

LEARNER HANDBOOK

SGS AUSTRALIA PTY LTD

RTO# 2646

SGS ACADEMY



CONTENTS PAGE

Contents

1.	General Information.....	5
1.1	Contact information.....	5
1.2	Office Locations.....	5
1.3	Types of Training on offer.....	8
1.3	Booking a course.....	8
2.	Learner Information.....	8
2.1	Unique Student Identifier (USI).....	8
2.2	Entry Requirements.....	9
2.3	Language, Literacy and Numeracy (LLN) Support.....	9
2.4	Reasonable adjustment.....	9
2.5	Physical requirements of our courses.....	10
2.6	Transition and teach out.....	10
2.7	Access to your records.....	10
3.	Training and Assessment.....	11
3.1	Pre-learning.....	11
3.2	Attendance.....	11
3.3	Submitting Assessments.....	11
3.4	Online learning.....	11
3.5	Assessment Feedback.....	12
3.6	Reassessment.....	12
3.7	Issuing Statements of Attainment and Certificates of Completion.....	12
4.	Workplace Health and Safety.....	12
4.1	General health and safety.....	12
4.2	Hazards and reporting.....	13
4.3	Emergency procedures.....	13
5.	Conduct.....	13
5.1	Learner rights, expectations and conduct.....	13
5.2	SGS Academy Rights and Responsibilities.....	14
5.3	Plagiarism and cheating.....	14
5.4	Bullying, discrimination and harassment.....	14
5.5	Protection of young people.....	15
6.	Student Wellness, Support and Available Services.....	15
6.1	Student Wellness.....	15
6.2	Educational and Support Services.....	15
6.3	Aboriginal and Torres Strait Islander Services.....	16
7.	Complaints and Appeals.....	16

8.	Fees, Cancellations and Refunds	17
8.1	Course fees	17
8.2	Additional fees	17
8.3	Cancelled classes	17
8.4	Refunds	18
8.5	e-Learning courses	18
8.6	Fee protection	18
9.	Credit Transfer and RPL	18
9.1	Credit Transfer	18
9.2	Recognition of Prior Learning	19
10.	Feedback	19
10.1	Training Surveys	19
10.2	Quality Indicator Surveys	19
11.	Terms and Conditions	19
11.1	Privacy	19
11.2	Copyright	21
11.3	Full Terms and Conditions	21

WELCOME

Welcome to SGS Academy (RTO# 2646) and thank you for choosing us for your training needs.

A full list of our courses can be found on our website <https://learning.sgs.com/au> and our accredited training scope can be found on the national register <https://training.gov.au/Organisation/Details/2646>

As a global leader in professional training, we offer you the very best in professional development training and customised training solutions. Our unrivalled experience and expertise, combined with our unique global reach ensures that you benefit from consistent training and development at every level. With a proven track record delivering public, in-house and online courses, the world's largest companies and government organisations trust us to train their professionals.

Our courses cover everything from safety to quality, compliance to sustainability, brand protection to risk management. Whatever your industry, whatever the subject, we can help you:

- Keep up-to-date with the latest industry best practice, technical standards and current legal and regulatory compliance expectations
- Gain the skills and knowledge you need to move forward
- Learn how to manage and improve environmental impact
- Identify, manage and reduce risk by meeting legal duty-of-care and health and safety obligations
- Develop through improved management and leadership development programs
- Understand how to enhance the quality and efficiency of management systems and standards
- Improve productivity, integrity and performance throughout the supply chain
- Build a more responsible and sustainable future
- Learn in a way that suits your needs, learning styles and goals with a range of flexible solutions, including public courses, in-house training, e-learning and virtual learning

Our dedicated team of Trainers and Assessors, Management and Administration staff are committed to providing excellence in the delivery of the services that we offer. We are here to assist by equipping you with the skills and knowledge that you require for your life and career.

Disclaimer

The information in this handbook was accurate at the time of publication. Changes to legislation and/or SGS Academy policies may impact the currency of information included within this handbook. SGS Academy reserves the right to vary and update information without notice. Learners are advised to seek any changed information and/or updates from SGS Academy. This handbook is intended as a guide to help Learners understand their responsibilities and those of SGS Academy. All Learners must read, understand, and follow the policies and procedures outlined within this handbook.

