

Sport SA

the leader for sport in SA

Student
Handbook



Student Handbook 2019

Produced by:

South Australian Sports Federation Inc. RTO Code: 2280

Contact Information

Sport SA

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| RTO 2280: | South Australian Sports Federation Inc. trading as Sport SA |

This handbook covers all students enrolled with Sport SA and students enrolled with partner organisations where the course is delivered under a Third Party Agreement with Sport SA.

Welcome

The South Australian Sports Federation Incorporated (Sport SA) is the peak sports industry professional association, providing industry advocacy, training and professional support to its 160 members and affiliated bodies in the industry. We welcome you on board as a student with Sport SA, and trust that you will find your training interesting. We hope you enjoy the quality of our learning environment.

The Sport SA Industry Skills Centre is the key facility for industry training and also an excellent venue for sports organisation needs for training, governance and development activities.

This handbook is for the sole purpose of students who are participating in training with Sport SA, and/or undertaking training with one of its Third-Party Partners. In this handbook, you will find everything you need to know about studying with us including an overview of Sport SA and what support is available to you during your studies.

Prior to or at enrolment in a training course, you will be provided with access to an electronic copy of this handbook. This ensures that you understand what is expected of you as a student, and what you can expect from our organisation.

Enjoy and good luck with your study with Sport SA.



About Sport SA

“Completing my Certificate III in Sport and Recreation has helped me learn the skills I needed to succeed in my traineeship and helped me on my journey in finding a career in an area that I love.”

Peter Giannes (SSO) PE Department at Heathfield High School

Our History

The South Australian Sports Federation Incorporated (Sport SA) was established in 1991 as the peak sports industry professional association providing industry advocacy, training and professional support to its 160 members and affiliated bodies in the industry. We are a non-government, not for profit organisation and our members are:

- State Sporting organisations;
- Sporting Industry bodies and organisations;
- Local government;
- Commercial sports industry organisations;
- Sporting clubs; and
- Other organisations associated with the industry.

Our Services

Sport SA provides the following member services, activities and programs and also on a needs/ fee for service basis for the community:

- Lobbying and Advocacy;
- Governance;
- Policy Advice and development;
- The State Sport Dispute Centre;
- Workforce Development;
- Event and Project management;
- Sport Volunteers Network;
- South Australian Masters Games;
- South Australian Sport Awards; and
- South Australian Sport Hall of Fame.

Our Vision and Mission

Sport is an integral part of our lifestyle and is enjoyed as participants, coaches, officials and spectators. Participation in sport can be recreational, with an emphasis on fun and physical activity or have a performance emphasis on competition within an event structure.

| | |
|-------------------|--|
| Our Vision | The leader for sport in SA. |
| Mission | To provide leadership for the growth and success of sport in SA. |
| Values | Our values define our behaviour and establish our culture. |

Registered Training Organisations

What is a registered training organisation (RTO)?

Registered Training Organisations (RTO's) are training providers registered by Australian Skills Quality Authority (ASQA) to deliver Vocational Education and Training (VET).

There are currently around 5000 RTO's in Australia. A complete list of RTO's can be accessed at www.training.gov.au which is the authoritative national register of the VET sector in Australia.

Why use an RTO?

Only RTO's can:

- Deliver Nationally Recognised Courses and accredited Australian Qualifications Framework (AQF) VET qualifications.
- Apply for Australian, state and territory funding to deliver vocational education and training.
- RTO's can offer qualifications at the following levels:
 - Certificates I, II, III and IV;
 - Diploma;
 - Advanced Diploma;
 - Vocational Graduate Certificates; and
 - Vocational Graduate Diploma.

Being registered by the Australian Skills Quality Authority (ASQA) means an RTO must act in the student's best interests and meet the Standards for Registered Training Organisations (RTOs) 2015.

What is a Training Package/Framework?

A Training Package is a curriculum or set of rules that states the knowledge and skills needed for each qualification and unit of competency. The Training Package used by Sport SA is SIS Sport, Fitness and Recreation Training Package (Release 2.0-3.0).

Courses conducted by Sport SA have had resources mapped to relevant units of competency from National Training Packages.

Sport SA Scope of Registration (Qualifications)

Sport SA provides training and assessment services in the following qualifications:

- SIS20115 Certificate II in Sport and Recreation
- SIS20513 Certificate II in Sport Coaching
- SIS30115 Certificate III in Sport and Recreation
- SIS30813 Certificate III in Aquatics and Community Recreation
- SIS30813 Certificate III in Sports Trainer
- SIS50612 Diploma of Sport Development
- SIS30115 Diploma of Sport and Recreation Management

The Vocational Education and Training Sector

What is Vocational Education and Training (VET)?

