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Introduction

Welcome to Safety and First Aid Education

Safety and First Aid Education is a Registered Training Organisation (RTO). This handbook will explain about our organisation, how we operate and what to expect during your training with us.

Our focus on quality

Providing high quality training and assessment to our students is very important to us. We are also serious about maintaining a high level of compliance as part of our RTO obligations. You can help us achieve this by understanding how Safety and First Aid Education strives to help you reach your training goals and by making the right choice when selecting a course of study. You need to know all the details about delivery, assessment, the support you will receive from Safety and First Aid Education and its trainers. You need to know your rights and obligations including study and financial commitments before you confirm your enrolment in any course. For these reasons, it is important that you read the information in this student handbook, clarify any concerns that you have with the trainer or administrative team to make a clear and informed decision.

To maximise your potential for success, our organisation employs trainers who are highly qualified and experienced and passionate about the quality of training you should receive. You will find their experience to be invaluable because they provide a real insight into what it is like to work in the current market and work environment.

Points of Contact

It is always important that you know how to contact the right people for assistance when required. The following information should help you in this regard.

<table>
<thead>
<tr>
<th>Administration</th>
<th>Approach our administrative staff for all matters relating to student services including access to records and enrolment. For <strong>administrative assistance</strong> you are encouraged to contact the SFAE Admin Staff at reception.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training Enquiries</td>
<td>For all training support, you can contact your trainer by email as advised in your course details.</td>
</tr>
<tr>
<td>Management</td>
<td>If you wish to contact the CEO about any matter relating to your personal welfare, and the management and quality of service you receive at SFAE, you can do so by contacting 1300 769 559.</td>
</tr>
</tbody>
</table>

Please ensure that you read the information regarding Complaints and Appeals in this handbook and how you might obtain external assistance if required.
SAFETY AND FIRST AID EDUCATION Courses

Safety and First Aid Education (Provider Number 32422) is registered with the Australian Skills Quality Authority to provide the national training package qualifications and units of competencies as listed on its scope of registration on the VET website http://training.gov.au/Organisation/Details/32422

You are encouraged to familiarise yourself with the required knowledge and skills and evidence to be provided for the course you are undertaking. These details can be accessed through the quick search option on the home page of www.training.gov.au Type the qualification code into the search box and download the word file to view or print.

Or you can contact the SFAE Operation’s Manager for assistance by emailing admin@sfae.edu.au or adminqld@sfae.edu.au

Legislation

At SFAE, our focus is on ensuring all relevant Commonwealth and State legislation and requirements are followed. As a student you need to be informed of legislation that could affect your training and experience with us as your training provider. We encourage you to peruse the following legislation and ask us if you would like us to clarify any legislation on the list and its relevance to you.

<table>
<thead>
<tr>
<th>Legislation Pertaining to an RTO</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Vocational Education and Training Regulator Act 2011</td>
</tr>
<tr>
<td>The Standards for NVR Registered Training Organisations 2011</td>
</tr>
<tr>
<td>Vocational Education, Training and Employment Act &amp; Regulation 2000</td>
</tr>
<tr>
<td>Copyright Act 1968 and Copyright Amendment Act 2006</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Workplace Health and Safety</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Health and Safety Act 2011</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Discrimination and Privacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Racial Discrimination Act 1975</td>
</tr>
<tr>
<td>Sex Discrimination Act 1984</td>
</tr>
<tr>
<td>Disability Discrimination Act 1992</td>
</tr>
<tr>
<td>Disability Services Act 2006</td>
</tr>
<tr>
<td>Queensland Civil and Administrative Tribunal Act 2009</td>
</tr>
</tbody>
</table>
Access and Equity

Access and Equity in practice is about ensuring that all students irrespective of difference have the same opportunity to achieve their desired learning outcomes.