1. General Information

1.1 Contact information

Website: <https://learning.sgs.com/au>

Email: au.sgsacademy@sgs.com

Phone: 1300 850 257

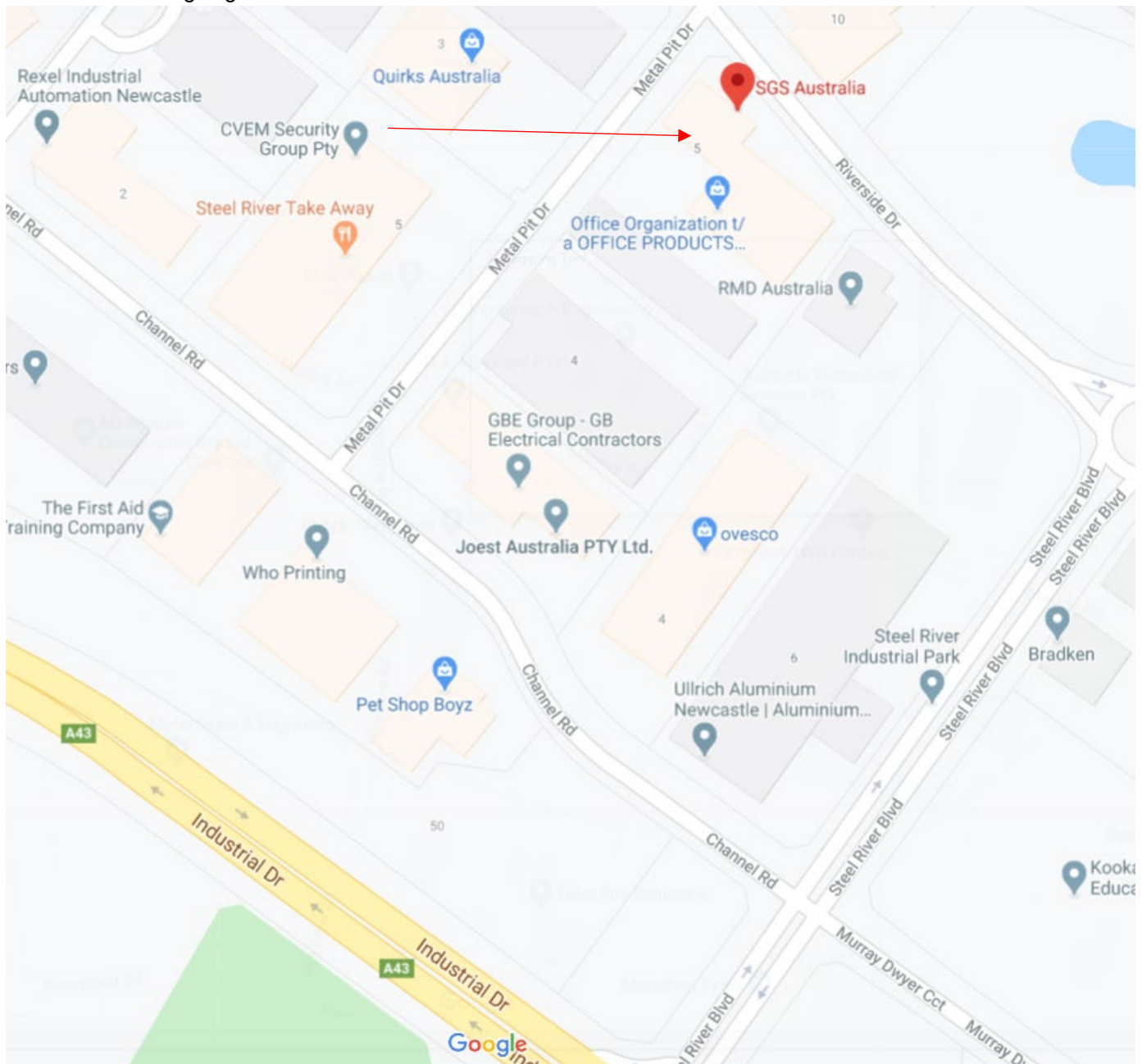
RTO ID: 2646

1.2 Office Locations

Mayfield West:

Level 1, 6A Metal Pit Drive Mayfield West NSW 2304

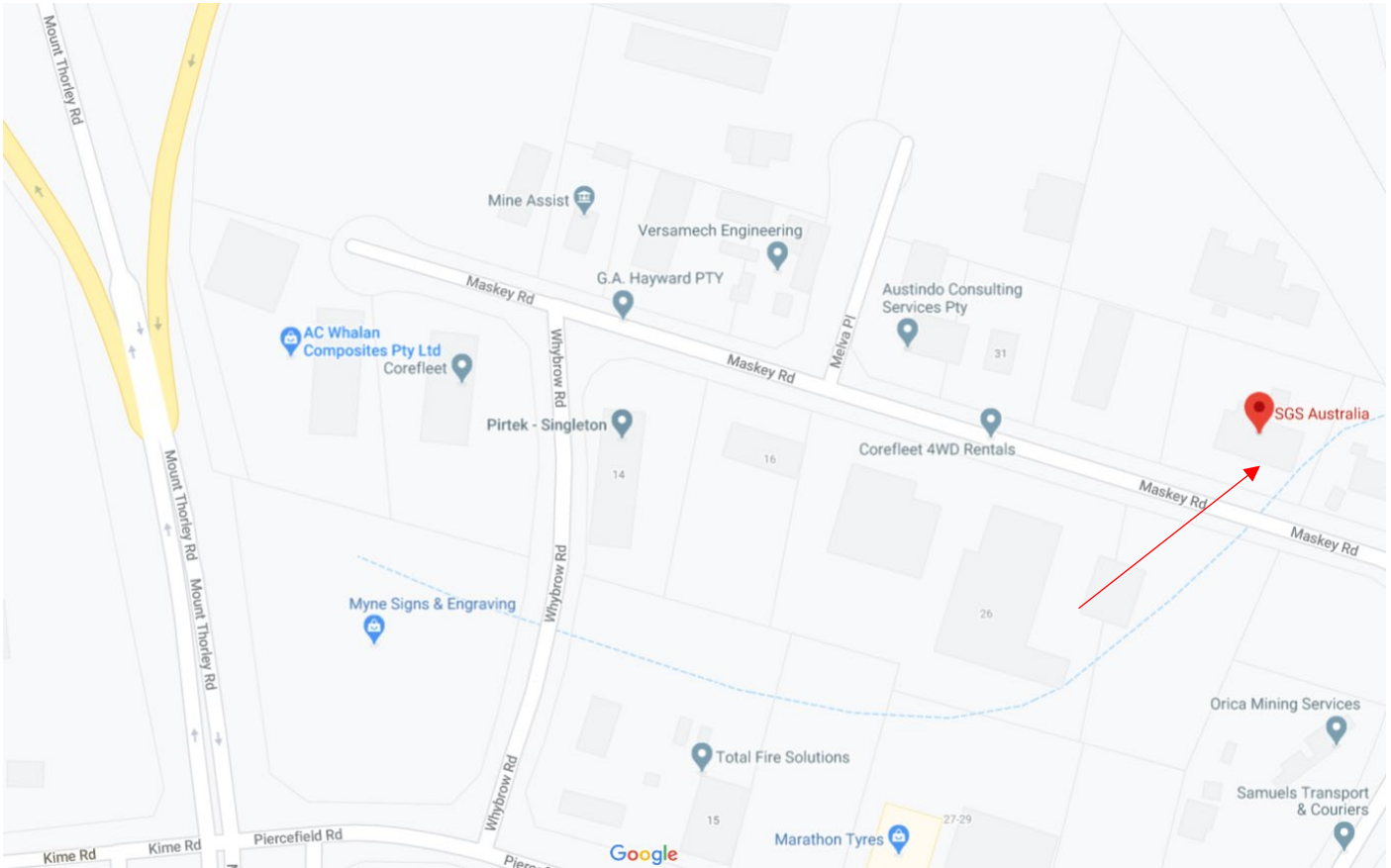
Entry is via Building A, on the left-hand side of the carpark. Walk directly up the stairs to the upstairs reception desk for signing in.



