

Salford College

DOMESTIC STUDENT HANDBOOK

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Section 2

1. Credit reporting Policy
2. Privacy Policy

Introduction

Welcome

Welcome to Salford College and congratulations on choosing to undertake training to further enhance your skills, knowledge and career options. We assure you that we will provide you with utmost support and guide you through every step of your relationship with Salford.

This handbook provides you with information about our institution, what you can expect from us and what we expect from you. You will also find useful information about our policies and procedures and some useful contacts. You will also find information about any regulations governing the training process and our relationship.

We look forward to providing you with optimal support and assistance throughout your training. Please feel free to approach the college or your trainer with any queries. You will find the details of the college and the contact details at the end of this document.

SALFORD COLLEGE

SALFORD COLLEGE was established to provide high quality and professional business and training solutions. We understand that our clients require value for money, reliable and timely service, attention to detail and ultimately quality solutions that meet their needs and budget.

To achieve this, we have a team of professionals dedicated to providing the highest level of service. Our team has a wealth of experience in providing client focused business and training solutions that will meet your needs, at very competitive rates. We believe that you will find in our team some of the most committed and motivated individuals working with you for your benefit.

Providing a client focused approach enables us to design a customized solution to meet your individual business requirements whilst delivering a high standard of quality in our services to ensure complete client satisfaction.

SALFORD COLLEGE delivers a range of nationally accredited and non-accredited qualifications through the approval of the Australian Skills Quality Authority (ASQA).

This means that we have met several requirements to make sure that the courses we offer meet strict national standards which Salford College is rigorously audited on a regular basis by the governing body. This gives you the confidence that the training you complete with SALFORD COLLEGE is of the highest quality and that the skills and knowledge you gain are recognised by employers and other training organisations throughout Australia.

For a complete list of qualifications, we offer, you can either visit our website www.salfordcollege.edu.au or alternatively you can speak to any member of Salford college team.

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Our Vision

To be a trusted name and be in the forefront in education and training services.

Our Mission

To provide the highest quality tailored and flexible business and training solutions with ongoing exceptional service.

Our Aim

1. To ensure organisations are aware of the benefits of customised business and training solutions to their business;
2. To support and inspire businesses to achieve their full potential; and
3. To inspire and motivate individuals to achieve their goals by participating in training and achieve their goals in life.

Location and Contact Numbers

Salford College

Level 11, 68 Grenfell Street
Adelaide SA 5000

Level 5, 20-22 Macquarie Street,
Paramatta NSW 2150

Phone: +61 08 8232 6190

Fax: +61 08 7225 6346

Email: info@salfordcollege.edu.au

Web: www.salfordcollege.edu.au

Facebook: <https://www.facebook.com/salfordcollege.australia/>

Opening Hours

The office hours are from 9.00am – 5.00pm Monday to Friday. The administrative staff can assist you during these hours.

Facilities

Salford College is located at Level 11, 68 Grenfell Street Adelaide South Australia 5000 in the heart of CBD. It has equipped training rooms with comfortable seating and good amenities including well equipped student eating area, coffee/tea facilities and fridge along with a microwave. The college also offers Photocopying, faxing and printing for all students.

For commercial cookery students, the commercial kitchens are only 10-minute walk from the College located at our Hospitality Campus located in the Hotel Grand Chancellor, Hindley Street, Adelaide

Computer Labs

A computer lab is available to students to assist with their study. Every campus has its own well equipped computer lab.

Salford Code of Practice

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by Salford College (SALFORD).

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SALFORD is a Registered Training Organization (RTO) registered in Australia and must comply with the National Vocational Education and Training Regulator (NVR) Standards and the VET Quality Framework.

For the purposes of this Code, “student” refers to any person participating in education or training delivered by SALFORD. A “client” is a person or organization who may enter a written agreement with the RTO for the delivery of education and training services.

1. Provision of Training and Assessment Services

- Has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of students and/or clients
- Maintains a learning environment that is conducive to the success of students
- Has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of students
- Monitors and assesses the performance and progress of students
- Ensures that trainers are not only suitably qualified but are also sensitive to the cultural and learning needs of students
- Ensures trainers and assessors have current and relevant vocational competencies and provides professional development for trainers and assessors as required
- Ensures that assessments are conducted in a manner that meets the endorsed components of the relevant Training Package(s) and/or accredited courses
- Conducts recruitment of students always in an ethical and responsible manner
- Offers learning and assessment services that as far as practicable meet the students individual learning needs, tailors the course to meet these needs and offers a range of learning and assessment resources

2. Access and Equity

- Is committed to access and equity principles and processes in the delivery of its services and will not unlawfully discriminate against clients/students. The obligations placed on our staff and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment of any sort.
- Will assess each student’s learning support needs including language, literacy and numeracy requirements.
- Has policies and procedures which ensure that students are treated fairly and receive all reasonable assistance to successfully complete their course once accepted for enrolment
- Will deal fairly and constructively with your concerns and complaints about our services
- Provides a safe, secure and healthy learning environment
- Provides appropriate services in terms of academic and personal support
- Endeavors to meet everyone’s diverse learning needs
- will provide culturally inclusive literacy and numeracy training that meets individual, community and industry needs.
- is firmly committed to providing equal employment opportunities and educational outcomes for all staff and all students.

3. Skills Recognition

- Recognises that you may already hold skills and knowledge that are relevant to the course outcomes, gained through prior work/life experience and/or informal study
- Will assist you to gain recognition of these skills and knowledge through a process called Recognition of Prior Learning (RPL)
- Recognises relevant units of competency completed with another RTO and will automatically credit these towards completion of the qualification
- RPL and National Recognition obligations are reflected in its policies and procedures and information provided to staff and clients

4. Marketing of Training and Assessment Services

- Markets and advertises its products and services in an ethical and accurate manner

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- gains written permission from a student or client before using information about that individual or organization in any marketing materials
- Accurately represents recognised training products and services to prospective students and clients
- Ensures students and clients are provided with full details of conditions in any contract arrangement
- Ensures that no false or misleading comparisons are drawn with any other training organisation or qualification

5. Financial Standards

- Has a refund policy that is fair and equitable and this policy is made available to all students and clients prior to enrolment
- Has appropriate measures in place to ensure students are not financially disadvantaged in the event of the financial failure of the organisation
- Ensures that the contractual and financial relationship between the student/client and the RTO is fully and properly documented, and that copies of the documentation are made available to the student/client. Documentation includes the rights and responsibilities of students, costs of training and assessment services, issuance of qualifications, payment arrangements, refund conditions and any other matters that place obligations on students or clients
- Is a member of the Overseas Tuition Assurance Scheme (AUSTAS)/TPS
- Does not require a learner to pay a fees of more than \$1500.00 for the course as pre paid fees before the commencement of the course.
- Has its financial records certified by a qualified accountant to Australian Accounting Standards on an annual basis
- Provides annual reports on financial viability to the relevant registering body as required
-

6. Provision of Information

- Supplies accurate, relevant and up-to-date information to prospective students and clients
- Supplies this information to students and clients prior to enrolment
- Regularly reviews all information provided to ensure its accuracy and relevance
- Informs students/clients prior to enrolment of all the costs and charges to be incurred throughout the course

7. Record Keeping

- Ensures that academic, financial and other records are complete and accurate
- Manages these records to maintain confidentiality and will not divulge these to third parties unless authorised by the student/client or under law
- Keeps complete and accurate records of the attendance and progress of students
- Keeps financial records that reflect all payments and charges and the balance due
- Provides copies of these records to participants on written request
- Keeps records of all statements of attainment and qualifications issued and reports this regularly to the relevant government departments

8. Industry Engagement

- Engages regularly with relevant industry representatives to evaluate its training and assessment services and ensure that graduates hold the required skills and knowledge to the standard of performance required in the workplace
- Develops its training and assessment strategies in consultation with industry to ensure that they are relevant to industry requirements
- Ensures where training and/or assessment occurs in the workplace that evidence of the student's performance will contribute to assessment
- Ensures that trainers continuously engage with industry to ensure their knowledge and skills reflect current industry practice

9. Appeals and Grievances Mechanism

- Ensures that students and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for students to appeal against decisions which affect their progress
- Makes every effort to resolve student/client grievances

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- Has a grievance policy where a member of staff is identified to students and clients as the reference person for such matters
- Ensures the appeals and grievance policy and procedure is available to students at the time of enrolment
- Advises students and clients of the appropriate body for seeking further assistance in the case where a grievance cannot be resolved internally

10. Quality Control

- Is committed to continuously improving the services it offers
- Seeks feedback from students and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations
- Ensures that its operations comply with the National Vocational Education and Training Regulator Act 2011, VET Quality Framework and the standards for Registered Training Organisations by carrying out regular internal audits

Compassionate or compelling circumstances

- Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:
- Serious illness or injury, where a medical certificate states that the student was unable to attend classes. (Students must provide a medical certificate to the College).
- Bereavement of close family members - parents or grandparents (death certificate to be provided)
- Major political upheaval or disaster in your home country requiring emergency travel
- Traumatic experience - Involved in or witnessing an accident or a crime committed against the student or the student has been a witness to a crime and this has impacted on the student (these cases will need to be supported by police or psychologists' reports).

Applying for special leave (compassionate or compelling circumstances)

- Students who wish to apply for leave for compassionate or compelling circumstances (as detailed above) must submit a 'Request for Special Leave' application form.

Entry Requirements

- Please contact Salford College to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:
- Previous workplace experience or completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials

Students with Special Needs

In line with our Access and Equity practices, students with special needs are offered the same opportunities as any other candidate. Our training and assessment programs will take special needs into consideration. Flexible learning and assessment methods will be adapted according to your specific requirements if necessary.

Personal Learning Plan

As part of the overall enrolment process, Salford College will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.

Student Support Services

Student Services can assist with academic or non-academic support. You may also request additional support from your trainers or Course Coordinators throughout your study.

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The Student Support Officer can advise students in all aspects of student life. The Student Support Officer is there to discuss and support students with issues including:

- Support in finding accommodation
- Learning pathways and possible RPL opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs
- Any other issue

Student support officer can recommend students to internal and external agencies for any specialised help should the student need it. The college has a register of external support agencies to name a few and the student can be guided to any one of them. The college will not charge or take any commission for such a service.

