fairly and have their application considered on the basis of its merits.

## CONFIDENTIALITY

SALFORD COLLEGE will not disclose the personal details of its employees/students/contractors, or associates except as they expressly permit, or if necessary to meet legislative or compliance standards set by regulatory authorities or other persons empowered under the law.

## **DISCIPLINARY PROCEDURES**

Where students are in breach of SALFORD COLLEGE policy, state or territory legislation, are disruptive, rude, unsafe, or fail to meet acceptable standards of good behaviour, SALFORD COLLEGE may take steps to address the situation. Depending on the nature and severity of the problem, SALFORD COLLEGE may choose to resolve the issue by mediation which will be recorded on student files and written copies and outcomes supplied to the student. Where the issue is more serious or is unable to be resolved, SALFORD COLLEGE may seek to apply sanctions, suspension, or expulsion to the student or, where relevant, refer the matter to more appropriate authorities or authorised bodies. All such action will be recorded with written outcomes supplied to the student(s) involved.

## **COMPLAINTS AND APPEALS**

SALFORD COLLEGE takes all complaints seriously and enrolled students can use the following process where they feel it necessary.

### **STEP 1:**

The issue should be raised directly with the facilitator or, if preferred, with SALFORD COLLEGE staff.

If the complainant is unhappy with the result, they may then take action as per STEP 2.

### **STEP 2:**

- a) The complainant may raise the issue in writing with SALFORD COLLEGE or have SALFORD COLLEGE staff take notes regarding the complaint. After receiving the written/noted complaint, SALFORD COLLEGE will receipt the complaint and will arrange for a confidential personal interview as soon as practically possible, preferably within 48 hours.
- b) This interview will attempt to resolve the complaint either between the parties involved or between the complainant and SALFORD COLLEGE
- c) If the complaint cannot be resolved to the satisfaction of the complainant the grievance will be forwarded to the Chief Executive of SALFORD COLLEGE Level 1, Pulteney Street Adelaide S.A.-5000 for actioning.
- d) If the grievance concerns SALFORD COLLEGE staff member, STEP 2 will automatically follow STEP 1.

### **STEP 3**

The complainant may at any point in this process action their grievance with:

- A trade union, or association
- The Anti-Discrimination Board

All issues, complaints and grievances are taken seriously by the staff and management of our business and will be investigated and acted upon as quickly as possible.

Complainants will be informed in writing about actions taken on their behalf and confidentiality will be maintained to ensure the rights of the complainant are upheld.