Mt Thorley:

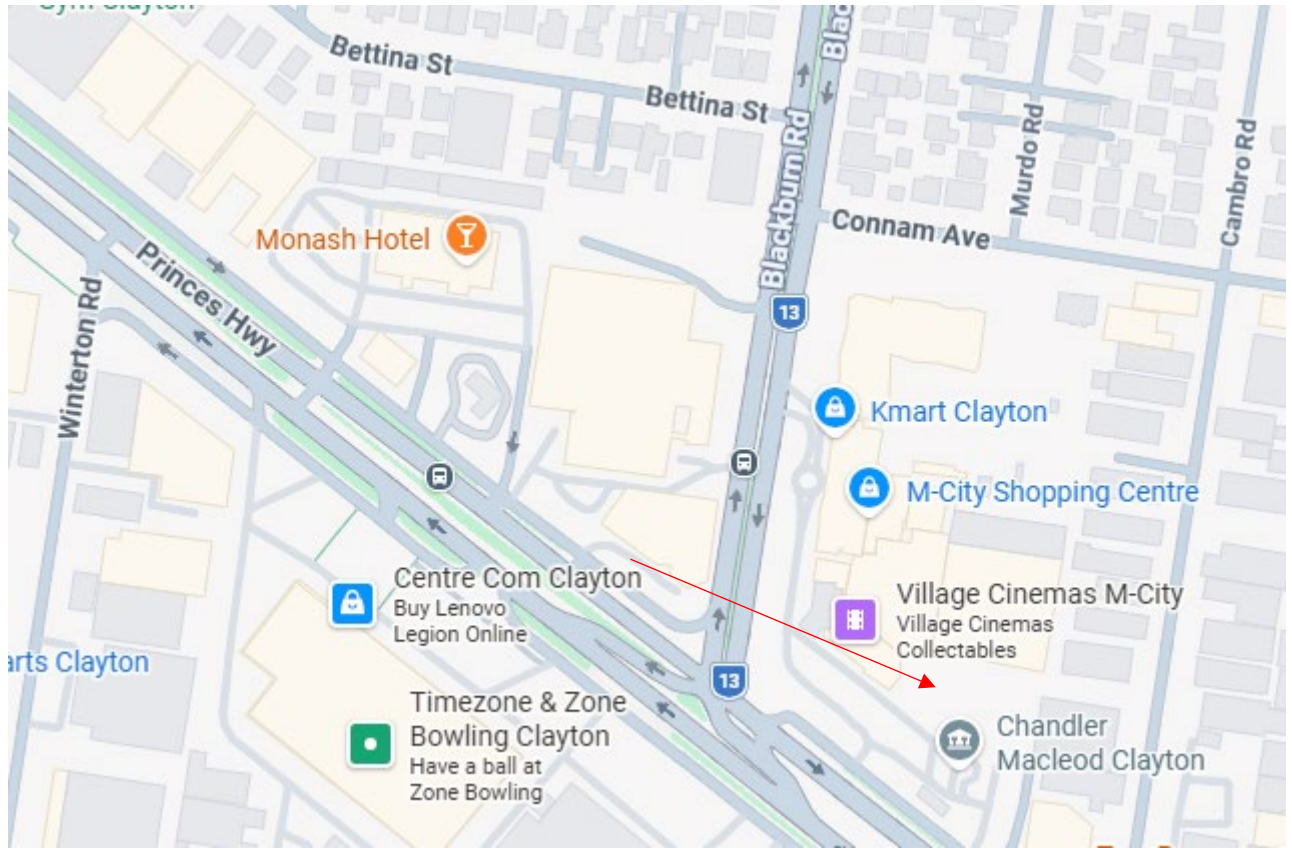
111 Maskey Road, Mount Thorley NSW 2330

Entry is on the right-hand side of the front of the building.



Melbourne:

Located in the **M-City Office Building**: Level 1, 2107–2125 Dandenong Road, Clayton VIC 3168



1.3 Types of Training on offer

SGS Academy offers a range of courses and Units of Competency that may be of interest to you or your business. A full list of our courses can be found on our website <https://learning.sgs.com/au> and our accredited training scope can be found on the national register <https://training.gov.au/Organisation/Details/2646>.

Non-Accredited training

Non-accredited training is training that has not been formally recognised by an accrediting body. You will not receive accredited certification or a statement of attainment for this training, but a Certificate of Completion or a Statement of Attendance will be issued. This training is not recognised by other Registered Training Organisations (RTO's) for credit transferring. However, you may be able to use this non-accredited training when applying for Recognition of Prior Learning.

Accredited training

Accredited training includes Accredited Courses, Skill Sets, Qualifications or Units of Competency that is nationally recognised and endorsed on the national register <https://training.gov.au>. Accredited training is recognised nationally and meets national quality assurance requirements and industry standards.

1.3 Booking a course

Course bookings are available via our website <https://learning.sgs.com/au> or alternately you are able to contact us via phone on 1300 850 257 or email au.sgsacademy@sgs.com.

Course outlines and a calendar of upcoming courses are available on our website.