Therefore at SFAE we ensure that:

- Our selection process is non-discriminatory and that students are provided with the assistance and guidance they require to make their training decisions. We are transparent in the information we provide in various formats about the training, assessment and support services to be provided, and student rights and obligations.
- We provide an inclusive learning environment through careful consideration of student learning preferences, selection of resources, varied delivery strategies, and encouragement to participate.
- We establish the needs of our students, and try to cater for these needs.
- We are fair and flexible in our approach to learning and make reasonable adjustments where required to ensure that students achieve in a safe and positive learning environment. Our focus is on providing the support that students need to maximise their chances of success.
- We ensure that students have access to training material and facilities necessary to complete their course as is reasonably expected to be provided by an RTO.
- We interact with employers and other parties who contribute to the learning and assessment process.

Prevention of Workplace Harassment Code of Practice 2004
Queensland Industrial Relations Act 1999
Privacy Act 1988

Complaints Resolution

For information about making complaints about RTO’s registered with ASQA refer to the information at http://www.asqa.gov.au/complaints/making-a-complaint.html
If you need an interpreter, please google search the Translating and Interpreting Service in their state or territory to make contact.
• We ensure that students have timely access to current and accurate records of their participation and progress.

• We have provided appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively (discussed under Assessment Appeals in your Student Handbook).

Fees and Charges

Information about course fees is available from the SFAE administration or in the relevant printed marketing material and our website. There are no hidden costs for materials. When you enrol with SFAE, the price includes all learner and assessment materials. You will also be able to access resources to support your learning through our online download portal.

Payment Terms

Payment schedule of student fees for courses over $1,000

Registered Training Organisations (RTOs) are now required to adhere to certain guidelines about how they will collect student fees. These prescribed conditions determine the amounts and frequencies of payment.

**SFAE will therefore collect fees as follows:**

**Companies**

Full payment will be required on invoice at course commencement

**Individuals**

For all courses under $1000, full payment will be required by course commencement.

For all courses over $1000, fees will paid as follows:

• a deposit of $1000 prior to course commencement

• after course commencement payment of balance of fees in full if less than $1,500 or in payments of up to $1,500 depending on the course cost, progress and balance outstanding.
For RPL, a deposit of 50% of the published course cost up to $1,000 will be required prior to enrolment confirmation. The balance of fees in maximum increments of $1,500 must be paid upon and after evidence submission.

Published fees and charges are GST free and include all learning and assessment materials unless specifically advised.

**Payment methods**

The following methods of payment of fees are acceptable:

- Cheque or EFT. Such payments are to be directed to the SFAE Administrative Staff.
- EFT or Direct Bank Deposit to the RTO bank account. Details of how to make a direct bank payment are available on the enrolment form.

Receipts are issued to the payee to acknowledge payment of fees. Invoices for tax purposes are available on request and details should be completed on the enrolment form as directed.

**Fees and Charges for additional services are charged as follows:**

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
<th>COURSE FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB30112</td>
<td>Certificate III in Business</td>
<td>$1200</td>
</tr>
<tr>
<td>BSB30115</td>
<td>Certificate III in Business</td>
<td>$1200</td>
</tr>
<tr>
<td>BSB40212</td>
<td>Certificate IV in Business</td>
<td>$1700</td>
</tr>
<tr>
<td>BSB40215</td>
<td>Certificate IV in Business</td>
<td>$1700</td>
</tr>
<tr>
<td>BSB40812</td>
<td>Certificate IV in Frontline Management</td>
<td>$1500</td>
</tr>
<tr>
<td>BSB51107</td>
<td>Diploma of Management</td>
<td>$6800</td>
</tr>
<tr>
<td>BSB51915</td>
<td>Diploma of Leadership and Management</td>
<td>$6800</td>
</tr>
<tr>
<td>CHC42112</td>
<td>Certificate IV in Career Development</td>
<td>$1800</td>
</tr>
<tr>
<td>CHC30113</td>
<td>Certificate III in Early Childhood Education and Care</td>
<td>$3600</td>
</tr>
<tr>
<td>CHC50113</td>
<td>Diploma of Early Childhood Education and Care</td>
<td>$12,800</td>
</tr>
<tr>
<td>CPP20212</td>
<td>Certificate II in Security Operations</td>
<td>$1200</td>
</tr>
<tr>
<td>CPP30411</td>
<td>Certificate III in Security Operations</td>
<td>$1200</td>
</tr>
<tr>
<td>TLI21610</td>
<td>Certificate II in Warehousing Operations</td>
<td>$1000</td>
</tr>
<tr>
<td>TLI31610</td>
<td>Certificate III in Warehousing Operations</td>
<td>$1200</td>
</tr>
<tr>
<td>CPCCOHS1001A</td>
<td>Work safely in the construction industry</td>
<td>$120</td>
</tr>
<tr>
<td>Course Code</td>
<td>Course Description</td>
<td>Fee</td>
</tr>
<tr>
<td>--------------</td>
<td>------------------------------------------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>HLTAID001</td>
<td>Provide cardiopulmonary resuscitation</td>
<td>$50</td>
</tr>
<tr>
<td>HLTAID003</td>
<td>Provide first aid</td>
<td>$120</td>
</tr>
<tr>
<td>HLTAID004</td>
<td>Provide an emergency first aid response in an education and care setting</td>
<td>$150.00</td>
</tr>
<tr>
<td>SITHFAB201</td>
<td>Provide responsible service of alcohol</td>
<td>$150</td>
</tr>
<tr>
<td>SITHGAM201</td>
<td>Provide responsible gambling services</td>
<td>$75</td>
</tr>
</tbody>
</table>