Student Support Services

Salford College is at all times concerned for the welfare of its 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. Included are:

- Lifeline: 13 11 14 or www.lifeline.org.au
- Beyond Blue: 1300 22 4636 or www.beyondblue.org.au
- Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Course Fees

All course fees for the qualifications are available by contacting one of our Admissions Team members on admissions@salfordcollege.edu.au or 08-82326190

Programs Funded by the South Australian Government

Several of our courses attract a heavy government subsidy to eligible students. As a pre-qualified supplier we are very pleased to be able to help our students. Government funding options available include:

- Certificate 3 Guarantee
- Year 12 Fee for Service
- VET in School (VETIS)
- Higher Level Skills

Additional information on the above mentioned programs is available via the Salford College Website <https://www.salfordcollege.edu.au/training-apprenticeships/> if you have any further questions, please contact one of our Admissions Team members on admissions@salfordcollege.edu.au or 08-82326190

Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format. You will need to supply your own stationery materials. A welcome email will be sent with log-in details so you can access Salford College's online learning platform (Cloud Assess). You will be given an outline for training appointments which may be:

- Workplace visits
- Classroom sessions
- Online modules
- A combination of the above

Flexible Learning and Assessment

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

Apprenticeships and Traineeships

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Salford College gives all students enrolled in an apprenticeship or traineeship a training plan which outlines how and when training will occur. Training plan is signed by all parties involved and provided to you at the start of the training contract.

Training Plans

In case where course of study calls for vocational placement, as a part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The training plan will be developed between you, the placement /workplace organization, and Salford College. It will outline the skills and knowledge you will develop throughout the training plan. The training plan becomes your main document and, any changes are agreed upon and noted by all involved parties.

Foundation Skills

All training and assessment delivered by Salford College contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency. They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include communication skills, literacy skills (reading, writing and numeracy), interacting with others, and effective communication skills, such as teamwork, problem-solving, and self-and time management.

Academic Misconduct and Plagiarism

Academic misconduct and actions demonstrating a lack of academic integrity include but are not limited to the following:

- Cheating in assessment tasks
- Cheating in exams and/or tests
- Collusion – whereby a student collaborates with others and submits work that has been created by more than one person, as being solely their own work (not the same as tasks set out as group assessments)
- Plagiarism (whereby a student copies more than 10% of anyone else’s work and presenting it as their own original work)
- Submission of work by a student that is clearly not the student’s own work
- Submission of work that has been significantly edited by someone else
- Submission of work previously submitted at Bandicoot Group Pty Ltd T/A Salford College or elsewhere for another unit or competency or course
- Academic fraud – having someone else sit a test or other assessment requirement in the student’s place, falsely representing themselves as the student
- Not providing citations

Non-academic misconduct and unacceptable behaviours include but are not limited to the following:

- Intentional breaches of Commonwealth or State law
- Disrespectful, threatening or abusive behaviour towards other students, staff or members of the public
- Endangering the health and/or safety of self or others
- Violence
- Damage or destruction of property
- Theft of property of Bandicoot Group Pty Ltd T/A Salford College
- Theft of property of staff, other students or any other person (such as during industry work placement)
- Carrying of weapons
- Possession of illegal, banned or dangerous items and/or substances
- Being intoxicated or under the influence of drugs or alcohol
- Refusing to identify themselves truthfully or misrepresenting their identity
- Smoking indoors or within the premises or facilities
- Disobeying trainer assessors, continuously interrupting the trainer or refusing to participate in class activities
- Unauthorised use of mobile telephones or other devices in class
- Harassment, discrimination or vilification in any form against a student or students, staff member, agent or any other person
- Photographing, recording or filming a person without their permission
- Harassing, bullying or behaving inappropriately through social media or other means
- Bullying will not be tolerated in any form
- Non- payment of fees

Please note there are consequences of any of these. These could lead to warnings, intervention, suspension and cancellation from the course. For further details please refer to the policy on Salford College website

Refer to the Academic Misconduct Policy on www.salfordcollege.edu.au

Resources, Assessment & Report

Students will be informed by their trainers what resources they need to have with them while they are training.

Several approaches to course assessments are used by Salford College staff. Assessment approaches may include observation of performance in class, kitchen practical exercises, case studies, projects, assignments, presentations, role plays, written tests, exams, work experience or work placement.

Students will be given information in advance regarding the time, content and format of each assessment.

Also, see the current fees schedule regarding any re-sit charges and which may attract fees (can be obtained from website or front desk at the college)

Students' Responsibility

Current Address Details

The student **must** always maintain a current residential address on their student file.

USI - UNIQUE STUDENT IDENTIFIER

From 1st January 2015 students enrolling in nationally recognised training in Australia will need a Unique Student Identifier (USI).

The USI is a form of file number that will link students to their training records which are held in the national training collection. Students will be able to access their records online, download them and share them with future training organisations electronically. With the student's permission, training organisations will be able to see their students' entire nationally recognising training record commencing with records collected in 2015. Training organisations will find it easier to assess pre-requisites and credit transfers and assess students' eligibility for government funded training places.

The USI will improve the VET sector's transparency and responsiveness, enable more evidence-based policy intervention by Governments and support the management of government funded student subsidy programs.

The USI Office has developed two connection options:

1. A web services solution that provides a seamless system to system interface with a training organisation's student management system and
2. The USI Registry system.

Both systems allow:

- The creation of USI accounts for students who give the training organisation permission to do so
- The ability to verify a student's USI number to ensure its accuracy and reliability before uploading their AVETMISS compliant submission to the National Centre for Vocational Education Research (NCVER) database.

Students who need a USI include:

1. Students who are enrolling in nationally recognised training for the first time;
2. School students completing nationally recognised training; and
3. Students continuing with nationally recognised training.

A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once a student creates their USI they will be able to:

- Give their USI to each training organisation they study with;
- Give their training organisation permission to view and/or update their USI account;
- Give their training organisation view access to their transcript;
- View and update their details in their USI account; and
- View online and download their training records and results in the form of a transcript from 2016.

- Control access to their transcript from 2016.

USI Access Form

To gain access to the USI Registry system you are required to complete the USI Access Form.

This form is available on the USI website using the following link:

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=USI-SysAccess>

This is an online form and once submitted the USI Registry system will be updated with your information. This will be completed within a couple of business days. You can access the USI Registry system through the USI website at www.usi.gov.au

The following documents are acceptable forms of ID in the USI Registry system and can be verified through the Document Verification Service:

- Driver's Licence – issued in Australia
- Medicare card – current and issued in Australia
- Passport – Australian passport
- Birth Certificate – issued in Australia
- Certificate of Registration by Descent
- Citizenship Certificate
- Visa – the international passport number is required to link to the visa
- Immi Card – issued in Australia.

Please visit <http://usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx> to learn more.

Further reading: link to USI website

<http://www.usi.gov.au/Pages/default.aspx>

ID Cards

You will be issued with a Salford College Identification Card (ID), when you are enrolled at Salford College. Your ID will show your photograph, name, student number, commencement and completion date. You are required to have your Salford College ID with you at all times whilst at Salford College Training facilities. You may be asked to produce your ID at any time.

Skills Recognition

Recognition of Prior Learning (RPL)

This process encourages you to apply for recognition for previous study, work, life and educational experience that match the units of competency, qualification or part qualification of modules within the training and assessment program.

If you are applying for recognition of existing skills and knowledge, then you will need to generate evidence to support your claim to be assessed. Examples of evidence might include minutes of meetings, emails, letters, project documentation, case notes, managers' validation letters, certificates issued by other training organizations, job description, resume or outlines of previous training and development. We also recognise Units of Competency and Qualifications completed through other Registered Training Organisations.

To apply for RPL, contact Salford College to discuss your skills recognition and assessment options. You will receive a copy of the RPL Information Kit and be required to complete the form in the RPL Application Kit, available from Salford College website under the resources tab, Downloads An appointment will be made for you to discuss your application.

Credit Transfer/National Recognition

Salford College recognises Qualifications and Statements of Attainment issued by other Registered Training Organisations throughout Australia. The policy on National Recognition clearly states the recognition and application process. Recognition is granted by direct recognition of the competency unit completed at another RTO. The applicant must provide original testamurs for verification prior to acceptance of recognition. The RTO will record this as a credit transfer against the relevant unit(s).

Credit transfer is where students have completed units of competence from a current or previous training package that are comparable (through a mapping process) to those you are about to be or are currently enrolled in. Student can apply for RPL/Credit Transfer within 14 days of their enrollment.

To apply for Credit Transfer, fill out the Credit Transfer form (available at Student Administration) and attach copies of the evidence you have (e.g., Statement of Attainment or Certificate) to show you have completed the unit.

Please ensure that you apply for the RPL/Credit Transfer before enrollment or within 14 days of commencement of studies so that the trainers can make a personalized learning plan for you. Any application received after that period would not be entertained and would not result in any reduction of fees.

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Deferral, Suspension or Cancellation of Enrolment

We recognise that there may be times when a student wishes to defer, suspend or cancel their enrolment. If this is the case, students must contact the Student Support Officer at Salford College and inform them of the reasons.

Students may be granted deferment or temporary suspension from their studies on compassionate grounds or due to compelling circumstances. If this deferment or temporary suspension is granted, we will let you know in writing that your enrolment has been deferred or suspended.

You might be eligible for a refund in this instance – remember to check the refund policy and apply if appropriate.

Complaints and Appeals Process

Salford College maintains a supportive and fair environment, which allows training participants to lodge appeals against our decisions. Complaints and appeals are resolved as amicably as possible using this appeal process.

The Process allows the student to complaint about any product, services or facet of services received or not received by the student from Salford College. It also allows the student to appeal against the decision taken by the College and have the decision revoked. It further allows the student to seek external mediation after all due processes are exhausted.

We will adhere to the National Code to respond to complaints and appeals. Our complaints and appeals process:

- Is available to all students – ask Student Support Officer and at www.salfordcollege.edu.au
- Each complaint will be heard in confidence
- Internal process is free of charge
- Can be used for all forms of complaints
- Resolved as quickly as possible
- Can assist to improve our systems

Salford College will commence the complaints process with 10 working days of the formal lodgement of your documents. All reasonable measures are taken to finalise the process as soon as practicable.