2. Learner Information

2.1 Unique Student Identifier (USI)

From the 1st of January 2015 it is a requirement that all learners in Australia have a Unique Student Identifier (USI). A USI is a reference number made up of numbers and letters that gives you access to your USI account. The USI will allow you to have easier and more reliable online access to your record of training history. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

The USI will stay with you for life and will be recorded with any nationally recognised Vocational Education and Training course that is undertaken from January 2015. You must have a USI before an RTO can issue your Certificate or Statement of Attainment. For more information please see: <https://www.usi.gov.au/>.

There are two ways a USI can be created:

a) A Learner can create their own USI

This can be achieved by going to the Unique Student Identifier Website <https://www.usi.gov.au/> and following the simple steps.

b) SGS Academy can create a USI on your behalf

For SGS Academy to create a USI on your behalf you will need to give your permission and will be required to sign a Privacy Notice for this to become into effect.

For both above options, you will be required to provide the following:

- Personal information - name, date of birth, town or city you were born in etc.
- Contact Information - at least one method of contact e-mail, mobile or mail
- Form of ID: Options include a Driver License, Medicare card, Australian Passport, Visa (with Non-Australian passport), Birth Certificate (Australian), Citizenship Certificate, and Immicard.

2.2 Entry Requirements

Each course has its own entry requirements, please see the information on each course's entry requirements on the SGS Academy website <https://learning.sgs.com/au>.

Some courses may have an age restriction, such as Construction Safety Induction (White Card), which has a minimum age of 14 years old. Please see the information on each course's entry requirements on the SGS Academy website <https://learning.sgs.com/au>.

For all accredited courses, a valid USI is required on enrolment. Enclosed footwear is required as a WHS requirement on SGS Academy sites.

2.3 Language, Literacy and Numeracy (LLN) Support

SGS Academy is committed to ensuring all Learners understand the requirements of their chosen course and are provided with fair and equitable opportunities to participate in training and assessment. This includes ensuring learners have the Language, Literacy and Numeracy (LLN) skills necessary to meet course outcomes or are given the required support to their learning.

SGS Academy provides clear and accurate information regarding entry requirements, course content and assessment expectations and any inherent LLN demands related to the training or the industry context. This allows Learners to make informed decisions and understand the LLN skills required to successfully complete their training. To assist in determining a Learner's LLN needs before training begins, SGS Academy incorporates a series of self-reflection questions into the enrolment process. These questions allow learners to identify any areas where they may require additional support. Trainers review the responses prior to course commencement and where LLN needs are indicated, Trainers can discuss suitable support strategies or reasonable adjustments with the learner.

In the event that a Learner with LLN difficulties are identified, appropriate reasonable adjustment strategies to assist them with their learning will be implemented. These needs will be addressed through all learning and assessment activities over the duration of the course. Where possible, Learners are provided with advice and support services in the provision of external LLN assistance services.

2.4 Reasonable adjustment

Reasonable adjustment refers to any measure or action taken to enable a Learner with a disability or specific learning need to participate in training on the same basis as learners without disability, without compromising the integrity of the training product or assessment requirements. Reasonable adjustments are intended to remove barriers; not lower standards, alter the required skills or knowledge, or provide an unfair advantage. Adjustments are always determined on an individual basis, ensuring that the learner can actively participate and demonstrate their competence while maintaining the quality and validity of assessment outcomes.

Where appropriate and feasible, SGS Academy will implement reasonable adjustments in line with our Reasonable Adjustment Procedure. These adjustments aim to support learners to:

- Access training and assessment on equal terms
- Participate fully in learning activities
- Demonstrate their competence in a fair and flexible way

SGS Academy ensures that any adjustment provided does not compromise the assessment requirements of the relevant Unit of Competency or the integrity of the qualification.

Reasonable adjustments may include, but are not limited to:

- Providing learning or assessment materials in large print, different formats or colours
- Allowing extra time for learning or assessments
- Offering verbal assessment instead of written responses where appropriate

- Allowing rest breaks during assessments
- Providing additional guidance or support from a qualified Trainer/Assessor
- Adjusting the learning environment to meet accessibility needs

Availability of adjustments may vary depending on context, resources and assessment requirements.

To support learners effectively, SGS Academy may gather information about support needs through:

- The enrolment process
- Conversations with the learner
- Disclosure of disability or learning needs at any stage

Learners are encouraged to disclose disability or learning needs so that appropriate support can be arranged. Any information shared is treated confidentially and respectfully.

SGS Academy continuously monitors learner progress to ensure that adjustments remain appropriate and effective throughout the training journey.

While SGS Academy aims to support all learners, the Disability Discrimination Act recognises that adjustments may not be required if they would cause unjustifiable hardship for the RTO. This may relate to excessive cost, major operational challenges, or significant disruption to other learners.

Where an adjustment is not possible or appropriate, SGS Academy will explain the reasons to the learner as early as reasonably practicable and work with them to explore alternative support options.

2.5 Physical requirements of our courses

Wheelchair access and facilities are not available at our Mayfield West or Mount Thorley training facilities. SGS Academy provides training in high-risk safety, rescue and first aid courses that require a certain amount of physical mobility. Any considerations or adjustment in these courses will need to ensure that it does not compromise the integrity of the assessment requirements of the Unit of Competency. The physical requirements of these courses are noted on our website <https://learning.sgs.com/au> as well as in the applicable course flyers.

2.6 Transition and teach out

Nationally accredited training is periodically updated by governing bodies. This requires SGS Academy to move learners to the newer training product or continue in the existing training if it can be shown that the learner will complete the training prior to the teach out date or would experience genuine disadvantage from transitioning. If a transition affects you and your training course, SGS Academy will notify you of the transition and the options available to you.

2.7 Access to your records

You have the right to access your training file at any time. If you would like to view your file, please contact SGS Academy in writing. Your file will be made available within five (5) business days. Please be advised that you will be required to provide proof of identification before any information is released.

Please note, SGS Academy is only required to keep copies of your completed assessments for 3 years. We are unable to give you a copy of the completed assessment due to risk of plagiarism, however you are welcome to come to an SGS Academy facility to view the assessment within the retention period.