### OTHER CHARGES

<table>
<thead>
<tr>
<th>Service</th>
<th>Price</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate Reprint</td>
<td>$50</td>
<td>Re-issuing a certificate after it has been initially issued to a student.</td>
</tr>
<tr>
<td>Replacement of lost workbook</td>
<td>$150</td>
<td>Replacing issued learning materials which the student has lost or damaged</td>
</tr>
<tr>
<td>Reassessment Fee</td>
<td>$50</td>
<td>Re-assessment services fee per Unit of Competency</td>
</tr>
<tr>
<td>RPL FEE</td>
<td>$150</td>
<td>RPL services fee per Unit of Competency</td>
</tr>
<tr>
<td>Photocopying Fee</td>
<td>10 cents/page</td>
<td></td>
</tr>
<tr>
<td>Administration Fee</td>
<td>$50</td>
<td>NON-REFUNDABLE</td>
</tr>
<tr>
<td>Enrolment Cancellation Fee</td>
<td>$50</td>
<td>For Students Withdrawng from the course with advanced written notice of 14 days.</td>
</tr>
<tr>
<td>Cancellation Fee</td>
<td>$150</td>
<td>For Students Withdrawng from the course after commencement with valid reasons and approved by SFAE.</td>
</tr>
</tbody>
</table>

**Note:**
- The Fees and Charges above are effective from 01 April 2015.
- SFAE reserves the right to change these fees and charges with 28 days notice.

### Refund Policy

SFAE has developed a refund policy that is designed to be fair to all concerned. **IT IS CRITICAL THAT YOU ARE SURE ABOUT YOUR DECISION TO COMMIT TO A COURSE BEFORE YOU ENROL.**

Refunds are available to students where there is a justified reason for course cancellation.

**You will not be entitled to a refund for the following reasons:**
- You change jobs
- Your work hours change
- You do not complete the required assessment activities
- You do not complete the course within the specified completion timeframe and do not discuss your progress and situation with SFAE
- You fail to attend scheduled training, move residences or change your mind.

**SFAE Refund Policy**
- Where SFAE cancels a course, you will be notified verbally or by email by the Operation’s Manager and given the option of a full refund or credit towards another course.
Where you fail to attend a face to face course and you or your sponsor fail to provide notice of your intention not to attend prior to commencement, full course fees will be charged.

Where notice of non-attendance is provided either by you as the student or your sponsor within 48 hours of course commencement an administrative charge of 10% of the total course cost will apply.

Should you advise your intention to cancel after course commencement and learning materials have been despatched to you, the student will be required to pay the full unit cost plus 10% of the full course cost to cover materials and tuition provided and administration fees.

Where non-attendance is advised and subsequently deemed by the SFAE as beyond your reasonable control, cancellation fees may be waived in the form of a full credit for future course attendance.

Applications for refund need to be in submitted by you as the student in writing to:

**SFAE Administration**

P.O. Box 2136, Beenleigh, QLD 4207

You will be informed by email about refund decisions and fee refunds will be made by cheque or direct bank deposit to the original payee within 14 days of approval.