Internal Appeals

Step 1:

- Discuss your complaint with your Trainer to resolve, if appropriate.

Step 2:

- If not resolved in Step 1, then the complaint is documented on the Complaints Form and submitted to the Student Support Officer. Alternatively, you may discuss your complaint with the Student Support Officer, Training and Quality Manager or Chief Executive.

Step 3:

- The Student Support Officer records the details of the complaint and the discussed outcomes with the student. The discussion is documented, and a copy kept on your file. This is reported to CEO.

Step 4:

- Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant.

Step 5:

- Where the student is not satisfied with the outcome, the student may use the external complaint process.

Step 6:

- The CEO will close the case when the complaint has been resolved to the satisfaction of both parties.

Step 7:

- A copy of the all documentation is placed in the student's file, staff file or Continuous Improvement Register as appropriate.

In the event that a complaint is substantiated, Salford College will take prompt and appropriate action to resolve the circumstances.

At each step of the complaints resolution process Salford College will allow you to make representation either orally or in writing prior to reaching a decision.

If you choose to access our complaints and appeals processes, Salford College will maintain your enrolment while the complaints and appeals processes are ongoing.

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External Mediation

Where a complaint or appeal cannot be resolved through discussion, conciliation or via the appeals committee, Salford College acknowledges the need for an appropriate external and independent agent to mediate between the parties. In this instance, Salford College will provide students with the details of external authorities that they may approach with respect to the issues if required.

Where all internal avenues have been exhausted and the matter remains unresolved, Salford College (in negotiation with the student) will seek the input of an external independent mediator.

Salford College's mediator of choice for all matters excluding fee related matters will be Paul Bartley – a member of the [Resolution Institute](#)

If there is a cost involved, the cost of the external mediator will be shared equally between Salford College and the complainant. Any cost borne by the student for any such process will not be reimbursed by Salford College.

External Appeals

The Standards for NVR Registered Training Organisations 2011 requires all RTOs provide appropriate mechanisms and services to efficiently and effectively address learners' complaints and appeals. Only under exceptional circumstances, or after all opportunities to resolve the matter through a training provider's internal complaints process are exhausted, should you seek to have your complaint investigated by an external party

- Commonwealth Overseas Students Ombudsman
- Mail: Commonwealth Ombudsman, Level 11/25 Grenfell St, Adelaide SA 5000 Phone 1300 362 072
- Online : <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>
- Students studying in South Australia may also appeal to office of training advocate.
- Office of the Training Advocate, 131 Grenfell St., Adelaide SA 5000,
- Phone (Toll Free) 1800 006 488, Fax 08 8226 4278, email: skillscommission@sa.gov.au,
- Postal address GPO Box 320 Adelaide, SA 5001

If the student remains unhappy with the Internal and External outcome, they may refer the matter to the National Training Complaints Hotline on 13 38 73

Re-assessment Process

Appeals of assessment outcomes must be submitted within two weeks of the date the original assessment decision is given to you. Discuss your assessment outcomes with your relevant trainer.

If you cannot resolve the matter or chose to not discuss the matter with your trainer, you can lodge an appeal in writing. This can be done with the Student Support Officer.

Information will be gathered regarding your assessment and the Student Support Officer will meet with you to discuss it. If this does not resolve the matter, the appeals process can be activated. Please refer to the Complaints & Appeals Process.

Fees

All fees due are to be paid by the start of Semester. Fees must be paid in advance for a Semester. If you are having difficulty with your fee payments, you must speak to the finance officer at Salford College. In some circumstances, the finance officer will negotiate a suitable payment plan to suit your needs. You may be charged a late admin fees for late payments.

Refund Policy Guidelines

Fees and Refund Policy:

- The request for refund is made in writing to the Chief Executive Officer using Fee Refund Policy and Application (www.salfordcollege.edu.au) or can be requested from the Admin Centre of Salford College.

Definitions

Institute Default occurs when:

- a. The course does not begin on the agreed commencement date;
- or
- b. The course ceases to be provided at any time after it commences but before it is completed; or (c) the course is not provided in full to a Student because a sanction has been imposed on the Institute.

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Local Student – a student who is an Australian Citizen and/or permanent resident enrolled at the Institute.

Student – any student enrolled at Salford College

Packaged Course – where a student is enrolled in a package of courses at the Institute

Tuition Fees- The tuition fees is a compulsory academic fees payable by the student to Salford College. It excludes all other fees (administration, Material, late, resit etc)

Course Material/study fees- Fees charged for the cost of providing course material, resource material, that are retained by the student at the end of study

Administration Fees- A nonrefundable fees charged for providing amenities and services to students

Withdrawal from the course- Withdrawal refers to student’s withdrawal from the course prior to commencement, or post commencement. Fees refund policy will apply for all such cases.

Study Period- a period of 26 weeks or 6 months and is equivalent to a semester of the course.

Student Default occurs when any of the following happens:

- a. A Student not commencing a course on the agreed start date;
- b. A Student cancelling their enrolment in a course (this includes an abandonment of the course before its completion);
- c. A Student failing to pay an amount he or she was liable to pay to the provider, directly or indirectly, in order to undertake a course;
- d. Student breaching a condition of his or her student visa; or
- e. Misbehaviour by a Student including, but not limited to, offensive conduct of an extreme nature, fraudulent conduct or physical assault.

In the event of Student Default:

Before the commencement date

- a. If a Student cancels their enrolment before the commencement date of a course and requests a refund:
 - i. 10 weeks or more prior to the course commencement - a refund of 100% of monies for tuition fees for semester 1 will be issued to the student;
 - ii. Between 9 weeks to 4 weeks prior to the course commencement - a refund of 50% of monies for tuition fees for semester 1 will be issued to the student, and all tuition fees collected in advance for subsequent semesters;
 - iii. 4 full weeks or less prior to course commencement - no refund will be issued.
 - b. If a student withdraws from a course after the course starts that semester’s tuition fee will be recoverable from the student.
 - c. If a student does not commence (i.e. doesn’t arrive or has not arranged with us for a later start because of health or verifiable compassionate reason) then that semester’s tuition fee stands forfeited.
 - d. If a student’s enrolment is terminated after course commencement as a result of a serious breach of student visa conditions or Salford College’s policies where the student has paid the fees for one or more semesters in advance, the student will receive no refund of the current semester.
1. Where a refund is approved by the Chief Executive Officer and is not due to the College defaulting, Salford College will make payment of refunds within 28 days of receipt of application for refund. Salford College will give the student a statement that explains how the refund amount has been worked out.
 2. If there is a Student Default, after the agreed start date of a course no refund will be issued to the Student.
 3. In accordance with the Student Enrolment Agreement, the Institute reserves the right to invoice the student the portion of fees owed by the student for services received from the Institute.
 4. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.
 5. No refund will be issued to any Student who deferred their enrolment after the commencement date.
 6. **Packaged course offers**
 - a. Students enrolled in a package of courses seeking a refund after completing their English language course (or any other course other than their principal course of study), but prior to completing six months of their principal course will be considered to have defaulted after the commencement date and will be dealt with in accordance with as above
 - b. Where an articulation to a Higher Education course is offered as part of a package of courses a deposit to hold a place for the student is required to be paid. This deposit is not refundable except under the conditions of Institute Default
 - c. Where a Student enrolled in a Package of Courses is eligible for a refund, the refund amount will be calculated based on each individual course Fee.

Institute Default

Refunds after Salford College Default

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1. If Salford College defaults, then all the unused portion of pre-paid fees paid will be refunded within 14 days after the default day.

Salford College defaults if the course

- Does not start on the agreed starting day and student has not been offered any alternate date,
- Stops being provided after it starts and before it is completed or
- Is not provided fully to the student because Salford College has had sanctions imposed.

2. The college will within 3 business days:

And inform the student.

3. Within 14 days

Either offer the student an alternative place at the college expenses that is accepted by the student in writing

Or

Refund the student the unused portion of the pre-paid fees

Refund General Provisions

1. No refunds will be paid to a third party unless it is indicated and signed as a sworn affidavit at the time the refund application is lodged, that any refunds due are payable to a third party.
2. Salford College's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
3. This agreement and the availability of the complaints and appeals processes do not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees.
4. The refund policy is subject to review from time to time.
5. The refund process reflects the commitment by Bandicoot Group Pty Ltd T/A Salford College to hold places as booked by students and the amount of administrative resources consumed at the various stages.
6. Refunds must be requested in writing to the CEO of Salford College.
7. The CEO of Salford College will process refund requests and if approved, arrange payment within 28 days
8. Refunds will be paid in equivalent to received Australian Dollars into the nominated bank account.
9. All requests for refund will be processed on an individual basis, taking into account impact on follow on units /modules if applicable.
10. The term "commencement" in this policy refers to the first day of the first program to be attended by the student.
11. Issues with regard to payment are to be handled at the first available opportunity and directed to the CEO of Salford College.
12. Complaints and Appeal policy can be used for any appeal against the ruling of the college.
13. All refund requests are conditional on the following
 - i. Salford College must have received the funds in their nominated accounts as per letter of offer
 - ii. any debts to Salford College must have been paid in full for the outstanding amounts due

Refund Procedure

The request for refund is made in writing to the Chief Executive Officer using Fee Refund Policy and Application. The Application Fee of \$250.00 is not refundable in any scenario.

Enrolment Fees

All Salford College (the College) course applicants must pay a non-refundable enrolment Fee (see Fees Schedule for current amount).

Tuition Fees

- a) Tuition fees (see Fees Schedule for current amount) Tuition fees DO cover the charges for tuition administration.
- b) Tuition fees means the payment agreed to on the letter of offer for the course or any subsequent variations to the course offer in writing
- c) Tuition fees DO NOT cover the charges for registration fee for vocational courses, accommodation, living expenses, textbooks, uniforms, stationery, equipment, and external examinations.
- d) Due date - Tuition fees for vocational courses must be paid at least six weeks prior to the commencement of each semester. A late fee of \$35.00 or 2% of fees due per week is levied on students for late payment of course fees each time student does not pay by the date payment is due and College reserves the right to cancel the enrolment if fees are not paid by due date. A payment plan drawn to make the payments for the semester cannot be used for no payments due by the student.