If you require a copy or reprint of a Certificate, Statement of Attainment or Card, a fee may apply. Please see Additional Fees section of this handbook.

3. Training and Assessment

3.1 Pre-learning

Some courses may require pre-learning and/or pre-assessment which must be completed and submitted prior to sitting the class. This pre-course assessment is to be presented to your trainer upon arrival to your course or emailed through prior to the course. Please note that if the pre-course assessment is not completed, the participant will not be able to attend the face-to-face training and will need to submit a new booking request. Full course fees may apply in this instance.

3.2 Attendance

If you are enrolled in a classroom-based course, it is an expectation that you attend every class in order to complete the necessary training and assessment components of the course. Students are asked to arrive at class at least fifteen (15) minutes prior to the commencement of training to complete their enrolment forms.

If you are unable to attend your course, please notify SGS as soon as possible. Cut off dates for rescheduling and refunds apply. Please see section “7.4 Refunds” for more information. 100% of the course fee will apply for learners who do not turn up for a course that they have enrolled in. Please see the Fees and Refunds section of this Handbook for more information.

3.3 Submitting Assessments

Prior to completing your assessment, you must ensure that you understand what is required of you. If you are unsure of what is required of you, or if you feel you do not have the sufficient skills or knowledge to satisfactorily complete the assessments you must address your concerns by discussing them with your Assessor. Your Assessor will either provide you with instruction or may wish to provide further training.

Some courses may require assignments or third-party reports that are to be completed on the job. You will be given a due date to complete and submit the assignment. If you do not submit the required assignment in time, the unit/s of competency aligned to the assignment will be deemed as ‘Not yet competent’ and your course enrolment will be withdrawn.

If you require an extension, please contact SGS Academy prior to the deadline as an extension may be granted in extenuating circumstances.

3.4 Online learning

For Learners enrolled into an online learning course, you will receive clear and up-to-date information about course requirements, expectations, support options and assessment processes within your welcome information. Before starting any assessment, learners must carefully read all instructions, review the Learner Handbook, and complete the required Learner Acknowledgement confirming they understand the assessment method, process, and readiness to be assessed.

Learners should ask questions of their Assessor to clarify assessment requirements, expected timeframes and any resources or tooling needed, and notify their Assessor if they require reasonable adjustments such as LLN assistance or disability access. Learning materials and assessments are accessed through the iLearn LMS, where students can view their scheduled learning, coursework and submission portals.

Identity verification (e.g., photo ID, secure login) may be requested to ensure assessment integrity, and all assessment documents, evidence and practical tasks must meet unit of competency and WHS requirements.

Online students must ensure they have a suitable device with webcam, microphone and speakers; a stable internet connection; an up-to-date web browser; a PDF reader; access to iLearn via their SGS profile; and the ability to upload files up to 20MB.

When submitting digital evidence, learners must follow the required file-naming convention (Surname.Firstname.Task.Date), ensure videos or screen-recordings are safe, audible and compliant, gain consent from anyone appearing in recordings, and clearly identify themselves at the start of each video.

For any technical difficulties or support requests, online learning students can contact SGS Academy via au.sgsacademy@sgs.com.

3.5 Assessment Feedback

For on-site and classroom-based training, you will receive verbal assessment feedback from your Trainer Assessor at the end of your course.

For online learning, you will be notified via email and through our Learning Management System iLearn of your outcome and any feedback within 5 business days.

3.6 Reassessment

If you are deemed 'Not yet Satisfactory' for an assessment, you are entitled to a resit of the assessment. Your course fees include two (2) assessment attempts. After two attempts you will be asked to re-sit the full course/unit of competency again, fees will apply to re-sit the full course.

You may appeal an assessment decision, please see Complaints and Appeals section of this Handbook.

3.7 Issuing Statements of Attainment and Certificates of Completion

On successful completion of your training and all course costs have been paid, your Statement of Attainment (for Accredited Courses) or Certificate of Completion (Non-Accredited Courses) will be issued. It may be given to you at the end of the course or mailed to your residential address listed on your Enrolment Form.

Statements of Attainment and Certificates will be issued and sent to you within 30 calendar days. For online learning, a digital Statement of Attainment will be emailed or sent via our Learning Management System iLearn within 7 days.

4. Workplace Health and Safety

4.1 General health and safety

Smoking is only permitted during official break times and within designated smoking areas. Your Trainer Assessor will advise you of designated smoking areas in the housekeeping portion of your course.

If you have a personal health condition which may become critical while attending the course, please inform your Trainer Assessor before commencing the course. All information will be treated in strict confidence, as per the *Privacy Act 1988* (Cth) (Privacy Act).

Learners are asked to observe the following guidelines to assist in achieving and maintaining a safe working and learning environment:

- Appropriate fully enclosed footwear is to be worn on all SGS sites
- PPE such harnesses will be provided by SGS Academy and must be worn when instructed
- Do not undertake activities that may cause injury to self or others
- Be responsible for your own actions
- Possessing, using, distributing, or selling alcohol or illegal drugs at an SGS Academy facility is strictly prohibited. Students who violate this policy or who are suspected of being under the influence of alcohol or illegal drugs will be asked to leave the training course and their employer will be notified
- Assist in always keeping training areas neat and tidy, ensuring any rubbish is disposed of in the bins provided and that you clean up after yourself when using the tea/coffee facilities
- Use safe lifting and carrying techniques at all times if required to assist in the practical components of your training

- While in the classroom, learners are asked to not sit on desks/tables or swing on the back legs of their chairs due to the potential risk of injury
- Observe basic hygiene standards, particularly in the kitchen and bathroom areas

4.2 Hazards and reporting

Should you be involved in an accident which results in personal injury and/or damage to equipment or facilities, notify your Trainer Assessor immediately.