By signing the enrolment form application you are agreeing to pay for the full amount of the course. If you are being sponsored by a third party to undertake a course, they will be invoiced for payment. Awards will not be issued until full payment for a course has been received.

**Enrolment and Induction**

You can enrol by completing an electronic or hard copy enrolment form (available from the SFAE Administrative Staff)

**Note:** We ask you to be vigilant about advising us of any changes to their personal details. We send all correspondence and your qualification to the address provided.

**Course Commencement:**

Once your registration form has been accepted and your payment processed, you will receive an email from the SFAE with information about how to commence your course. It may take up to two (2) business days from the time your payment has been processed to the time you receive an email from us.
Course Completion and extensions

At SFAE we try to be fair to students and allow sufficient time to complete your course. Your trainer/assessor will inform you about completion timeframes. You may also seek clarification from the SFAE Operation's Manager if necessary.

If you need additional time to complete your studies, you need to consult with your trainer/assessor. Should you require it; a course application extension form can be obtained from the SFAE Administrative Controller. There is no charge for extensions unless additional materials and tutor support are required.

Induction

Student Induction is about ensuring that you are familiar with the following aspects of our organisation:

- Your trainers and assessors
- Your training timetable and venue
- Facilities that are available to you to ensure your comfort, safety and support requirements.
- The training and assessment procedures, including method, format and purpose of assessment.
- Student rights, obligations and responsibilities.
- The award you will receive
- Where to go to seek help including lodging complaints and appeals

Course transfer

You may request to transfer your enrolment to another course prior to course commencement. Contact admin@sfae.edu.au or adminqld@sfae.edu.au for assistance and information about applying for course transfer. Course transfers are at the discretion of the Chief Executive Officer.

Recognition of Prior Learning (RPL)

If you have previously completed training or have course related skills and experience, you may be eligible for Recognition of Prior Learning (RPL). We can provide you with information that explains the entire process.

RPL is the acknowledgement of skills and knowledge obtained through:

- Formal Training: previous courses run by training providers or in-house courses
- Work Experience: on the job experience, including informal training
- Life Experience: community group involvement, unpaid work,

Applications for RPL will be assessed on an individual basis. You will need to provide the required evidence to demonstrate your competency in relation to the evidence requirements for units of competency for which you seek RPL. You must demonstrate full competency in relation to the unit standards (including currency of knowledge and practical skills).

You can obtain further information about RPL from the SFAE Website

**Credit Transfer**

If you have already completed a unit of competency with another institution that is consistent with the current version on the SFAE scope of registration you may apply for credit transfer. There is no charge for credit transfer. You will be required to provide an original of the Award you received or JP signed copy that lists the code and title of the unit/s completed.

**Privacy**

All RTOs are bound by privacy laws in QLD (Refer to the legislation overview in this handbook) that protect your rights as a student. SFAE is committed to ensuring student confidentiality. Information about you as a student, (except as required by law or as required by the NVR Standards for RTO's), cannot be disclosed without your written permission. You also have the right under the law in QLD to see and ask to have amended any of your records

**Access to records**

You have a right to access your records of assessment. You need to contact the SFAE Administrative Controller. You will be required to complete a Student Access to Student File form - phone: 1300 769 559.

**Rights and obligations**

To make the most of your learning experience it is important that everyone understand their rights and obligations.

As a student at SFAE you are expected to:

- Commit to a study program that allows for completion of the course in which you are enrolled.
- Respect our staff, property, other students and the support you receive from your trainer/assessor and workplace personnel. The destruction of student, or workplace property, harassment or bullying of individuals, discriminatory or offensive language is not acceptable and could result in immediate cancellation of enrolment and action to recover costs. As a student, you may appeal any decisions made by management regarding behaviour.

- Complete all assessments in the agreed timeframe.

- Be open and honest with your trainer or the SFAE Operation's Manager or CEO about any concerns that you have regarding the service and support you receive.

- Respect the rights of others to learn and participate in the learning process. Report any incidents that threaten the safety of any individuals either verbally to your trainer or in writing to the Administrative Controller. WHS procedures for onsite training must be followed at all times. Mobile phones should be turned off during all training sessions, attire should be appropriate to the training context and/or requirements of the workplace. Due to safety issues, smoking is not allowed indoors in any training context.

