



Training and Education Department

RTO Student Handbook

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RTO Number 22726

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Welcome

Welcome to Sporting Shooters Association of Australia (Victoria).

We look forward to helping you develop your vocational skills and knowledge to prepare you for a rewarding career.

The purpose of this handbook is to provide you with all the information that you need to know about undertaking nationally recognised training courses with the Sporting Shooters Association of Australia (Victoria). It will help you make an informed decision prior to enrolment but also point you to useful information about your course and the services we provide throughout your time with us.

Studying Through Sporting Shooters Association of Australia (Victoria)

Sporting Shooters Association of Australia (Victoria) aims to provide courses which are:

- Practical.
- Informed by industry needs.
- Flexible.
- Affordable.
- Delivered by friendly, professional, and supportive staff.

Our Obligation as your RTO

Sporting Shooters Association of Australia (Victoria) is an RTO registered with the Victorian Registration & Qualifications Authority (VRQA) and is required to comply with the Australian Quality Training Framework (AQTF) 2010, and the VRQA Guidelines, as well as other VET regulations and Commonwealth, State and Territory legislation.

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations, and we must participate in audits with VRQA upon their request.

As the RTO we have the responsibility to issue your AQF certification documents (e.g. Qualifications or Statements of Attainment) in line with our issuance policy as outlined in this handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this handbook.

Our Contact Details

Phone: 03 8892 2704

Email: training@ssaavic.com.au

Address: Unit 3/26 Ellingworth Parade, Box Hill, 3128

Courses Provided by Sporting Shooters Association of Australia (Victoria)

Sporting Shooters Association of Australia (Victoria) offers the following accredited courses, please click the link to view more information on the course page of our website:

<https://ssaavic.com.au/education/practical-firearms-training-program/>

- 22678VIC, Course in Practical Firearm Training
- AMPGAM303, Use Firearm to Safely and Humanely Harvest Wild Game
- AHCPMG304, Use Firearms to Humanely Destroy Animals

The Association also offers non-accredited courses which you can also find following the above link.

Selection and enrolment

Sporting Shooters Association of Australia (Victoria) accepts applications from all students who meet the entry requirements published in the course information on the enrolment webpage. Applications are accepted on a first come, first served basis but if a course is full, you can enrol in a course starting at a later date.

Upon enrolment via webform <https://ssaavic.com.au/education/practical-firearms-training-program/>, applicants will be sent a receipt for their booking, detailed course information and this RTO Student Handbook.

As part of the entry requirements applicants may be required to attend an interview. Details of the interview will be provided at this stage; it may be conducted via phone or face-to-face. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated in the Course Outline) such as verified copies of qualifications, proof of age or other evidence at the interview, and you may be asked to take a language, literacy, and numeracy assessment, if this is a requirement of your course.

If you are applying for Credit or RPL you must inform the student administration staff during your enrolment. You will be asked to supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this handbook below.

Upon approval of your application/enrolment including payment of any initial course fees required, you will be issued a Confirmation of Enrolment notice and details of how and when to commence the training.

Unique Student Identifier (USI)

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognised training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015.

This means that as a student you must either:

- Provide us with your USI, or

- Provide us with an exemption notice issued by the USI registrar. For information about exemptions for individuals please review this webpage: <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

Create a USI

If you don't have a USI, you will need to create one, please visit this link to do so please visit:

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

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Sporting Shooters Association of Australia (Victoria) has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks before the practical session of the course.

If you think RPL is a suitable option for you, the first step is to contact our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in an application form return it with an RPL Application Form. Your application will then be assessed for suitability, and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge, and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning, and you will be advised of these fees upon contacting us. For more information about applying for RPL, contact the head office.

Course induction

At the start of your online course, you will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates, etc. Another induction is done at the start of your practical session, this will be an opportunity to meet your trainer and the other students in your course.

During the practical induction, we will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student. The practical induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in. General housekeeping arrangements are also discussed as stated in the section below.