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- e) If a student wants to withdraw from the course, he should give at least one term notice before the next semester begins
- f) Salford College reserves the right to withhold certificates and results until payment of all fees and stationery has been made.
- g) Salford College reserves the right to refuse a student's re-enrolment if accounts are not paid by the due date. The college reserves the right to bar the student to attending classes in case of non-payment of outstanding fees (including non-tuition fees charged like late fees, resit fees, resource fees etc) as per the invoices raised and given to the student.
- h) Salford College reserves the right to forward the defaulting students name and details to its debt collectors agency (an external arm) for collection of overdue payments. The resulting cost may be passed on to the defaulting student.
- i) Salford College may list the defaulting student for credit watch on organ stations like VEDA. This may adversely impact your ability to apply for any credit.
- j) Salford College reserves the right to make the following variations: to vary course timetable, to vary course content, to vary lecturing personnel, to vary the cost of course and to cancel a course.
- k) The student must attend all classes, examinations and course excursions and abide by the rules and regulations of the college that are in force at all times.
- l) Salford College reserves the right to withdraw any students whose conduct and/or behaviour is not acceptable to the college or failure to follow the rules and regulations

Recognition of Prior Learning and Credit Transfers

- a. Students are encouraged to apply for RPL/CT as a part of their application. Any such application has to be put in within 14 days of commencement of their course to be considered.
- b. This may impact the duration of a course or the fees.
- c. Any application put in after 14 days of commencement will not be considered for fee or course duration reduction.

Fees Exclusions

Resit and Gap Training fees

Please refer to the college policy on resit and gap training fees

A late fee of \$35.00 is levied on students for late payment of course fees each time student does not pay by the date payment is due. Students with outstanding course fees will not be able to participate in any lessons unless approved by accounts.

Student's re-sitting for the assessments for the first time (gap training) would be charged \$100.00 for theory assessments and \$175.00 for practical assessments.

Students re-sitting for the assessments for the second time (gap training) will incur a fee of \$150.00 for theory assessments and \$200.00 for practical assessments to attend a subsequent assessment.

Students failing to be competent after 2 resit attempts, may be offered a final gap training session upon the completion of the course if your intervention strategy allows for this. This will incur a fees of \$300.00 for theory and \$375 for the practical session. Further to this the student might have to repeat the whole unit again and will be charged for the whole unit the price of which can be obtained from the student support officer.

Fees and Refund policy table:

Before course commencement	Refund on tuition fees for the semester	Application fee (nonrefundable)
More than 10 weeks	Full refund	-\$250
Between 9 weeks to 4 weeks prior to the course commencement	50%	-\$250
4 Weeks or less prior to the course start date	No Refund	-\$250
After course start date	No refund	NA
If a student does not commence (i.e. doesn't arrive, and has not arranged with us for a later start because of health or compassionate reason)	No refund	-250

If a student's enrolment is terminated after course commencement as a result of a serious breach of student visa conditions or Salford College's policies where the student has paid the fees for one or more semesters in advance	No refund of the current semester. Second/subsequent semester (starting more than 28 days away)- 40% Third/subsequent semester – Full	-\$250
Default by Bandicoot Group T/A Salford College	At any time	Full Refund of payment for services not yet rendered
Credit Transfer (Prior to CoE) Transcript required from Institution where you studied	No Charges for UoC being transferred	Nil
Credit Transfer (After CoE) Transcript required from Institution where you studied	CoE change charges	\$250.00
Mapping Document for Credit Transfer Require transcript from institution where you studied	Per Unit Charges	\$125.00
Recognition of Prior Learning (RPL) After CoE Evidence to support RPL kit	Application Fees RPL cost per unit	\$250.00 \$250.00

Payment Schedule

All payments are due as per the letter of offer and accepted by the student. This payment plan can be varied if the student applies for a different plan and the plan is accepted by Salford College. A Payment Plan does not absolve the student from commitment to the payment of the fees for the current semester.

If the course is less or equivalent to one study period (one semester/24-26 weeks), is then 100% of the course fees must be paid prior to the commencement of the course

If the course duration is more than one study period (one semester/24-26 weeks) then first term fees must be paid prior to the commencement of the course in addition to the administration and material fees.

If the student enrolls into packaged courses or multiple courses, the course fees for the first semester is payable prior to the commencement of the course in addition to the administration and material fees.

Certified Copies of Original Documents

Attach certified or attested copies of all your official documents such as mark sheets, academic certificates, etc. Following persons are eligible to certify copies:

- An authorised officer from the institution that originally issued the documents (such as Registrar or Principal);
- Justice of Peace
- An authorised Salford College representative.

Certified translations must be attached if the documents are not in English. Evidence of completing a course should indicate that all requirements of the course have been met or that the award has been conferred.

SECTION 2

Terms of Offer

This agreement, and the availability of a complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.

1. The Agreement

1.1. These Terms of Offer, the Letter of Offer and Acceptance of Offer together form a binding Agreement between Bandicoot Group Pty Ltd T/A Salford College and the recipient of the attached Letter of Offer. Provision of enrolment is subject to a payment of one agreed fee. Refund calculations are based on the minimum payment as detailed above.

1.2. The Terms of Offer may be subject to variation as necessary to comply with any Australian Commonwealth or State law, regulation or amendment thereof.

- 1.3. Bandicoot Group Pty Ltd T/A Salford College's responsibilities to the student pertain only to the course(s) outlined in the Letter of Offer.
- 1.4. All conditions and special notes contained in the Letter of Offer must be met and/or agreed to prior to Bandicoot Group Pty Ltd T/A Salford College issuing a Confirmation of Enrolment.
- 1.5. Students must meet the minimum English language proficiency requirement for entry into the course.
- 1.6. Attendance at orientation is compulsory. Special permission must be sought for non-attendance at the assigned date of orientation.
- 1.7. Students are expected to attend all classes and complete all assessments during a course and must abide by all rules and regulations of Bandicoot Group Pty Ltd T/A Salford College that are in force at the time of their enrolment.
- 1.8. Bandicoot Group Pty Ltd T/A Salford College may use its discretion to cancel or temporarily suspend the enrolment of a student on the grounds of misconduct by the student, financial status (students with overdue fees) or on grounds of compassionate or compelling circumstances.
- 1.9. Students are responsible for supplying the Student Unique Identifier (USI) number to the college before any transcript, qualification or testamur may be issued. Students may seek advice from Bandicoot Group Pty Ltd T/A Salford College to apply for a USI.

2. Fees

- 2.1. Tuition fees, charges and accounts are payable in advance of each term and students are not permitted to commence a term until all outstanding fees and charges are paid. If a student withdraws from the course before completion any discounts provided will be null and void and full course fees as quoted as per the Letter of Offer will apply.
- 2.2. Student agrees to pay all amounts due within the agreed timeframe. The Student agrees that if they fail to pay in accordance with this clause, Bandicoot Group Pty Ltd T/A Salford College may:
 - 2.3. Recover all debt recovery costs incurred in collecting overdue accounts on an indemnity basis;
 - 2.4. Withhold supply; Take Legal action to recover money owing on the goods or services provided
 - 2.5. In the event where this agreement has been entered into by more than one party each party shall be jointly and severally liable for any amounts overdue.
 - 2.6. Apply the late payment fees
- 2.7. Students are required to pay in advance agreed tuition fees in the start of every term. Payments are scheduled to be made no later than the first day of the commencement of the course, then no later than the first day of a new term as per your payment schedule. All fees must be finalised no later than the due date. XXRTOXX encourages students to discuss instalment payment if require, however, Bandicoot Group Pty Ltd T/A Salford College retains all discretion of approval. Additional charges may be incurred for instalment payment plan, if approved. Students with outstanding fees are not permitted to attend class without approval from Management. Any student who has an outstanding college debt for any course will not be eligible to receive a Statement of Attainment, Academic Transcript, graduate or receive a qualification until payment is made in full for all courses.
- 2.8. The total tuition fees stated in the Offer Letter are based on a full time study load.
- 2.9. Students enrolling in a second or subsequent qualification with Bandicoot Group Pty Ltd T/A Salford College are required to ensure full payment of tuition fees and charges for the new qualification is made no later than the first day of that term. Details of the payments due dates are contained in the letter of offer or as agreed and documented in your student records. Failure to make payment by the due date will incur penalty fees as detailed in clause 2.2 above. Failure to commence study by the notified date may incur additional charges and/or cancellation of enrolment.
- 2.10. Where a student's study period is extended beyond the period of the student visa, the student will be liable for visa application and related costs.
- 2.11. Additional fees for actions of students that have deviated from the agreed Letter of offer and subsequent rules of Bandicoot Group Pty Ltd T/A Salford College contained in the terms of Offer

Fees during the enrolment period

Repeat of unit	As per resit fees as below
RPL assessment (per unit of competency)	\$250.00
Late Submission of Assessment after the due date	\$100.00
Administration fee	\$350.00
Catch up for each unit	\$100-\$300
Catch up for practical's (depending on practical activity)	\$175-\$375
First Time Re-sit (theory/Practical)	\$100/175
Second Time Re-sit (Theory/Practical)	\$150/200
Third Time Re-sit (theory/practical)	\$300/375

Replacement / Certificate/page	\$20.00
Late payment fees of \$35.00 per week or 2% of outstanding fees payable will be applied after the due date	\$35.00
Bank dishonor fee	\$35.00
Additional statement of attainment (one statement of attainment will be provided free of charge)	\$50.00
Set up/Change fee for payment plan	\$100.00
Credit Transfer Application Fees (Administration Fees)/Course	\$250.00
Postage of Certificates	\$15.00
Replacement ID card	\$10.00
Academic support class (per two-hour class)	No charge
Moderation on appeal (per assessment task per unit)	No charge
"One-on-one" mentoring (per hour)	No charge
Credit Transfer (within 14 days before commencement of course)	No Charge

Fee increases

Students are informed on the Letter of Offer and Acceptance of Offer that tuition fees will not increase during their period of enrolment at Bandicoot Group Pty Ltd T/A Salford College.

The additional fees identified above, may, however, be subject to increase. Notices will be placed throughout the Bandicoot Group Pty Ltd T/A Salford College campus locations and floors to notifying students if any of these fees are to increase. Students will be provided with four weeks' notice of the intention to increase any of these fees.

3. Course Duration

3.1.