- Know about safety and evacuation procedures so that you can respond appropriately in an emergency situation.

- Report any accidents or injuries that you encounter to ensure that you or others receive prompt first aid or medical attention. Should you require first aid treatment, you must speak to the trainer who will assist you.

- Advise the Operation’s Manager if you have a disability or illness that requires special assistance.

- Work with your trainer and Assessor as they are your primary support person. You need to talk to them about any special learning needs that you may have and establish a line of communication with them to access the support you need.

- Provide feedback on the quality of training experience during and on completion of your studies. All RTO’s are required to submit data based on student and employer feedback in relation to Quality Indicators. To assist with the collection of data you will be required to complete the nationally endorsed Learner Questionnaire and reporting data related to learner engagement. This data will then be submitted to the RTO registering body. You can email any feedback at anytime to admin@sfae.edu.au or adminqld@sfae.edu.au. We want to hear about anything that we can do better.
Welfare and Guidance

Specific student welfare and guidance services we may be able to offer you include:

- Information on training/assessment flexibility.
- Support regarding issues that might interrupt your training or affect your ability to continue or complete your training.
- Special consideration for instances of trauma or extreme hardship and where there may be a need to suspend current studies until a more suitable time.

Our guarantee to you

SFAE guarantees that each student receives a quality training experience within a well resourced learning environment and the support they require to complete the course they are undertaking in a timely manner.

We are always concerned about your wellbeing and therefore will ask you at enrolment about any special requirements that you may have and talk to you about any assistance that may be required. We will also monitor your progress throughout your studies and provide feedback about where additional assistance is needed. We also provide consistent support by assigning you a trainer/tutor. SFAE guarantees to help you complete your training and assessment, in your chosen qualification, once you have commenced study by providing the required support systems. You also have an obligation to help yourself and your trainer by maintaining a consistent effort and commitment to complete your studies in a reasonable timeframe.

Delivery and Assessment

SFAE adopts a flexible approach to the delivery of the courses on its scope of registration as follows:

**Blended Delivery:** this involves a combination of face to face in groups or as individual with a trainer/assessor on or off the job and self-paced supported learning and assessment where you receive course materials and work on them to complete the assessments at your pace and place. This option appeals to people who need flexibility due to work and personal commitments and who feel comfortable with independent learning.

**Support Available for Blended Delivery Learners**

SFAE is concerned about you reaching your study goals. This may mean that you will need ongoing face to face or indirect support. Ongoing email and telephone help desk support is available where you may communicate directly with trainers/assessors for flexible tuition,
guidance, and feedback. It is important that communication with your trainer is regular and that you are prepared to participate the sessions.

SFAE will ensure that you have all the resources to complete the training and assessment. These resources will include Learner guides and assessment workbooks. These materials are excellent quality and very learner friendly. Your trainer will help you to structure your learning by assigning tasks to be completed for each session and opportunities for feedback and support when required. You will also be encouraged to keep current with developments in your industry by conducting research on the internet about current issues and topics.

SFAE also conducts online discussion forum using Webinar, Google Hangouts, Skype and CATAPULT for some courses where learners can participate in live discussions with other participants and their trainer.

**Information about the assessment process**

Assessment will be competency based. Your assessor will ensure that you understand what is required of you for assessment. It is important that you are familiar with the competency requirements before you start your assessment so that you know exactly what you must achieve to be considered as competent. Note: The term "competent" also means being able to successfully perform a task repeatedly, in a variety of situations, over a period of time.