Vocational Education and Training (VET) enables students to gain qualifications for all types of employment, and specific skills to help them in the workplace.

The providers of VET include Technical and Further Education (TAFE) institutes, adult and community education providers, as well as private providers, community organisations, industry skill centres, and commercial and enterprise training providers.

Vocational Education and Training is provided through a network of eight state and territory governments and the Australian Government, along with industry, public and private training providers that work together to provide nationally consistent training across Australia.

VET Quality Framework

The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the Vocational Education and Training (VET) sector are enforced.

The VET Quality Framework comprises:

- The Standards for Registered Training Organisations (RTOs) 2015;
- The Fit and Proper Person Requirements;
- The Financial Viability Risk Assessment Requirements;
- The Data Provision Requirements; and
- The Australian Qualifications Framework.

VET Standards

Sport SA adheres to the Standards for Registered Training Organisations (RTOs) 2015. ASQA uses the Standards to ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system.

Compliance with the Standards is a requirement for:

- All ASQA registered training organisations; and
- For applicants seeking registration.

The Australian Qualifications Framework (AQF)

The AQF provides a comprehensive, nationally consistent framework for all qualifications in post compulsory education and training in Australia. In the Vocational Education and Training (VET) sector it assists national consistency for all trainees, learners, employers and providers by enabling national recognition of qualifications and Statements of Attainment.

For a full explanation of the AQF refer to the AQF Implementation Handbook, this can be downloaded from:

<http://www.aqf.edu.au/>.



Legislative Requirements

As an RTO Sport SA is required to adhere to legislative requirements designed to uphold the integrity of nationally recognised qualifications. This includes:

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

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

- Anti-discrimination;
- Apprenticeships and traineeships;
- Children and young people;
- Copyright;
- Corporations;
- Employment and workplace relations;
- Equal opportunity;
- Fair work (including harassment and bullying);
- Privacy and personal information protection;
- Student identifiers;
- Taxation; and
- Work Health and Safety.

Sport SA is dedicated to following the provisions of the VET Quality Framework. More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au
- www.asqa.gov.au

Policies and Procedures

The following policies and procedures underpin Sport SA's operations:

- Privacy Policy;
- Marketing Policy;
- Work Health and Safety Policy;
- Access and Equity Policy;
- Complaints and Appeals Policy and Procedure;
- Partnering Policy;
- Grievance Policy;
- Risk Management Policy;
- Student Selection and Enrolment Policy and Procedure;
- Assessment Policy; and
- Refund Policy.

To access any of the above-mentioned policies and procedures, please contact Sport SA direct.

Privacy

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

The Privacy Policy sets out how Sport SA protects the privacy of personal information that is collected through the website, industry partners and third party providers. Sport SA is committed to ensuring your privacy is protected. The Privacy Policy is available on our website for viewing: <http://www.sportsa.org.au/training-and-education>

Accessing your records

You may request details of personal information that we hold about you in accordance with the provisions of the *Privacy Act 1988* (Cth). A small administrative fee may apply for the provision of the information. Sport SA reserved the right to refuse to provide you with information that we hold about you, in certain circumstances set out in the *Privacy Act*. If you would like a copy of the information of which we hold about you, please email training@sportsa.org.au

Enrolment

The enrolment process may vary depending on the type of qualification/course you intend to undertake. An enrolment form must be completed, together with any additional documents Sport SA has requested. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment forms have been completed, you will be enrolled into the qualification/course and further information relating specifically to your course will be provided.

Please Note: Your enrolment in course is not confirmed until all fees have been paid as agreed.

Some training courses may have pre-requisites that must be completed before you enrol in a course. If you are unsure whether the course you are enrolling in has pre-requisites, please confirm with your Trainer.

Enrolment Dates

Sport SA has various enrolment entry options/start dates available as we operate various courses throughout the year. Some of the qualifications/course on offer have rolling start dates, whilst some have cut-off dates for enrolments. Please contact Sport SA for further information relating to your specific qualification/ course.