4. Privacy of Information

4.1. Information of students, collected prior to commencing and over the course of their studies, may be made available to relevant Commonwealth, State Government agencies and to the Tuition Protection Scheme and the TPS Funds Director, to ensure compliance with Bandicoot Group Pty Ltd T/A Salford College's obligations under the ESOS Act 2000, ESOS Regulations 2001, the ESOS National Code 2007 and other relevant Commonwealth and State legislation.

4.2. In the event of circumstances requiring critical incident management, Bandicoot Group Pty Ltd T/A Salford College

4.3. reserves the right to disclose limited personal information of a student where it is considered necessary to meet or maintain its duty of care responsibilities to that student.

4.4. With the exception of parties referred to in clauses 5.1 and 5.2, information will only be provided to other parties with the student's permission.

5. Agents

5.1. Applicants who enrol via an agent may change their agent by submitting a written advice to the college. Responsibility for notifying the agent lies with the student. Students re-enrolling with the college directly are responsible for notifying any past agent.

6. In Case of an Emergency

6.1. In the event of circumstances requiring urgent medical care where the student is incapable of speaking on their own behalf, Bandicoot Group Pty Ltd T/A Salford College is authorised as a matter of urgency to seek and provide appropriate medical care on behalf of the student. Bandicoot Group Pty Ltd T/A Salford College accepts no responsibility for and charges or fees attached to providing the appropriate level of medical care e.g. Ambulance fees

7. Deferral, Suspension or Cancellation of Enrolment Policy

Under certain limited circumstances, a student's enrolment may be deferred, suspended or cancelled. A student's enrolment can be deferred, suspended or cancelled by Bandicoot Group Pty Ltd T/A Salford College, or by the student. Deferral means to delay the commencement of a course. Suspension means the temporary postponement of enrolment during a course. Cancellation means termination of enrolment in a course.

8. Deferral, suspension or cancellation by a student

Students who wish to defer, suspend or cancel enrolment can apply to do so only if the course in which they were enrolled is unavailable, or there are compassionate or compelling circumstances. Compassionate or compelling circumstances are usually beyond the control of the student and have an impact on the student's course progress or the student's well-being. Compassionate or compelling circumstances include:

- 8.1. serious injury or illness, supported by a medical certificate which states that the student was or will be unable to attend classes, bereavement of close family members such as parents or grandparents;
- 8.2. major political upheaval or natural disaster, requiring emergency travel which has had an impact on the student's studies;
- 8.3. Traumatic experiences such as being a victim of, being involved in, or witnessing, a serious crime.

9. Withdrawal

Applications for Withdrawal from a course must be made by completing a WSC Form with any additional evidence and submitting it to Bandicoot Group Pty Ltd T/A Salford College Student Support Officer.

- 9.1. Any withdrawal must be done formally with evidence of why the student is withdrawing
- 9.2. Bandicoot Group Pty Ltd T/A Salford College has the right to refuse a withdrawal where a student has not completed six (6) months of their primary course.
- 9.3. Bandicoot Group Pty Ltd T/A Salford College cannot approve a student withdrawal if that student is in default of Visa conditions. I.E. Academic progress.
- 9.4. Any refund application will be processed in accordance with the refund policy
- 9.5. Certification of any description will only be processed after all outstanding fees are paid and a USI has been provided
- 9.6. Certification will be issued within 30 calendar days of the above conditions being met.
- 9.7. All documentation will be recorded in the student file

10. Suspension

Bandicoot Group Pty Ltd T/A Salford College may suspend a student for misconduct, under circumstances where the student

- 10.1. has been in breach of an Bandicoot Group Pty Ltd T/A Salford College rule;
- 10.2. is in breach of enrolment conditions;
- 10.3. is assessed as providing a threat to the well-being of other students or staff
- 10.4. Academic misconduct
- 10.5. Non Payment of scheduled fees

11. Cancellation

Bandicoot Group Pty Ltd T/A Salford College may cancel the enrolment of a student if the student:

- 11.1. is in breach of enrolment conditions;
- 11.2. has been in breach of an Bandicoot Group Pty Ltd T/A Salford College;
- 11.3. is assessed by the CEO as providing a threat to the well-being of other students or staff;
- 11.4. has been assessed as behaving in a way such as to constitute serious misconduct;
- 11.5. fails to meet the requirements of the course progress policy;
- 11.6. fails to pay tuition fees;
- 11.7. fails to re-enrol

Payment Schedule

All payments are due as per the letter of offer and accepted by the student. This payment plan can be varied if the students applies for a different plan and the plan is accepted by Salford College.

If the course is less or equivalent to one study period (one semester/24-26 weeks) s then 100% of the course fees must be paid prior to the commencement of the course

If the course duration is more than one study period (one semester/24-26 weeks) then first term fees must be paid prior to the commencement of the course in addition to the administration and material fees.

If the student enrolls into packaged courses or multiple courses, the course fees for the first semester is payable prior to the commencement of the course in addition to the administration and material fees.

Certified Copies of Original Documents

Attach certified or attested copies of all your official documents such as mark sheets, academic certificates, etc. Following persons are eligible to certify copies:

- a) An authorised officer from the institution that originally issued the documents (such as Registrar or Principal);

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- b) Justice of peace; or
- c) An authorised Salford College representative.
- d) Certified translations must be attached if the documents are not in English. Evidence of completing a course should indicate that all requirements of the course have been met or that the award has been conferred.

Health & Safety on Campus

Occupational Health and Safety

The Work Health Safety Act 2012 prescribes the employers duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others in the work place. This includes the provision of:

- A workplace that is safe to work in
- Adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene
- Properly maintained facilities and equipment
- Including the provision of personal protective equipment such as gloves, eye protection and sharps containers where required
- A clean and suitably designed work place with the safe storage of goods such as chemicals

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment
- Implement procedures and practices, in accordance with State and Local Government Health regulations.
- Store and dispose of Waste according to health regulations
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage
- Check all equipment for maintenance requirements
- Refer equipment for repair as required
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques used
- Ensure student safety always
- Ensure procedures for operator safety are followed always
- All unsafe situations recognised and reported
- Implement regular fire drills and provide first aid courses to all staff and students
- Display first aid and safety procedures for all staff and students to see

Report any identified Occupational Health and safety hazard to the appropriate staff member as required

Salford College First Aid Procedure

The first aid kit is located in the lunch room marked with a Green Cross The First Aid Officer will assist you with any medical emergency.



Salford College Evacuation Procedure:

In the event of a fire please adhere to the following:

When you hear a "Whooping" sound immediately stop what you are doing and calmly proceed to the "Emergency Exit"

1. Close all doors to isolate fire
2. Assist persons with disabilities as necessary
3. Evacuate to the Assembly Area– All campuses have their own evac assembly area noted on the evacuation plan displayed in the main foyer of the campus. You will be informed of the same during your orientation.
4. DO NOT re-enter the building until instructed to do so

Salford College Bomb Threat Procedure:

Finding a suspicious package

1. Do not touch or move the object
2. Contact "Administrations Officer" or Supervisor/Manager
3. Keep the area clear and restrict access
4. Follow Salford College Evacuation Procedure
5. Remain calm

Dealing with a bomb threat

1. Treat any threatening phone call seriously. Do not hang up – listen carefully to what the caller is saying.
2. Try to attract attention of a colleague (without alerting the caller)
example: waving your arms around when you get their attention hand them a sign – saying "bomb threat call the police please"
3. Try and keep the caller on the phone for as long as possible
4. Try and take down as many of the following details as you can: -
 - The sex of the caller
 - Did the caller sound young, old?
 - Did the caller have an accent?
 - Was the call STD, local or from a mobile?
 - Did you hear any background noises?
 - Did the caller give the location or description of the bomb?
 - Did the caller make any demands or threats?

Important Telephone Numbers

EMERGENCY 000 or 112 mobile (to override key locks)
Australian Taxation Office Tax File Number: 132 861 www.ato.gov.au

Training Venues

Salford College is located at [Level 11, 68 Grenfell Street Adelaide South Australia 5000](#). The commercial restaurant / kitchen used in hospitality training is located at the Hotel Grand Chancellor, Ground Floor at 65 Hindley Street as our Hospitality Training campus.

Hotel Grand Chancellor gives Salford College an opportunity to have our students get trained and have an exposure to the industry in addition to the industry placement program.

Salford College has a premise at 20-22 Macquarie Street, Paramatta, Sydney, NSW.

Emergency Contacts

Emergencies – Dial 000

The Triple Zero (**000**) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in **life threatening or emergency situations only**. Emergency 000 lines should not be used for general medical assistance.

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a **non-emergency situation** you can contact the local police station directly on:

131444 Nearest Police Station.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call **000** no matter how small or large the fire may be.

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Ambulance

Ambulances provide immediate medical attention and **emergency transportation to hospital**. Dial **000**

State Emergency Service

The State Emergency Service (**SES**) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a **FLOOD** or **STORM** dial **132 500**.

Lifeline

Lifeline's **13 11 14** service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice

Poisons Information Line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide **Poisons Information Centre** have a common telephone number: **131 126**.

We trust that you found this information useful. All effort has been made to have this information current as of the date printed but the college cannot be held responsible for interpretation of this information. The information and legislations are ever changing and as such can impact each individual's circumstances at any time. The college strongly suggests each individual to contact the requisite department to get current and relevant information at any time.

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Section 2 Contents

1. Credit reporting Policy
 2. Privacy Policy
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REDIT REPORTING POLICY

Salford College CREDIT REPORTING POLICY

About our Credit Reporting Policy

Bandicoot Group Pty Ltd trading as Salford College (ABN: 83 134 424 034) (“we”, “us” or “our”) recognises the importance of privacy and is committed to protecting the privacy of individuals when handling their credit information and credit eligibility information. We handle credit information and credit eligibility information about individuals for purposes relating to our functions and activities involving the education of our students.

Our Credit Reporting Policy outlines how we handle credit information and credit eligibility information about individuals for purposes relating to our functions and activities in an open and transparent manner in accordance with Part IIIA (Credit Reporting) of the Commonwealth Privacy Act 1988.

By providing us with your credit information you consent to us handling it in accordance with our Credit Reporting Policy. If you provide us with any credit information about another individual then we rely upon you to inform that individual of the details contained in our Credit Reporting Policy.