4.3 Emergency procedures

Emergency procedure and exit plans must be followed. Observe the emergency response and evacuation procedures that will be explained in your course induction. Evacuation plans are located in each training room as well as in other strategic locations around the training facility. Care should be taken to observe the location of fire extinguishers, exits and assembly points. Your Trainer Assessor will outline the emergency procedures with you at the commencement of your course.

5. Conduct

5.1 Learner rights, expectations and conduct

Know your rights and responsibilities when training at SGS Academy.

Learner rights:

- Accredited training will be of a quality consistent with ASQA regulations
- Be treated fairly, with respect from others and without discrimination or harassment, regardless of religion, culture, race, sexual difference, age, disability, or socio-economic status
- A safe, clean, orderly, and cooperative environment
- A supportive environment without interference from others
- Be made aware of the fees and charges relevant to your training, including equipment and resources, prior to commencement of training
- Ability to apply to have existing skills and knowledge recognised
- Be informed about personal information that is collected about them and the right to review and correct that information
- Privacy of your records and any personal information
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur
- Have access to our complaints and appeals policy and procedure
- Be able to lodge a complaint or appeal and have it investigated effectively and fairly without retaliation or victimisation

Learner expectations and conduct:

- You are required to contact SGS Academy if you will be late or are unable to attend your course
- You are required to arrive to your course on time and stay for the full duration of the course. Should it be necessary to leave a class early - you must advise the Trainer Assessor before the course commences. This includes after lunch and coffee breaks
- Treat facilities and equipment with due care and respect
- To protect your own health and safety and to avoid adversely affecting the health and safety of any other person
- To not wilfully or recklessly interfere or misuse anything provided by SGS Academy in the interests of health, safety or welfare
- To cooperate with health and safety directives given by staff of SGS Academy
- To ensure that you are not affected by the consumption of drugs or alcohol
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory

- Mobile phones must be switched off or on silent. In emergency situations where you need to be contacted, please advise your Trainer so that arrangements can be made
- If during your course of study, you change your name or your address - you must notify SGS Academy as soon as possible

The following misconduct will not be tolerated:

- Theft, fraud, violence/assault, serious negligence; including WHS non-compliance
- Inappropriate language, behaviour, and actions
- Cheating or plagiarism
- Discrimination, harassment, intimidation or victimisation of staff and fellow participants
- Refusing to carry out lawful and reasonable instructions
- Being affected by alcohol or drugs (both illegal & prescription)

Learners who engage in bullying, discrimination, harassment, or any other serious misconduct described in this handbook, as well as learners who deliberately or recklessly disregard safety policies, may face disciplinary action, which can include withdrawal from their course in line with our policies. No refund will be issued in these instances.

5.2 SGS Academy Rights and Responsibilities

SGS Academy will:

- Operate professionally and conduct business in a sound, ethical and fair manner
- Treat all Learners and Staff with respect and fairness, without discrimination or harassment, regardless of religion, culture, race, sexual difference, age, disability, or socio-economic status
- Support Learners to develop skills in a safe and healthy educational and social environment
- Treat your information confidentially, protect your rights to privacy and ensure the accuracy and integrity of the information we hold about you
- Advise Learners of changes to fees, course delivery, timetable and location and of any alternative arrangements as soon as possible
- Offer reasonable adjustments and support to Learners with learning difficulties, ensuring it does not breach the requirements of the unit/s of competency being trained.

5.3 Plagiarism and cheating

All assessments must be your own work. Cheating or getting others to do your work will not be tolerated nor will copying from a published document (including the internet) without referencing. You must follow referencing guidelines if you take another person's idea and put it into your own words. You should complete your own research to determine a method of referencing that suits your purposes.

Cheating and plagiarism may result in termination from the course. No refund will be given in this instance.

5.4 Bullying, discrimination and harassment

SGS Academy is committed to providing a safe, respectful and inclusive learning environment where all Learners feel valued and supported. Bullying, harassment and discrimination of any kind (whether verbal, physical, written or online) are strictly prohibited. Such behaviour undermines the wellbeing of others and disrupts the learning environment. All Learners are expected to treat fellow students, staff and visitors with courtesy and respect at all times. We encourage Learners to report any concerns so that they can be addressed promptly and appropriately.

You will be expected to treat staff and fellow participants with respect and observe any conditions which may appear in this Learner Handbook or be raised during the course by an SGS Academy staff member.

5.5 Protection of young people

SGS Academy is committed to the safety and wellbeing of all children who use its services and is dedicated to protecting them from harm. SGS Academy ensures that all staff treat children and young people with respect and understanding at all times. SGS Academy carefully selects, screens and monitors people whose role requires them to have regular contact with children and ensures that those who deal with children within the organisation have a current Working with Children Check as per the NSW Child Protection (Working with Children) Act 2012.

6. Student Wellness, Support and Available Services

6.1 Student Wellness

SGS Academy strives to create a safe and supportive learning environment that promotes the wellbeing, mental health, and equitable participation of all learners, in alignment with the 2025 Standards for RTOs. Where a learner's wellness needs are outside the capability or skill of SGS Academy, we will refer learners to an appropriate service or organisation. Referral support organisations can include:

Support Services

- Beyond Blue: 1300 224 636 or www.beyondblue.org.au
- Headspace Australia's National Youth Mental Health Foundation: 1800 650 890 or <https://headspace.org.au/>
- QLife LGBTQ+ peer support and referral: 1800 184 527 or <https://qlife.org.au/>
- Mensline 24/7 phone and online counselling for people affected by suicide: 1300 789 978 or <https://mensline.org.au/>

SGS Academy also has a partnership with the **Australian Counselling Service (ACS)**. The ACS offers SGS Learners free telehealth counselling session through the Partner Referral Program.

- Visit www.acscounselling.com.au and select Book Appointment
- Select Partner Referrals > RTO > Community Session
- Choose your counsellor and time
- ACS will be in touch to confirm your booking.

Referrals to external support services by SGS Academy are provided at no additional cost to the learner. The learner will be made aware that costs associated with the support service will be payable by the learner.