The assessment (summative assessment) could involve a range of assessments that may include:

<table>
<thead>
<tr>
<th>Method</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Observation</td>
<td>• Real work activities at workplace or simulated environment</td>
</tr>
<tr>
<td>Simulation</td>
<td>• Role play</td>
</tr>
<tr>
<td></td>
<td>• Work activities in an environment set up to simulate the workplace</td>
</tr>
<tr>
<td></td>
<td>• Case study</td>
</tr>
<tr>
<td>Oral tests/Questioning</td>
<td>• Self-assessment</td>
</tr>
<tr>
<td></td>
<td>• Verbal answers to preset questions</td>
</tr>
<tr>
<td></td>
<td>• Written questionnaire</td>
</tr>
<tr>
<td></td>
<td>• Interview</td>
</tr>
<tr>
<td>Written tests</td>
<td>• Short answer</td>
</tr>
<tr>
<td></td>
<td>• Essays</td>
</tr>
<tr>
<td></td>
<td>• Multiple choice</td>
</tr>
<tr>
<td>Review of products</td>
<td>• Work samples or products</td>
</tr>
<tr>
<td>Portfolio</td>
<td>• Testimonials/references</td>
</tr>
<tr>
<td></td>
<td>• Work samples and/or products</td>
</tr>
<tr>
<td></td>
<td>• Training records</td>
</tr>
<tr>
<td></td>
<td>• Assessment records</td>
</tr>
</tbody>
</table>
Assessment formats

Assessments are provided primarily in electronic and also hard copy formats in some instances. You will be given these assessments as required throughout the course and your trainer will ensure that you fully understand what needs to be completed. They will also encourage you to maintain a list of questions as you will be keen to know how well you are progressing and they will provide you with verbal and written feedback. It is important of will receive timely access to all course materials including assessments.

Assessment monitoring

It is your trainer’s responsibility to monitor completion of assessments. They will discuss your progress and negotiate any support required to help you complete the requirements. They will use formative assessment which will most likely involve oral questions (including contingency based questions) and observation to assess your developing knowledge and skills.

This is a competency based course. You will be marked either as C (Competent) or NYC (Not Yet Competent), in which case you will have the opportunity to re-sit on further occasions. The assessor will provide you with clear guidance of what is required to be marked as Competent.

Once competency has been achieved the student is graded as ‘competent’ (“C”) for that particular unit. If a student fails to demonstrate a sufficient level of understanding and practical application they are deemed to be ‘not yet competent’ (“NYC”). Students who are unable to meet a competent standard after two further attempts will be required to re-enrol in the relevant unit/s of competency and pay the relevant fees and charges.

Assessment submission process
You can submit your assessments using the following methods:

- Directly to your assessor by arranging to hand it in at one of your sessions or meeting at the conclusion of your course.
- You may also email your electronically on a USB that is clearly named and mailed to the RTO postal address
- In hard copy, neatly presented and well organised. Hard copy submission should be posted (not faxed) to the RTO postal address. (P.O. Box 2136 Beenleigh Qld 4207)

**PLEASE NOTE:**
- You need to ensure that your assessment is named and that you have signed the authenticity declaration before you submit it for assessment.
- Always keep copies of all work submitted.

**Feedback**

We like to ensure you are provided with timely feedback on all work submitted for assessment. Feedback about progress will be provided verbally and in writing as part of and at the end of the training and assessment process. Your trainer assessor will explain where there are gaps in your skills and applied knowledge and how competency can be achieved. You are encouraged to provide feedback about your training experience to your trainer assessor verbally and in writing at the end of your course.

**Issuance of Awards**

A Certificate or Statement of Attainment will be issued to acknowledge full or partial completion of the qualification requirements within 21 days of final competency.

**Reissue of awards**

If you require a re-issue of any award you will need to send a written signed request stating:

- Certificate required
- Name
- Date of Birth and
- Reason for re-issue
- Date the course was undertaken

This should be sent to the Administrative Controller, after which original documents will be checked from the database, signed off by the CEO and another Statement of Attainment issued. Payment of the relevant fee (refer to information about fees and charges) is required prior to reissuance of awards.
Complaints and Appeals

Complaints

Our approach to managing complaints focuses on effective complaint resolution procedures where issues are managed quickly, dealt with fairly and confidentially at the local level with a minimum number of people involved. The resolution process will focus on a rapid re-establishment of good educational working relationships and positive outcomes. The procedures for managing complaints and appeals aim to avoid blame and undue investigation.

Roles and responsibilities

The Chief Executive Officer is responsible for implementing this policy. The Operation’s Manager has primary responsibility for responding to complaints, counseling SFAE students and advising them about avenues and resources for further counselling or support.