Why we collect, hold, use and disclose credit information and credit eligibility information

We collect, hold, use and disclose credit information and credit eligibility information for purposes relating to our functions and activities. For example, we may collect, hold, use or disclose your credit information or credit eligibility information for one or more of the following purposes:

- Assessing your eligibility to be provided with our services
- Assessing an application by you for credit in connection with the provision of our products or services
- Assisting you to avoid defaulting on your payment obligations
- Identifying whether you are overdue in making a payment
- Collecting any overdue payments from you
- Managing credit that we provide to you
- Assigning our debts
- Carrying out our business functions and activities
- Participating in the credit reporting system
- Complying with our legal or regulatory obligations

What kinds of credit information and credit eligibility information we collect

The kinds of credit information and credit eligibility information about you that we may collect and hold include:

- Identification information including your full name, alias or previous name, date of birth, sex, current (or last known) address and 1 previous address, current (or last known) employer or driver’s licence number
- Repayment history information including whether or not you have met an obligation to make a monthly payment, monthly payment due date and, if payment is made after the due date, the date on which payment is made
- A statement that we have requested information about you from a credit reporting body in connection with an application by you for consumer credit or commercial credit
- Default information about a payment of \$150 or more that you are at least 60 days overdue in making in respect of consumer credit where we have given you written notice requesting payment of the amount of the overdue payment
- Payment information being a statement that you have paid an overdue amount in respect of which we have disclosed default information to a credit reporting body
- New arrangement information being a statement that we have varied the terms and conditions of consumer credit originally provided you, or provided you with new consumer credit to replace consumer credit originally provided to you, in respect of which we have disclosed default information to a credit reporting body

- Court proceedings information about a judgement of an Australian court against you in proceedings (other than criminal proceedings) relating to any credit that was provided to, or applied for by, you
- Personal insolvency information about you which is recorded in the National Personal Insolvency Index and relates to your bankruptcy, debt agreement proposal, debt agreement, personal insolvency agreement or property which is subject to a direction, order or authority given or made under the Commonwealth Bankruptcy Act 1966
- Publicly available information relating to your activities in Australia and your credit worthiness
- Serious credit infringement information being our opinion that you have committed a serious credit infringement in relation to consumer credit that we have provided to you

What kinds of information we usually derive from credit reporting information

The kinds of information that we usually derive from credit reporting information disclosed to us by a credit reporting body include credit ratings and risk scores.

How we collect credit information

We usually collect credit information directly from you in person or when you communicate with us by telephone, email, standard form, letter, facsimile or other means. For example, we may collect your credit information directly from you when:

- You request us to provide you with our services
- You make a consumer credit or commercial credit application in connection with the provision of our services

We may also collect your credit information from a third party or publicly available source for the purpose of carrying out our business functions and activities. For example, we may collect your credit information from:

- Your authorised representatives in connection with providing you with our products or services
- Our service providers that assist us to carry out our business functions and activities including billing and debt recovery providers
- Government departments and agencies in connection with carrying out our business functions and activities

How we disclose credit information and credit eligibility information

We disclose credit information and credit eligibility information to third parties for the purpose of carrying out our business functions and activities. For example, we may disclose your credit information or credit eligibility information to:

- Your authorised representatives in connection with providing you with our products or services
- Our service providers that assist us to carry out our [business] functions and activities including credit reporting bodies, and billing and debt recovery providers
- Our professional advisers including accountants, auditors and lawyers
- Our related companies, agents, partners, affiliates and other trusted entities that assist us to carry out our [business] functions and activities
- Government departments and agencies about carrying out our business functions and activities

We will not disclose your credit information or credit eligibility information to any third parties for any other purpose without your consent except where required or authorised by law.

How we hold and protect credit information and credit eligibility information

We hold credit information and credit eligibility information that we collect in both physical and electronic storage facilities including paper-based files, computer servers, desktop and laptop computers, tablets and other portable data storage devices.

We protect credit information and credit eligibility information which we hold from misuse, interference and loss, and from unauthorised access, modification or disclosure using both physical and electronic security measures which include secure premises, physical access restrictions, locked cabinets, secure databases, password access, anti-virus software, data encryption and firewalls.

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How to access your credit eligibility information

You may request access to any of your credit eligibility information which we hold. We will respond within a reasonable time to a request by you for access to your credit eligibility information. If we decide not to give you access to your credit eligibility information then we will give you written reasons for our decision.

If you wish to access any of your credit eligibility information which we hold, please contact our Privacy Officer using the contact details below. You will be required to verify your identity before you will be permitted to access any of your credit eligibility information which we hold. We may charge a fee for giving you access to your credit eligibility information.

How to correct your credit information and credit eligibility information

You may request correction of any of your credit information or credit eligibility information which we hold. You should promptly notify us if you become aware that any of your credit information or credit eligibility information which we hold is inaccurate or out-of-date. [Review Within 30 days (unless a longer period is agreed) of receiving a request from you to correct any of your credit information or credit eligibility information we will take reasonable steps to correct the information where we are satisfied that the information is inaccurate, out-of-date, incomplete, irrelevant or misleading.

If we correct any of your credit information or credit eligibility information in response to a request by you for the correction of the information, then we will give you written notice of the correction. If we decide not to correct any of your credit information or credit eligibility information in response to a request by you for the correction of the information, then we will give you written reasons for our decision within a reasonable time.

If you wish to correct or update any of your credit information or credit eligibility information which we hold, please contact our Privacy Officer using the contact details below. You will be required to verify your identity before you will be permitted to access, correct or update any of your credit information or credit eligibility information which we hold.

How to make an enquiry or complaint

If you have an enquiry or complaint about our handling of your credit information or credit eligibility information, please contact our Privacy Officer using the contact details below. A complaint about our handling of your credit information or credit eligibility information should first be made in writing to our Privacy Officer setting out details of your complaint. Our Privacy Officer is responsible for dealing with all enquiries and complaints about our handling of credit information or credit eligibility information and will respond on our behalf within 30 days (unless a longer period is agreed) after receiving an enquiry or complaint.

If you are not satisfied with our response to your complaint then you may take your complaint to the Office of the Australian Information Commissioner which may be contacted using the following contact details:

Office of the Australian Information Commissioner

Phone: 1300 363 992
Email: enquiries@oaic.gov.au
Address: GPO Box 5218, Sydney, NSW 2001

How we update our Credit Reporting Policy

We may update our Credit Reporting Policy from time to time to take into account changes to our credit-related personal information handling practices by publishing an updated version of our Credit Reporting Policy on our website at www.salfordcollege.edu.au. You are responsible for regularly reviewing the most recent version of our Credit Reporting Policy available on our website.

How to contact us

You may contact our Privacy Officer using the contact details below:

Privacy Officer
Salford College
Phone : 08 7221 1940
Email : info@salfordcollege.edu.au
Address : Level 11, 68 Grenfell St, Adelaide, SA, 5000

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This Credit Reporting Policy is effective as of 17th September 2014.

PRIVACY POLICY

Purpose

Salford College is committed to maintain the privacy and confidentiality of its personnel and participant records. Salford College complies with the *Privacy Act 1988 including the 13 Australian Privacy Principles (APPs)* as outlined in the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

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As a component of our risk management practices, Salford College has conducted a Privacy Impact Assessment for all operations. Mitigation actions from this risk assessment have been implemented for the management of privacy risks at each stage of the information lifecycle, including collection, use, disclosure, storage, destruction and de-identification.

Providing an overall framework for our privacy practices, Salford College has developed and implemented this APP Privacy Policy.

Salford College manages personal information in an open and transparent way. This is evident in the implementation of practices, procedures and system we outline in this policy, that ensure our compliance with the APPs and any binding registered APP code, and provide suitable procedures for Salford College personnel to be able to deal with related inquiries and complaints that may be received from time to time.

The following sections of this policy outline how we manage personal information.

Scope

This policy and procedure applies to all students who are enrolled at Salford College. It also applies to training and administration staffs who are involved in its effective implementation.

Definitions

<p>Personal information</p>	<p>Personal information is defined under the Privacy Act as information or an opinion about an identified individual, or an individual who is reasonably identifiable:</p> <ul style="list-style-type: none"> a. whether the information or opinion is true or not, and b. whether the information or opinion is recorded in a material form or not. <p>Some examples of personal information include names, addresses, phone numbers and email addresses.</p> <p>The definition of personal information only relates to 'natural' persons. It does not extend to other 'legal' persons, such as companies.</p>
<p>Sensitive information</p>	<p>Under the Privacy Act, sensitive information is defined as:</p> <ul style="list-style-type: none"> a. Information or an opinion about an individual's: <ul style="list-style-type: none"> i. Racial or ethnic origin ii. Political opinions iii. Membership of a political association iv. Religious beliefs or affiliations v. Philosophical beliefs vi. Membership of a professional or trade association vii. Membership of a trade union viii. Sexual orientation or practices, or ix. Criminal record <p>that is also personal information; or</p> <ul style="list-style-type: none"> b. Health information about an individual c. Genetic information about an individual that is not otherwise health information d. Biometric information that is to be used for automated biometric verification or biometric identification, or e. Biometric templates.

Policy

Australian Privacy Principle 1 – Open and transparent management of personal information

Purposes for information collection, retention, use and disclosure

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Salford College retains a record of personal information about all individuals with whom we undertake any form of business activity. Salford College must collect, hold, use and disclose information from our clients and stakeholders for a range of purposes, including but not limited to:

- Providing services to clients;
- Day-to-day administration of Salford College
- Looking after student's educational, social, cultural and medical wellbeing
- Satisfying Salford College's legal obligations and allow College to discharge its duty of care
- Managing employee and contractor teams;
- Promoting products and services;
- Conducting internal business functions and activities; and
- Requirements of stakeholders.

As a registered training organisation, regulated by the Australian Skills Quality Authority, Salford College is required to collect, hold, use and disclose a wide range of personal and sensitive information on participants in nationally recognised training programs. This information requirement is outlined in the *National Vocational Education and Training Regulator Act 2011* and associated legislative instruments. In particular, the legislative instruments:

- Standards for NVR Registered Training Organisations 2012; and
- Data Provision Requirements 2012.
- Education Services for Overseas Students Act 2000 (ESOS) as amended

It is noted that Salford College is also bound by various State Government Acts requiring similar information collection, use and disclosure (particularly *Education Act(s)*, *Vocational Education & Training Act(s)* and *Traineeship & Apprenticeships Act(s)* relevant to state jurisdictions of Salford College operations).