6.2 Educational and Support Services

In line with our Access, Equity and Wellbeing practices, learners with special needs are offered the same opportunities as any other learner. Our training and assessment programs will take special needs into consideration from the planning stage and adopt flexible learning and assessment methods as appropriate. Please see Reasonable Adjustment below for more information. Our Access, Equity and Wellbeing Policy is also available on our website.

Prior to enrolling in training, potential learners are encouraged to contact SGS Academy if they have any special needs that will impact their ability to meet the physical and literacy demands of the course.

SGS Academy is committed to the needs of our learners. Where a learner's needs are outside the capability or skill of SGS Academy, we will refer learners to an appropriate service or organisation. Referral support organisations can include:

- Lifeline: 13 11 14 or www.lifeline.org.au
- Adult Migrant English: 1300 566 046 or <https://immi.homeaffairs.gov.au/settling-in-australia/amep/about-the-program>
- Salvation Army: 13 72 58 or www.salvos.org.au
- The Reading Writing Hotline: 1300 655 506 or www.readingwritinghotline.edu.au

- Centrelink: 132 490 or www.servicesaustralia.gov.au/individuals/job-seekers
- Lifestyle solutions: 1800 634 748 or <https://www.lifestylesolutions.org.au/>
- Vision Australia: 1300 847 466 or <https://www.visionaustralia.org/>

Referrals to external support services by SGS Academy are provided at no additional cost to the learner. The learner will be made aware that costs associated with the support service will be payable by the learner.

6.3 Aboriginal and Torres Strait Islander Services

SGS Academy acknowledges and respects the Traditional Custodians of the land and commits to culturally safe practices. SGS Academy can refer First Nations learners to an appropriate service or organisation. Referral support organisations can include:

- 13YARN 24/7 national crisis support for First Nations people: 13 92 76 or <https://www.13yarn.org.au>
- WellMob Digital library of healing resources and cultural connection: <https://wellmob.org.au/>

7. Complaints and Appeals

SGS Academy is committed to maintaining a supportive and fair training environment that enables learners to be informed of their rights and obligations, and the RTO's responsibilities on complaints and appeals under the 2025 Standards for Registered Training Organisations (RTOs). SGS Academy will endeavour to make all prospective learners, enrolled learners, and RTO staff aware of this policy. Learners can access up to date information about our complaints and appeals process at any time via our website <https://learning.sgs.com/au>.

Learners are encouraged to resolve all issues informally and as early as possible. If the matter cannot be resolved informally, learners may lodge a complaint or appeal in writing in accordance with our Complaints and Appeals Procedure. Complaints and appeals should be made within 14 calendar days of the incident occurring. Complaints and appeals should be made in writing using the Complaints and Appeals Form available at <https://learning.sgs.com/au>.

Complaints and appeals are resolved using a formal procedure where a person can have their concerns heard and dealt with, without repercussion or discrimination to the quality of services provided to them. If an enrolled learner chooses to make a complaint or appeal, SGS Academy will maintain the learner's enrolment while the complaints/appeals handling process is ongoing.

Complaints and appeals are handled to ensure the principles of procedural fairness are applied at every stage of the complaint/appeal handling process. This means that the complainant/appellant is entitled to:

- have their issue heard
- be treated without bias
- a decision made based on logical and relevant evidence

On receiving a formal complaint or appeal, SGS Academy will formally and confidentially record the complaint/appeal. A written receipt of the complaint/appeal will be emailed to the complainant/appellant within 5 business days of SGS Academy receiving the complaint/appeal. Weekly progress updates on the complaint/appeal will be emailed to the complainant/appellant to ensure transparency throughout the process. SGS Academy will make all attempts to process and finalise all complaints and appeals within 28 calendar days. If the process exceeds 28 calendar days, SGS Academy will inform the complainant/appellant in writing as to why more than 28 calendar days are required.

SGS Academy acknowledges the possible need for an independent third party to be appointed to review the complaint/appeal outcome when requested by the complainant/appellant. Appeals or requests for independent third-party review of decisions are to be lodged in writing within 28 calendar days of the outcome. Costs associated with an independent third party to review the matter must be covered by the complainant/appellant unless the decision to include an independent party is made by SGS Academy.

Each complaint and appeal is securely recorded and formally documented in the Complaints and Appeals Register located on SGS Academy's Compliance SharePoint; which only authorised staff have access to. All details pertaining to the person making the complaint or appeal, any investigation involved, and any resolutions will remain private and confidential.

8. Fees, Cancellations and Refunds

8.1 Course fees

SGS Academy advises Learners of any fees, resource costs, incidental expenses and other charges that may apply to the course before the learner enrolls, via marketing flyers, and our website. In the instance where an employer is paying for an employee's enrolment, SGS Academy will also provide this information to the employer.

Course fees are outlined either on our website or can be quoted upon enquiry for day rates, onsite training requests or group discounts.

Course fees must be paid in full by the Learner or their employer prior to the commencement of a course otherwise the learner may not be able to participate. If the employer holds a pre-approved account and is booking and paying for an employee's enrolment using a Purchase Order, they must pay the full invoice amount within 30 day term on the invoice.

8.2 Additional fees

SGS Academy charges the following additional fees:

Item	Fee (per item)
Reprinting of Card	\$22 (including GST)
Reprinting of Certificate or Statement of Attainment	\$22 (including GST)
Reprinting of Statement of Attainment and Card	\$33 (including GST)
RPL Application Fee	\$250.00 (No GST)
RPL Fee - per Unit of Competency (<i>please note gap training is not included in this price, please contact us for a quote</i>)	\$250.00 (No GST)
Interest on outstanding Account invoices	2% per month until the invoice is paid in full
Administration fee (For course transfer requests)	15% of the course fee

For more information, please see our full terms and conditions on our website: <https://learning.sgs.com/au>

8.3 Cancelled classes

Should a Trainer/Assessor be unavailable for a scheduled course, SGS Academy will make every effort to locate a substitute Trainer Assessor. However, in the event this is not possible, and the course is cancelled; you will be contacted as soon as possible prior to the commencement time and your course will be rescheduled to another date.