Entry Requirements

Please contact Sport SA to confirm any specific entry requirements into the qualification/course you wish to study. Entry requirements may relate to things such as:

- Language, Literacy and Numeracy;
- Levels of schooling completed;
- Previous work experience of completion and another qualification as a pre-requisite;
- Contracts of Training;
- Access to relevant workplace for work placement; and
- Access to the internet or computer system.

Unique Student Identifier (USI)

A USI is required by all Australian Citizens undertaking a Nationally Recognised Training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015.

The USI is a reference number made up of ten numbers and letters that:

- Creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with;
- Will give you access to your training records and transcripts;
- Can be accessed online, anytime and anywhere;
- Is free and easy to create; and
- Stays with you for life.

As an RTO, Sport SA cannot issue a Qualification or Statement of Attainment (SOA) without a student's USI. Therefore, it is mandatory that all students provide a valid USI to Sport SA on enrolment.

If you do not have a USI (or have forgotten yours), please visit www.usi.gov.au for more information and instructions on how to apply.

Student Support Services

Language, Literacy and Numeracy (LLN)

As part of the enrolment process, you may be required to undergo an LLN Assessment which will assist Sport SA in determining a learning and support plan for you. Sport SA will let you know prior to enrolment if this is required to be undertaken.

Access and Equity

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

- Gender;
- Age;
- Marital Status;
- Race;
- Ethnicity;
- Religious Background; or
- Parental Status.

Sport SA will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary and LLN support.

Other support Services

Sport SA is always concerned for the welfare of our students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. These include:

- Lifeline: 13 11 14 (www.lifeline.org.au)
- Beyond Blue: 1300 224 636 (www.beyondblue.org.au)
- Salvation Army: 13 72 58 (www.salvos.org.au)

Fees and Charges

Information about fees and charges are documented on our course brochures or can be obtained by contacting Sport SA directly. Several factors will determine how much your course will cost, including:

- Which course you will study;
- Course duration;
- Study load and mode (full time, part time, face-to-face, online);
- Any credits that may be applied through Credit Transfer, Recognition of Prior Learning (RPL) and/or Recognition of Current Competency (RCC); and
- Your eligibility for Government subsidies or student concessions.

Costs will be discussed prior to enrolment with you and/or the third party (such as your employer or school) who will be paying the tuition fees. Please contact Sport SA if you have any questions relating to our course fees.

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concessions cards like Health Care Card, Pensioner Concession Card or Veterans Affairs Pensioner Card, may be eligible.

Table 2: Administration Fees

| Description | Amount |
|---|---|
| Interim Statement of Attainment | \$12.50 (Email copy) \$25.00 (Hard Copy) |
| Copy of Certificate or Statement of Attainment if lost or stolen after already being issued | \$12.50 (Email copy) \$25.00 (Hard Copy) |
| Express postage of Certificate or Statement of Attainment | \$20 |

Please note: All fees and charges are subject to change

Cancellation Fee

A cancellation fee may apply for withdrawing from a course. Please contact Sport SA for further information on this.

Payment Options

Sport SA has the following payment option available to all students:

- Credit Card; or
- Electronic Funds Transfer (EFT).

Fees must be paid prior to course commencement unless other arrangements have been made and approved by Sport SA. This will be clearly stated on your enrolment.

Please note that any outstanding fees may result in the cancellation of your enrolment and/or Sport SA withholding the issuance of your Qualification or Statement of Attainment until all fees is paid. If you are experiencing issues paying your fees or financial hardship, please contact Sport SA to arrange for a payment plan.

Failure to Make Payments

If payments are not paid in accordance to the agreed terms and conditions of the enrolment, Sport SA may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total amount outstanding for recover.

Refunds

The Sport SA Refund Policy is published on our website. To view the policy, please follow the link www.sportsa.org.au/training-and-education.

Course Information

Course Delivery

Sport SA delivers training and assessment in a variety of formats, including:

- Online;
- Classroom (face-to-face);
- Individual (face-to-face) and Workplace Training;
- External (self-paced);
- Blended approach.

After enrolment and at the commencement of training, you will be given access to your training materials in hard copy and/ or digital format as required for the course you have enrolled in.

Online

Sport SA has our own online learning portal, and this can be accessed at: <https://sportsa.elearninglogin.com/>.

Upon confirmation of enrolment, you will be provided with access to this online learning portal, and important user information will be sent to you via email. Sport SA will provide you with the necessary credentials and access, which you will accept full responsibility of the account. Your details are yours and you agree that you will never divulge or share access to third parties for any reason or access information to your account with any third party for any reason.