It is further noted that, aligned with these legislative requirements, Salford College may deliver services through a range of Commonwealth and State Government funding contract agreement arrangements, which also include various information collection and disclosure requirements.

Individuals are advised that due to these legal requirements, Salford College discloses information held on individuals for valid purposes to a range of entities including:

- Governments (Commonwealth, State or Local);
- Australian Apprenticeships Centres;
- Employers (and their representatives), Job Network Providers, Schools, Guardians; and
- Service providers such as credit agencies and background check providers.

Kinds of personal information collected and held

The following types of personal information are generally collected, depending on the need for service delivery:

- Contact details;
- Employment details;
- Educational background;
- Demographic Information;
- Course progress and achievement information; and
- Financial billing information.

The following types of sensitive information may also be collected and held:

- Identity details;
- Employee details & HR information;
- Complaint or issue(dispute) information;

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- Medical certificates
- Course progress and intervention records
- Disability status & other individual needs;
- Indigenous status; and
- Background checks (such as National Criminal Checks or Working with Children checks).

How personal information is collected

Salford College's usual approach to collect personal information is to gather any required information directly from the individuals concerned. This may include the use of forms (such as registration forms, enrolment forms or service delivery records), the use of web-based systems (such as online enquiry forms, web portals or internal operating systems), face – to face meetings and interviews, emails and telephone calls.

Salford College does receive solicited and unsolicited information from third party sources in undertaking service delivery activities. This may include information from such as:

- Parents or guardians
- Governments (Commonwealth, State or Local);
- Australian Apprenticeships Centres;
- Employers (and their representatives), Job Network Providers, Schools, Guardians; and
- Service providers such as credit agencies and background check providers.

How personal information is held

Salford College's usual approach to holding personal information includes robust storage and security measures at all times. Information on collection is:

- As soon as practicable converted to electronic means;
- Stored in secure, password protected systems, such as financial system, learning management system and student management system; and
- Monitored for appropriate authorised use at all times.

Only authorised personnel are provided with login information to each system, with system access limited to only those relevant to their specific role. Salford College systems are hosted internally with robust internal security to physical server locations and server systems access. Virus protection, backup procedures and ongoing access monitoring procedures are in place.

Destruction of paper based records occurs as soon as practicable in every matter, through the use of secure shredding and destruction services at Salford College sites.

Individual information held across systems is linked through Salford College allocated identification number for each individual.

Retention and Destruction of Information

Salford College *maintains a Retention and Disposal Schedule* documenting the periods for which personal information records are kept.

Specifically, for our RTO records, in the event of our organisation ceasing to operate the required personal information on record for individuals undertaking nationally recognised training with us would be transferred to the Australian Skills Quality Authority, as required by law.

Accessing and seeking correction of personal information

Salford College confirms all individuals have a right to request access to their personal information held and to request its correction at any time. In order to request access to personal records, individuals are to make contact with:

Salford College Privacy Officer

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Phone: 08-7221 1940

<mailto:info@salfordcollege.edu.au>

A number of third parties, other than the individual, may request access to an individual's personal information. Such third parties may include employers, parents or guardians, schools, Australian Apprenticeships Centres, Governments (Commonwealth, State or Local) and various other stakeholders.

In all cases where access is requested, Salford College will ensure that:

- Parties requesting access to personal information are robustly identified and vetted;
- Where legally possible, the individual to whom the information relates will be contacted to confirm consent (if consent not previously provided for the matter); and
- Only appropriately authorised parties, for valid purposes, will be provided access to the information.

Complaints about a breach of the APPs or a binding registered APP code

If an individual feel that SALFORD COLLEGE may have breached one of the APPs or a binding registered APP *Privacy Complaints Procedure* below for further information.

Likely overseas disclosures

Salford College confirms that individuals' personal information is likely to be disclosed to overseas recipients, for internal business activity purposes. Likely overseas recipients include:

- Salford College Registered education agents
- Salford College debt collection agencies
- 'CLOUD' service provider
- An organisation for exchange programs

Any type of personal information held by Salford College (as listed above) may be included in these disclosures.

Making our APP Privacy Policy available

Salford College provides our APP Privacy Policy available free of charge, with all information being publicly available from the Privacy link on our website at www.salfordcollege.edu.au. In addition, this APP Privacy Policy is:

- Prominently displayed at Salford College premises;
- Noted within the text or instructions at all information collection points (such as informing individuals during a telephone call of how the policy may be accessed, in cases where information collection is occurring); and
- Available for distribution free of charge on request, as soon as possible after the request is received, including in any particular format requested by the individual as is reasonably practical.

If, in the unlikely event the APP Privacy Policy is not able to be provided in a particular format requested by an individual, we will explain the circumstances around this issue with the requester and seek to ensure that another appropriate method is provided.

Review and Update of this APP Privacy Policy

Salford College reviews this APP Privacy Policy:

- On an ongoing basis, as suggestions or issues are raised and addressed, or as government required changes are identified;
- Through our internal audit processes on at least an annual basis;
- As a part of any external audit of our operations that may be conducted by various government agencies as a part of our registration as an RTO or in normal business activities; and
- As a component of each and every complaint investigation process where the complaint is related to a privacy matter.

Where this policy is updated, changes to the policy are widely communicated to stakeholders through internal personnel communications, meetings, training and documentation, and externally through publishing of the policy on Salford College website and other relevant documentation (such as our Handbook) for clients.

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Australian Privacy Principle 2 – Anonymity and pseudonymity

SALFORD COLLEGE provides individuals with the option of not identifying themselves, or of using a pseudonym, when dealing with us in relation to a particular matter, whenever practical. This includes providing options for anonymous dealings in cases of general course enquiries or other situations in which an individuals' information is not required to complete a request.

Individuals may deal with us by using a name, term or descriptor that is different to the individual's actual name wherever possible. This includes using generic email addresses that does not contain an individual's actual name or generic user names when individuals may access a public component of our website or enquiry forms.

Salford College only stores and links pseudonyms to individual personal information in cases where this is required for service delivery (such as system login information) or once the individual's consent has been received.

Individuals are advised of their opportunity to deal anonymously or by pseudonym with us where these options are possible.

Requiring identification

Salford College must require and confirm identification however in service delivery to individuals for nationally recognised course programs. We are authorised by Australian law to deal only with individuals who have appropriately identified themselves. That is, it is a *Condition of Registration* for all RTOs under the *National Vocational Education and Training Regulator Act 2011* that we identify individuals and their specific individual needs on commencement of service delivery and collect and disclose Australian Vocational Education and Training Management of Information Statistical Standard (AVETMISS) data on all individuals enrolled in nationally recognised training programs. Other legal requirements, as noted earlier in this policy, also require considerable identification arrangements.

There are also other occasions within our service delivery where an individual may not have the option of dealing anonymously or by pseudonym, as identification is practically required for us to effectively support an individual's request or need.

Australian Privacy Principle 3 — Collection of solicited personal information

Salford College only collects personal information that is reasonably necessary for our business activities. We only collect sensitive information in cases where the individual consents to the sensitive information being collected, except in cases where we are required to collect this information by law, such as outlined earlier in this policy.

All information we collect is collected only by lawful and fair means.

We only collect solicited information directly from the individual concerned, unless it is unreasonable or impracticable for the personal information to only be collected in this manner.

Australian Privacy Principle 4 – Dealing with unsolicited personal information

Salford College may from time to time receive unsolicited personal information. Where this occurs we promptly review the information to decide whether or not we could have collected the information for the purpose of our business activities. Where this is the case, we may hold, use and disclose the information appropriately as per the practices outlined in this policy.

Where we could not have collected this information (by law or for a valid business purpose) we immediately destroy or de-identify the information (unless it would be unlawful to do so).

Australian Privacy Principle 5 – Notification of the collection of personal information

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Whenever Salford College collects personal information about an individual, we take reasonable steps to notify the individual of the details of the information collection or otherwise ensure the individual is aware of those matters. This notification occurs at or before the time of collection, or as soon as practicable afterwards.

Our notifications to individuals on data collection include:

- Salford College identity and contact details, including the position title, telephone number and email address of a contact who handles enquiries and requests relating to privacy matters;
- The facts and circumstances of collection such as the date, time, place and method of collection, and whether the information was collected from a third party, including the name of that party;
- If the collection is required or authorised by law, including the name of the Australian law or other legal agreement requiring the collection;
- The purpose of collection, including any primary and secondary purposes;
- The consequences for the individual if all or some personal information is not collected;
- Other organisations or persons to which the information is usually disclosed, including naming those parties;
- Whether we are likely to disclose the personal information to overseas recipients, and if so, the names of the recipients and the countries in which such recipients are located.
- A link to this APP Privacy Policy on our website or explain how it may be accessed; and
- Advice that this APP Privacy Policy contains information about how the individual may access and seek correction of the personal information held by us; and how to complain about a breach of the APPs, or any registered APP code, and how we will deal with such a complaint.

Where possible, we ensure that the individual confirms their understanding of these details, such as through signed declarations, website form acceptance of details or in person through questioning.

Collection from third parties

Where Salford College collects personal information from another organisation, we:

1. Confirm whether the other organisation has provided the relevant notice above to the individual; or
2. Whether the individual was otherwise aware of these details at the time of collection; and
3. If this has not occurred, we will undertake this notice to ensure the individual is fully informed of the information collection.

Australian Privacy Principle 6 – Use or disclosure of personal information

Salford College only uses or discloses personal information it holds about an individual for the particular primary purposes for which the information was collected, or secondary purposes in cases where:

- An individual consented to a secondary use or disclosure;
- An individual would reasonably expect the secondary use or disclosure, and that is directly related to the primary purpose of collection; or
- Using or disclosing the information is required or authorised by law.

Requirement to make a written note of use or disclosure for this secondary purpose

If Salford College uses or discloses personal information in accordance with an 'enforcement related activity' we will make a written note of the use or disclosure, including the following details:

- The date of the use or disclosure;
- Details of the personal information that was used or disclosed;
- The enforcement body conducting the enforcement related activity;
- If the organisation used the information, how the information was used by the organisation;
- The basis for our reasonable belief that we were required to disclose the information.