8.4 Refunds

SGS Academy will refund all or part of a learner's course fees under the following conditions within 14 days:

- If SGS Academy cancels a course for any reason and/or where the commencement of the course is postponed for more than four weeks
- A course has low enrolment numbers and has to be cancelled or rescheduled (SGS Academy is not liable to a learner for such cancellations or rescheduling except to refund course fees already paid by the learner or employer)
- Where the learner's application for enrolment is refused by SGS Academy
- The learner contacts SGS Academy in writing about the cancellation prior the cut-off dates listed below:

Course Type	Cancellation/Transfer cut-off date
Safety Training Courses (Classroom and onsite training)	2 Business days prior to the course commencement date and time.
HACCP, Food and ISO courses (onsite and Virtual Instructor Lead)	10 Business days prior to the course commencement date and time.
e-Learning (Self-paced courses)	No refunds – please see “7.5 e-Learning courses” below for more information

Special considerations may be made for extreme reasons beyond the learner's control preventing them from attending the program, including natural disasters, acts of Government authorities, epidemics or pandemics, civil strikes, and riots. Please email au.sgsacademy@sgs.com.au if you wish to claim any special considerations. For more information, please see our full terms and conditions on our website: <https://learning.sgs.com/au>

8.5 e-Learning courses

The purchase of any Self-Paced eLearning courses are final and refunds will not be provided where you have:

- changed your mind,
- found it cheaper somewhere else,
- decided you did not like the purchase, or,
- have no use for it.

Refunds will only be provided by SGS Academy where:

- a person has been unable to complete their e-Learning course due to the unavailability of SGS Academy's e-Learning services, and,
- SGS Academy, or sub-provider has failed to maintain services.

8.6 Fee protection

SGS Academy does not collect more than \$1,500.00 in prepaid fees from any learner who is paying for a course themselves. Therefore, SGS Academy does not necessitate the implementation of fee protection arrangements. *This does not include or apply to employers paying for fees on their employees' behalf.*

9. Credit Transfer and RPL

There are several options that allow you to have your current skills and experience recognised.

9.1 Credit Transfer

National recognition is critical to the operation of a nationally consistent Vocational Education and Training system. This process recognises qualifications and Statement of Attainments issued by other Registered Training Organisations (RTOs) that are the same as the competencies in the program you are enrolled in.

Credit Transfer is the process whereby SGS Academy recognises National Qualifications or Statements of Attainment issued by other RTOs to go towards a learner's course they are enrolled in with SGS Academy. A learner seeking Credit Transfer will be required to submit the original or certified copy of the Qualification or Statement of Attainment which will then be considered as a Credit Transfer towards your training program.

Please note that some Units of Competency previously obtained may not be equivalent to the current Unit of Competency being trained within the training program. Where this happens SGS Academy can complete a gap analysis - whereby training and assessment is completed to ensure equivalence (fees will apply for the gap analysis and assessment) or the learner has the option to complete the training again.

9.2 Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the process that recognises skills and experience you have currently regardless of where and when the learning occurred. This process measures your skills and experience against recognised Unit/s of Competency. SGS Academy has a RPL process in place to enable learners to receive recognition for skills and knowledge obtained through any previous non-accredited training or through life or work experience. Learners are given the opportunity to seek RPL that they believe relate to specific units of competency within their course.

To receive an application to apply for any of the above recognitions, please contact SGS Academy or speak to your Trainer Assessor. Documented evidence must be provided by the learner and relevant experience and evidence must be mapped against the Unit/s of Competency.

Upon submission of the evidence all applications are reviewed by qualified Trainer Assessors an interview will be conducted to determine competency outcome. If deemed necessary, an additional person or subject expert may be asked to be part of the RPL assessment process.

10. Feedback

10.1 Training Surveys

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. We would greatly appreciate it if you took the opportunity to complete this survey so we can comply with our reporting requirements and enhance our quality services.

10.2 Quality Indicator Surveys

As a Registered Training Organisation (RTO), SGS Academy must survey all of its learners who undertake accredited training each calendar year. A Quality Indicator survey is emailed at the start of the calendar year to survey the learners enrolled in the year prior. This survey is stipulated by the Australian Skills and Quality Authority (ASQA) and is part of the Data Provision Requirements (2020) legislation. A survey is also sent to each learner's employer where relevant. This survey is not mandatory and is confidential.

11. Terms and Conditions

11.1 Privacy

As a Registered Training Organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide enough personal information to us, we may not be able to process your enrolment and issue your Statement of Attainment. We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET;

facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

VET Data Use Statement

Under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy at Part B), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

- populating authenticated VET transcripts
- administering VET, including program administration, regulation, monitoring and evaluation
- facilitating statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.
- NCVER is authorised by the National Vocational Education and Training Regulator Act 2011 (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:
 - a VET regulator (the Australian Skills, Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)
 - the Australian Government Department of Employment and Workplace Relations
 - another Commonwealth authority
 - a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

Security

Learner personal information is stored in a manner that protects it from misuse and loss and from unauthorised access, modification or disclosure. When learner personal information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your personal information. However, most of the personal information is or will be stored in client files which will be kept by us for a minimum of thirty (30) years.

NCVER is authorised by the *National Vocational Education and Training Regulator Act 2011* (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:

- a VET regulator (the Australian Skills, Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)
- the Australian Government Department of Education, Skills and Employment
- another Commonwealth authority
- a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

11.2 Copyright

All materials produced by SGS Academy are protected by copyright and may not be reproduced in any format without written permission from SGS Academy.

11.3 Full Terms and Conditions

The full terms and conditions are available on our website <https://learning.sgs.com/au> and on page 2 of our Course Registration form.