During your subscription you agree that you will not misrepresent or attempt to misrepresent your identity. You will not gain or try to gain to any other user's account.

Classroom (face-to-face)

Training is generally provided in a group environment and all training and assessment materials are provided to the student on the day or prior, unless Sport SA has provided you with alternatives to follow.

Individual (face-to-face) and Workplace Training

Training is generally provided at your workplace in an individual mentoring session and all training and assessment materials are provided to the student on the day or prior, unless Sport SA has provided you with alternatives to follow.

External (self-paced)

Training is generally provided by email, post or hard copy and it is expected the student will complete within a specified timeframe. The student is to remain in contact with the Trainer/Assessor throughout the learning process. Resources may be hard or electronic copies.

Blended approach

Training is provided through a combination approach and may include some or all of the alternatives provided, including, external, online, self-paced and classroom. This is dependent on the qualification, student cohort and the requirements of the training.

Duration

How long your course takes will depend on several factors, including own preference, commitment to submitting assessments regularly and on time, your study load and how many units you are eligible for Credit Transfer and/or Recognition of Prior Learning.

Furthermore, the level of the qualification being undertaken will also impact on the course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF express the time expected to gain a qualification as an equivalent to full-time years. This is known as the “Volume of Learning”.

Table 3: Typical Volume of Learning per AQF Qualification

| Certificate I | Certificate II | Certificate III | Certificate IV | Diploma |
|---------------|----------------|--|----------------|----------------|
| 6 – 12 Months | 6 – 12 Months | 12 – 24 Months (up to 48 Months for some apprenticeship/traineeship arrangements) | 6 – 24 Months | 12 – 24 Months |

This table was adopted from: www.aqf.edu.au/aqf/in-detail/aqf-qualifications.

Studying with Sport SA

Foundation Skills

All training and assessment delivered by Sport SA contain Foundation Skills. Foundation Skills are mandatory components of units of competencies. These are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of foundation skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self-and-time-management.

Training

Competency Based Training is an approach to teaching that focusses on allowing students to demonstrate their ability to demonstrate skills and knowledge. In the VET sector, this is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

These types of programs deliver qualifications that are made up of units of competency. Each unit defines the skills and knowledge required to effectively perform specific tasks in the workplace. Assessment is based upon performance evidence and range of conditions detailed in the unit of competency.

Traineeships

All students undertaking a traineeship with Sport SA must complete a training plan as part of their Contract of Training. The training plan will be developed between you and your employer and will outline the units of competency you will be undertaking as part of the traineeship. It will be signed by all parties including the student, the employer and a representative from Sport SA.

Training and Assessment Strategies

Sport SA staff are suitably qualified and have demonstrated relevant industry experience to train and assess our courses. Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer (CT).

All courses are assessed by competency-based training and assessment criteria established under the AQF.

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

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgement on the skills and knowledge an individual has as a result of past study and/or life experience. The aim of RPL is to recognise existing competencies without having to go through the complete process of training and assessment.

You will still need to provide evidence upon which your assessor can base their judgement. Evidence must be:

- **Authentic** – it must be your own work.
- **Sufficient** – it must demonstrate competence over a period of time, that the competencies can be reputed, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency.

- **Current** – it must demonstrate up-to-date knowledge and skills, i.e. from the present or the very-recent past, reflects your current capacity to perform the competencies covered by the unit of competency to today’s standards.
- **Valid** – it must be relevant to what is being assessed, and directly relate to the current version of the unit of competency.

Examples for evidence for RPL may include (but is not limited to):

- Copies of either Qualifications or Statements of Attainment issued by another RTO;
- Samples of completed work;
- Copies of resumes, performance reviews, or other employment related documentation;
- References from current and prior employers, supervisors and colleagues;
- Completion of a skills-based assessment; and
- Testimonial documents.

You will be advised of the outcome of your application in writing. If recognition is not granted, you will be provided with the reason for this result. There are fees associated with RPL applications, even if RPL is not granted.

If you think you may be eligible to apply for RPL on one or more units of competency for your course, please contact Sport SA training@sportsa.org.au.

Recognition of Current Competencies (RCC)

Recognition of Current Competencies (RCC) is a recognition process similar to RPL. It applies that a student has “...previously successfully completed the requirements for a unit of competence and is now required to be reassessed to ensure the competence is being maintained”. This is generally related to licensing and regulatory requirements.