Australian Privacy Principle 7 – Direct marketing

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Salford College does not use or disclose the personal information that it holds about an individual for the purpose of direct marketing, unless:

- The personal information has been collected directly from an individual, and the individual would reasonably expect their personal information to be used for the purpose of direct marketing; or
- The personal information has been collected from a third party, or from the individual directly, but the individual does not have a reasonable expectation that their personal information will be used for the purpose of direct marketing; and
- We provide a simple method for the individual to request not to receive direct marketing communications (also known as 'opting out').

On each of our direct marketing communications, Salford College provides a prominent statement that the individual may request to opt out of future communications, and how to do so.

An individual may also request us at any stage not to use or disclose their personal information for the purpose of direct marketing, or to facilitate direct marketing by other organisations. We comply with any request by an individual promptly and undertake any required actions for free.

We also, on request, notify an individual of our source of their personal information used or disclosed for the purpose of direct marketing unless it is unreasonable or impracticable to do so.

Australian Privacy Principle 8 – Cross-border disclosure of personal information

Before Salford College discloses personal information about an individual to any overseas recipient, we undertake reasonable steps to ensure that the recipient does not breach any privacy matters in relation to that information.

Australian Privacy Principle 9 – Adoption, use or disclosure of government related identifiers

Salford College does not adopt, use or disclose a government related identifier related to an individual except:

- In situations required by Australian law or other legal requirements;
- Where reasonably necessary to verify the identity of the individual;
- Where reasonably necessary to fulfil obligations to an agency or a State or Territory authority; or
- As prescribed by regulations.

Australian Privacy Principle 10 – Quality of personal information

Salford College takes reasonable steps to ensure that the personal information it collects is accurate, up-to-date and complete. We also take reasonable steps to ensure that the personal information we use or disclose is, having regard to the purpose of the use or disclosure, accurate, up-to-date, complete and relevant. This is particularly important where:

- When we initially collect the personal information; and
- When we use or disclose personal information.

We take steps to ensure personal information is factually correct. In cases of an opinion, we ensure information takes into account competing facts and views and makes an informed assessment, providing it is clear this is an opinion. Information is confirmed up-to-date at the point in time to which the personal information relates.

Quality measures in place supporting these requirements include:

- Internal practices, procedures and systems to audit, monitor, identify and correct poor quality personal information (including training staff in these practices, procedures and systems);
- Protocols that ensure personal information is collected and recorded in a consistent format, from a primary information source when possible;
- Ensuring updated or new personal information is promptly added to relevant existing records;
- Providing individuals with a simple means to review and update their information on an on-going basis through our online portal;

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- Reminding individuals to update their personal information at critical service delivery points when we engage with the individual;
- Contacting individuals to verify the quality of personal information where appropriate when it is about to be used or disclosed, particularly if there has been a lengthy period since collection; and
- Checking that a third party, from whom personal information is collected, has implemented appropriate data quality practices, procedures and systems.

Australian Privacy Principle 11 — Security of personal information

Salford College takes active measures to consider whether we are able to retain personal information we hold, and also to ensure the security of personal information we hold. This includes reasonable steps to protect the information from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

We destroy or de-identify personal information held once the information is no longer needed for any purpose for which the information may be legally used or disclosed.

Access to Salford College offices and work areas is limited to our personnel only - visitors to our premises must be authorised by relevant personnel and are accompanied at all times. With regard to any information in a paper-based form, we maintain storage of records in an appropriately secure place to which only authorised individuals have access.

Regular staff training and information bulletins are conducted with Salford College personnel on privacy issues, and how the APPs apply to our practices, procedures and systems. Training is also included in our personnel induction practices.

We conduct ongoing internal audits (at least annually and as needed) of the adequacy and currency of security and access practices, procedures and systems implemented.

Australian Privacy Principle 12 — Access to personal information

Where Salford College holds personal information about an individual, we provide that individual access to the information on their request. In processing requests, we:

- Ensure through confirmation of identity that the request is made by the individual concerned, or by another person who is authorised to make a request on their behalf;
- Respond to a request for access:
 - Within 10 working days, when notifying our refusal to give access, including providing reasons for refusal in writing, and the complaint mechanisms available to the individual; or
 - Within 20 working days, by giving access to the personal information that is requested in the manner in which it was requested.
- Provide information access free of charge.

Australian Privacy Principle 13 – Correction of personal information

Salford College takes reasonable steps to correct personal information we hold, to ensure it is accurate, up-to-date, complete, relevant and not misleading, having regard to the purpose for which it is held.

Individual Requests

On an individual's request, we:

- Correct personal information held; and
- Notify any third parties of corrections made to personal information, if this information was previously provided to these parties.

In cases where we refuse to update personal information, we:

- Give a written notice to the individual, including the reasons for the refusal and the complaint mechanisms available to the individual;

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- Upon request by the individual whose correction request has been refused, take reasonable steps to associate a statement with the personal information that the individual believes it to be inaccurate, out-of-date, incomplete, irrelevant or misleading;
- Respond within 10 working days to these requests; and
- Complete all actions free of charge.

Correcting at Salford College initiative

We take reasonable steps to correct personal information we hold in cases where we are satisfied that the personal information held is inaccurate, out-of-date, incomplete, irrelevant or misleading (that is, the information is faulty). This awareness may occur through collection of updated information, in notification from third parties or through other means.

Request for Records Access' Procedure

Individuals or third parties may at any stage request access to records held by Salford College relating to their personal information. The following procedure is followed on each individual request for access:

1. A request for access is provided by the requester, with suitable information provided to be able to:
 - a. Identify the individual concerned;
 - b. Confirm their identity; and
 - c. Identify the specific information that they are requesting access to.

This request may be in any form, or preferably using Salford College *Records Access or Update Request Form*.

2. Upon receiving a request for access, Salford College then:
 - a. Confirms the identity of the individual or party requesting access;
 - b. Confirms that this individual or party is appropriately authorised to receive the information requested;
 - c. Searches the records that we possess or control to assess whether the requested *personal information* is contained in those records; and
 - d. Collates any personal information found ready for access to be provided.

Confirming identity

Salford College personnel must be satisfied that a request for personal information is made by the individual concerned, or by another person who is authorised to make a request on their behalf. The minimum amount of personal information needed to establish an individual's identity is sought, which is generally an individual's name, date of birth, last known address and signature.

When meeting the requesting party in person, identification may be sighted.

If confirming details over a telephone conversation, questions regarding the individual's name, date of birth, last known address or service details may be confirmed before information is provided.

3. Once identity and access authorisation is confirmed, and personal information is collated, access is provided to the requester within 20 working days of receipt of the original request. We will provide access to personal information in the specific manner or format requested by the individual, wherever it is reasonable and practicable to do so, free of charge.
Where the requested format is not practical, we consult with the requester to ensure a format is if meets the requester's needs.
4. If the identity or authorisation access cannot be confirmed, or there is another valid reason why Salford College is unable to provide the personal information, refusal to provide access to records will be provided to the requester, in writing. Our notification will include reason(s) for the refusal, and the complaint mechanisms available to the individual. Such notifications are provided to the requester within 20 working days of receipt of the original request.

'Request for Records Update' Procedure

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Individuals or third parties may at any stage request that their records held by Salford College relating to their personal information be updated. The following procedure is followed on each individual request for records updates:

1. A request for records update is provided by the requester, with suitable information provided to be able to:
 - a. Identify the individual concerned;
 - b. Confirm their identity; and
 - c. Identify the specific information that they are requesting be updated on their records.This request may be in any form, or preferably using Salford College *Records Access or Update Request Form*.
2. Upon receiving a request for records update, Salford College then:
 - a. Confirms the identity of the individual or party to whom the record relates;
 - b. Searches the records that we possess or control to assess whether the requested *personal information* is contained in those records; and
 - c. Assesses the information already on record, and the requested update, to determine whether the requested update should proceed.

Assessing Update

Salford College personnel assess the relevant personal information we hold, and the requested updated information, to determine which version of the information is considered accurate, up-to-date, complete, relevant and not misleading, having regard to the purpose for which it is held.

This may include checking information against other records held by us, or within government databases, to complete an assessment of the correct version of the information to be used.

3. Once identity and information assessment is confirmed, personal information is:
 - a. Updated, free of charge, within 10 working days of receipt of the original request; and
 - b. Notified to any third parties of corrections made to personal information, if this information was previously provided to these parties.
4. If the identity of the individual cannot be confirmed, or there is another valid reason why Salford College is unable to update the personal information, refusal to update records will be provided to the requester in writing, free of charge, within 10 working days.
5. Our notification will include the reasons for the refusal and the complaint mechanisms available to the individual.
6. Upon request by the individual whose correction request has been refused, we will also take reasonable steps to associate a 'statement' with the personal information that the individual believes it to be inaccurate, out-of-date, incomplete, irrelevant or misleading. This statement will be applied, free of charge, to all personal information relevant across Salford College systems within 20 working days of receipt of the statement request.

Privacy Complaints Procedure

If an individual feel that Salford College has breached its obligations in the handling, use or disclosure of their personal information, they may raise a complaint. We encourage individuals to discuss the situation with their Salford College representative in the first instance, before making a complaint.

The complaints handling process is as follows:

1. The individual should make the complaint including as much detail about the issue as possible, in writing to Salford College:

Salford College Privacy Officer

Email: info@salfordcollege.edu.au

Level 11, 68 Grenfell Street Adelaide SA-5000

2. SALFORD COLLEGE will investigate the circumstances included in the complaint and respond to the individual as soon as possible (and within 20 working days) regarding its findings and actions following this investigation.
3. Should after considering this response, if the individual is still not satisfied they make escalate their complaint directly to the Information Commissioner for investigation:

Office of the Australian Information Commissioner

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www.oaic.gov.au

Phone: 1300 363 992

When investigating a complaint, the OAIC will initially attempt to conciliate the complaint, before considering the exercise of other complaint resolution powers.

4. Alternatively, if the complaint relates to a non-privacy matter, or should individuals choose to do so, a complaint may also be lodged with the ASQA complaints handling service for complaints against RTOs:

Australian Skills Quality Authority

www.asqa.gov.au

Phone: 1300 701 801

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