The process is as follows:

Step 1: Discuss the complaint with the person concerned

You are encouraged to resolve concerns or difficulties directly with the person(s) concerned, wherever possible. In all circumstances, an attempt must be made to settle the complaint prior to commencing a formal complaint process. All complaints will be regarded as serious matters and handled with discretion, understanding and a high level of professionalism. Confidentiality will be maintained throughout the process.

Step 2: Lodge a Complaint Form

If an agreement is not reached during the discussion stage, you may lodge a Complaint Form which can be obtained from the SFAE Administrative Staff. The complaint will be reviewed by the Chief Executive Officer who will approve any recommended action and ensure it is enacted.

You will be informed in writing of the decision within ten (10) days.

Step 3: External Appeal

You may appeal by emailing complaintsteam@asqa.gov.au or the Ombudsman if they are not satisfied with the outcome of the complaint investigation. Outcomes of the arbitration process will be based on RTO/complainant input and outcomes advised to both parties.

The RTO is obliged to cooperate and comply with any actions resulting from such an investigation and implements relevant to quality improvement measures.
Assessment Appeals

You can appeal an assessment decision within 28 (twenty eight) days of receiving the assessment results by following the next steps:

**Step 1: Discuss the results with assessor**
It is recommended that you discuss the results with the assessor first.

**Step 2: Lodge an Assessment Appeal Form**
If an agreement is not reached during the discussion stage, you may appeal by lodging a formal appeal using an Assessment Appeal Form within twenty eight (28) days of the discussion date which can be obtained from the SFAE Administrative Staff.

The disputed assessment decision will be reviewed by the CEO and another accredited assessor (not the original decision maker).

You will be informed in writing of the decision within ten (10) days.

Note: If an appeal decision is made and accepted as final among the parties at the conclusion of Step 1 or 2 the academic result is to be amended and amendments made will be advised immediately to you as the appellant in writing.

**Step 3: External Appeal**
If the original decision is upheld, you may apply to have the decision reviewed by an external party within twenty eight (28) days of the appeal form returned to the appellant.
There is a payment of $50 required to apply for an external appeal. This may be waived by the CEO at their discretion. You will be informed in writing of the external appeal decision within a further twenty eight (28) days. The result of an external appeal is considered by the RTO to be final.

**Note:** If you are still not satisfied with the decision, you have rights under the Australian legal system or to contact ASQA 1300 701 801 or email complaintsteam@asqa.gov.au for advice.
Complaints Process Chart

**Complainant**

**Informal verbal complaint identified; discussed by relevant parties.**

- **Complaint Unresolved**

**Complaint formalised in writing to CEO.**
For attempted resolution Student advised of decision within 10 days.

- **Complaint Unresolved**

**Complainant may seek an external appeal and complaints resolution through external arbitration (National Complaints Hotline or Ombudsmen or with ASQA.)**

**Outcomes of arbitration process will be based on RTO/complainant input and outcomes advised to both parties.**
RTO abides by actions from decision.

**Outcomes agreed among parties and action taken to ensure future prevention of problem.**

- **Complaint Resolved**

**Action taken to investigate and resolve cause of problem.**

- **Complaint Resolved**

**Action undertaken to implement quality improvements for future best practice**

- **Complaint Resolved**
Informal verbal appeal made within 28 days and discussed among relevant parties (assessor/appellant).

Appeal Unsuccessful

Appeal against a decision lodged on Assessment Appeal Form with CEO. Referred to an accredited assessor (not original one) for consideration/recommendation.

The appellant will be informed in writing of the decision within ten (10) days.

Appeal Unsuccessful

Appellant may apply for review of decision by external qualified party within 28 days of appeal advice. Fees may apply for further review. Appellant informed of external review decision within further 28 days. RTO considers decision to be final.

Appeal Unsuccessful

Appellant may seek advice from ASQA or explore their rights under the Australian legal system.

Appeal Unsuccessful

Appeal decision made and accepted as final among the parties. Academic result amended and amendments made advised to Appellant immediately in writing.

Appeal Successful

Appeal decision is final. Academic result amended and amendments made advised to Appellant in writing.

Appeal Successful

Appeal Successful

Appeal Successful
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