Credit Transfer

Sport SA recognises AQF Qualifications and Statement of Attainments that have been issued by other RTO’s. Credit transfer may be applied to units of competency and related qualifications that have been studied in the past, and if the unit of competency or qualification are on the Sport SA scope of registration.

To apply for credit transfer you will need to complete a Credit Transfer Form and supply Sport SA with a certified copy of your documentation. Please contact Sport SA for further information training@sportsa.org.au.

Assessment

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the assessment criteria within each unit of competency. Basically, this means assessment is conducted to see whether a student has the required skills and knowledge to perform effectively in the workplace. If a student’s performance in the assessment does not demonstrate the requirements they may be marked as ‘Not Yet Competent’, and more training is required to demonstrate competency. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to Sport SA assessors that you can perform to the required standard and be classed as “Competent” include:

- Direct observation performing the tasks and activities;
- Responses to verbal questioning;
- Written responses to knowledge-based questions;
- Responding to a role play or case study;
- Undertaking a project or assignment;
- Submitting a written report;

- Compiling a portfolio of evidence e.g. work samples;
- Third party evidence; or
- A combination of the above.

Submitting Assessments

You are expected to complete assessments for all units of competency in your qualification/course. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose. Students should keep a duplicate copy of your assessment for their own records. All assessments should be submitted via email to training@sportsa.org.au.

Resubmissions

If you received feedback to say your submission/assessment was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean resubmit some of the theory questions, putting extra or relevant information into your portfolio or demonstrating a task again. Sport SA does not charge for resubmission of assessments. If, after three (3) resubmissions your work is still 'Not Yet Competent', you will be required to undertake some counselling and re-enrol to study the unit again.

Assessment Feedback

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

Plagiarism and Cheating

All work that you submit must be your own. Each assessment you submit must include an Assessment Coversheet with a declaration stating that it is your work and you will be required to sign this.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Sport SA.

To help you understand plagiarism, the following examples have been given:

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

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

Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. Sport SA accepts both Harvard and APA.

Further information on referencing styles accepted at Sport SA can be found at <http://www.citethisforme.com/au>.

Assessment Appeals

As a student at Sport SA, you are able to lodge an appeal if you disagree with an assessment decision. However, we encourage you to speak to your Trainer/Assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. To access Sport SA's Complaints and Appeals Policy and Procedure please visit our website <http://sportsa.org.au/training-and-education>.

Assessment Records

As part of your training, you would have submitted your assessment pieces to your trainer. Your Trainer/Assessor will assess them and at the end of the course, provides Sport SA with copies of these, along with your enrolment information.

Sport SA will retain all assessment pieces for a period of 6 months in secure storage at our facilities. If you wish to keep your assessments, Sport SA suggest you make a copy prior to handing them in, or alternatively, contact Sport SA prior to the expiry of the 6-month period to access your assessment pieces. At the end of the 6-month period, Sport SA will destroy all assessment pieces securely.

Student Conduct

Just as Sport SA has a responsibility to meet the expectations of students, legislation and regulations, students have obligations they must also meet. It is expected that students will participate with commitment to their studies, regularly submit assessments items and behave in a manner that does not contravene workplace health and safety or the principles of respect for others.

Sport SA views student misconduct very seriously. We expect that our students will behave in an honest, respectful manner appropriate for the learning environment, and in a way that will uphold the integrity of Sport SA. Consequences of student misconduct vary up to and including expulsion from the course.

Examples of student misconduct include, but are not limited to:

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

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

- Formal reprimand (written or verbal warning);
- Suspension from the course;
- Reimbursement of the costs incurred by any damage the student caused;
- Cancellation of the course without refund and/or credit; and
- Matter referred to the police.

Students found guilty of misconduct have the right to lodge an appeal by following Sport SA's Complaints and Appeals Policy and Procedure. Please visit our website to access this information at <http://sportsa.org.au/training-and-education>.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Sport SA. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk. Please report an incident or hazard immediately to Sport SA.

Smoking, Drugs and Alcohol

Sport SA is a smoke free workplace. Smoking is prohibited in all buildings and is only allowed in designated areas away from the building. There is to be no smoking within four (4) metres of any entrance into Sport SA.

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

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

Expectations

All Sport SA student will be expected to:

- Be present at scheduled classes or workshops (attendance sheets will be marked);
- Arrive on time, ongoing lateness will be address by the Sport SA Training Manager;
- You will attend all sessions/classes scheduled for your course;
- Complete all assessment tasks by the due date provided by your Trainer/Assessor;
- Inform your Trainer/Assessor or Sport SA Administration if you are sick or will be absent from class, and catch up any missed content you may need to do before the next training session/class;
- Organise with your Trainer/Assessors to obtain any missed content.

Standards of Behaviour

Your behaviour and appearance should replicate that shown and expected in the workplace, and for your own comfort, and in consideration of others, we ask that you dress to an appropriate standard and maintain personal hygiene

Some general tips, include:

- Please be on time;
- Please be responsive and contribute to class discussions; and
- Please do not hinder another person's ability to listen and learn.

Any students who disrupt any sessions/classes will be asked to leave.

Mobile Phones

Please ensure mobile phones are switched off or on silent (with vibrate off) when you participate in a Sport SA course. If there is a need to receive a phone call during a course/your study, please exit the room before answering the call.

Additional Course Information

Please keep in mind there are some activities in some courses that include close contact with others. Some other items to consider:

- Wearing comfortable, casual clothing is recommended;
- Please bring a notepad and pen or any other stationary you may require;
- All necessary resources will be provided for all courses;
- Meals are not included in courses, but light refreshments may be available;
- You must meet age pre-requisites for all courses, and any other pre-requisite requirements; and
- In HLTAID003 Provide first aid, CPR assessments will be conducted on a manikin on the ground, unless options for reasonable adjustment are arranged prior to the course commencing.

Commitment to our Students

As a responsible member of the VET community, Sport SA follows a code of conduct which outlines how you can expect the organisation and our staff members to behave. Similarly, Sport SA has expectations for student behaviour - these are outlined in the section "Student Conduct".

Table 1: Code of Conduct for Sport SA Employees and Contactors

| Criteria | Description |
|-------------------------------------|---|
| Training and Assessment Services | Sport SA Management and staff are committed to providing training and assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of study undertaken. |
| Issuance of Qualifications | Sport SA will promptly provide copies of all qualifications and statement of attainments achieved by enrolled students within 30 days of completion of study, in lines with ASQA directions. We will also aid enquiring students regarding their record of course progress, achievements and statements of attainments. |
| Financial Management | Sport SA applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies. |
| Records and Information Management | Sport SA is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from past and present students. All staff at Sport SA follows the provisions of the Privacy and Protection of Personal Information Act 1998. |
| Access and Equity | Sport SA's management and staff help all clients to identify and achieve their desired outcomes. Sport SA is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity. |
| Recognition of Prior Learning (RPL) | Sport SA's management and staff are committed to supporting the RPL enquiries and requests from potential and enrolled students. Enrolling students are supplied with relevant RPL information at initial contact prior to undertaking studies. Further support is provided with relevant RPL tools following RPL application. |
| Stakeholder Feedback | Sport SA is committed to securing and review advice and feedback from all its stakeholders in the delivery of its training and assessment services. Students, employers and other relevant stakeholders will be asked to provide feedback after training and assessment through the quality indicator reporting forms the AQTF Learner Questionnaire and the AQTF Employer Questionnaire. |
| Provision of Information | Clear and accurate advice is given to students enrolling at Sport SA. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfer. |
| Legislative Compliance | Sport SA's management and staff conduct periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to WHS, harassment, discrimination, equal opportunity and vocational education and training legislation. |

| Criteria | Description |
|------------------------|---|
| Marketing Accuracy | Sport SA's management and staff are committed to marketing its training and assessment services in an accurate, ethical, and responsible manner ensuring that all clients are provided with timely and necessary information. |
| Complaints and Appeals | The complaints and appeals policy of Sport SA shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be reported to the training manager and dealt with accordingly. |

Course Completion

Student Feedback Surveys

Sport SA is dedicated to ensuring its practices are constantly reviewed to ensure the best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled at Sport SA. We welcome feedback at any time.

A compliance requirement means that Sport SA are required to collect feedback from students and submit this feedback to the government auditors. All students will be emailed a survey to complete following completing and competency of their course.

All feedback will remain confidential and is only being accessed by personnel required to do so to perform their role. We ask that you complete the learner survey truthfully, as this information is used to help us to continuously improve our training programs and processes.

Issuance of Certificates

Upon successful completion of your assessments and provided all fees are paid, you will be issued with your Qualification and/or Statement of Attainment. This process will occur within 30 calendar days of you being assessed as meeting all of the requirements of your qualification. This is in accordance with the compliance standards set for Sport SA in the Standards for RTOs 2015.

All certificates will be posted to the address listed on your enrolment form and a digital copy can be emailed on request.

Be sure to keep your certificate in a safe place. If you would like a copy of your Certificate and/or Statement of Attainment due to the original being lost or stolen, you will need to complete a Certificate Re-print Request Form found on our website at <http://sportsa.org.au/training-and-education>.

Current Partners – External Providers

Sport SA partners with the following organisations to deliver nationally accredited training through a third party auspicing arrangement:

- Horse Safety Australia.

Auspicing Arrangement – External Providers

Partnering allows any non RTO business or organisation to deliver Nationally Recognised Training under the auspice of Sport SA. Training and assessment will be delivered by the organisation, but your certificate and/or Statement of Attainment for the units of competency you have achieved will be produced by Sport SA.

As part of this process, Sport SA will receive information relating to your enrolment and assessment. All the records pertaining to your training will be held at Sport SA in accordance with our Records Management Policy and the Privacy Act 1988.

If you have any queries relating directly to your enrolment and/ or results and/ or certificates, please contact Sport SA.

Enrolment/Fees

As you have entered training via a third party auspicing arrangement, your enrolment process and fees payment will differ from our standard process. Sport SA urges you to contact your provider in this instance to understand your responsibilities and fees payment. Sport SA's refund policy and all our policies and procedures will still apply in the process. If you have any concerns, please contact Sport SA directly.

Course Information

Your training provider will provide you with all the information you require regarding your course information, including dates, times, equipment needed and enrolment forms. It is your responsibility to ensure you are informed and aware of the course expectations.

Current Partners – VET in Schools

Sport SA partners with the following schools to deliver nationally accredited training through a third party auspicing arrangement:

- Avenues College
- Blackwood High School
- Parafield Gardens High School
- Wirreanda Secondary School

Auspicing Arrangement – VET in School Providers

Partnering allows any non-RTO business or organisation to deliver nationally recognised training under the auspice of Sport SA. Under this arrangement, Sport SA has partnered with schools in South Australia to deliver training on our behalf. Your trainer may also be your teacher in some circumstances.

Your training and assessment will be delivered by the school, but your Certificate and/or Statement of Attainment for the units of competency you have achieved will be produced by Sport SA.

As part of this process, Sport SA will receive information relating to your enrolment and assessment. All the records pertaining to your training will be held at Sport SA in accordance with our Records Management Policy and the Privacy Act 1988.

If you have any queries relating directly to your enrolment and/ or results and/ or certificates, please contact Sport SA.

Enrolment/ Fees

As you have entered training via a third party auspicing arrangement, your enrolment process and fees payment will differ from our standard process. Sport SA urges you to contact your school in this instance to understand your responsibilities and fees payment. Sport SA's refund policy and all of our policies and procedures will still apply in the process. If you have any concerns, please contact Sport SA directly.

Course Information

Your school will provide you with all the information you require regarding your course information, including dates, times, equipment needed and enrolment forms. It is your responsibility to ensure you are informed and aware of the course expectations.

Useful Contacts

Traineeship and Apprenticeship Services

Traineeship and Apprenticeship Services manages the state's traineeship and apprenticeship system.

Phone: 1800 673 097

Website: www.skills.sa.gov.au/apprenticeships-traineeships

Email: dsd.tas@sa.gov.au

South Australian Skills Gateway

South Australian Skills Gateway brings together funding for training, employment and skills activities.

Phone: 1800 673 097

Website: <http://www.skills.sa.gov.au/>

Email: skills@sa.gov.au

Office for Recreation, Sport and Racing (ORSR)

The Office for Recreation, Sport and Racing is the lead agency for the Government's policy on sport and active recreation.

Phone: (08) 7424 7677

Website: <http://ors.sa.gov.au>

Office of the Training Advocate

The Training Advocate responds to questions or concerns about the vocational education and training system in South Australia.

Address: Level 5 131 Grenfell St, Adelaide SA 5000

Postal Address: GPO Box 320, Adelaide SA 5001

Phone: 1800 006 488

Website: <http://www.trainingadvocate.sa.gov.au/>

Email: trainingadvocate@sa.gov.au

Unique Student Identifier (USI)

All students doing nationally recognised training need to have a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) when they are still at school (VET for secondary students).

Phone: 1300 857 536

Website: <https://www.usi.gov.au/>