Student code of conduct

1. Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination, and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information Sporting Shooters Association of Australia (Victoria) holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Sporting Shooters Association of Australia (Victoria) on the client services, training, assessment, and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

2. Students' responsibilities

All students, throughout their training and involvement with Sporting Shooters Association of Australia (Victoria), are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass, or threaten others including other students, juniors, people from different cultures, SSAA staff, volunteers, and parents.
- Not harass, victimise, discriminate against, or disrupt others including other students, juniors, people from different cultures, SSAA staff, volunteers, and parents.
- Treat all others and their property with respect.
- Respect the opinions, backgrounds, and cultures of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments, and other evidence of their work with a completed and signed cover sheet (Cover sheets are provided for both online and face to face assessments).

- Contact their Trainer/Assessor or the state office if help is required during the course in a timely manner.
- Prepare appropriately for all assessment tasks and training sessions.
- Notify Sporting Shooters Association of Australia (Victoria) if any difficulties arise as part of their involvement in the program.
- Notify Sporting Shooters Association of Australia (Victoria) if they are unable to attend a training session for any reason at least 24 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

SSAA Victoria support responsible shooters. The Association is committed to create a safe environment for everyone including under aged people and does not tolerate discrimination.

Discrimination means to treat a person differently because based on age, colour, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership or non-membership of an association or for any other stereotypical or illegal reason.

Assessment arrangements

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally.

Please speak to your assessor if you think that you may need an adjustment made. Note that these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Public Complaints and Appeals section in this handbook for information about how to lodge an appeal.

Student plagiarism, cheating and collusion

Sporting Shooters Association of Australia (Victoria) has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

Support services

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy, and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- Technical support.
- One on one study support sessions.
- Referral to relevant external services.
- Specialist support services for students with a disability.
- A commitment to the cultural safety of children from different cultures including aboriginal children.

External Support Services

For students requiring additional support with their studies, work or life, Sporting Shooters Association of Australia (Victoria) provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

- *Reading and Writing Hotline*

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

- *The Victorian Equal Opportunity & Human Rights Commission*

Telephone: (03) 9281 7100

Website: <http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

- *Legal Aid Victoria*

Telephone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

- *Disability Rights Victoria*

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

- *Lifeline*

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 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. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

- *Kids Help Line*

Telephone: 1800 55 1800 Website: www.kidshelpline.com.au

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

- *Reach Out*

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Your feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students, trainers, employees and in some cases employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and in some cases employers, will be provided with a Quality Indicator Survey based on the National Centre for Vocational Education and Research (NCVER) student experience survey that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor at the end of the practical session. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email training@ssaavic.com.au and phone 03 8892 2777.

Access to your records

You may access or obtain a copy of the records that Sporting Shooters Association of Australia (Victoria) holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost of 20c per page for photocopying, but in many cases we can email your records to you.

Access to records may be provided by:

- making copies of the records held in a file.
- providing a time for you to review your file.

Amendment to records

If a student considers the information that Sporting Shooters Association of Australia (Victoria) holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Notifying you if things change

As an RTO under the AQTF, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your RTO Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, Sporting Shooters Association of Australia (Victoria) will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, and/or call you. Please make sure we always have your most current home address, email, and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form.

Legislation and you

As a student, you have both rights and responsibilities under applicable legislation.

- **Workplace Health and Safety**

Under the *Workplace Health and Safety Act 2011*, Sporting Shooters Association of Australia (Victoria) must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. Sporting Shooters Association of Australia (Victoria) has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Immediately report any type of abuse towards children regardless of their culture and background.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete or inform the trainer to complete an incident report as required.
- Ensure you are familiar with Sporting Shooters Association of Australia (Victoria) emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around on the shooting range where someone else could trip over them.
- Only smoke in designated areas.
- Ensure you are not under the influence of alcohol and drugs including prescription drugs during the practical component.
- Observe basic hygiene practices such as hand washing before handling equipment and eating food, and leaving toilets and wash basins clean and tidy, etc).

- **Harassment, victimisation, or bullying**

Sporting Shooters Association of Australia (Victoria) is committed to providing all people with an environment free from all forms of harassment, victimisation, and bullying. Sporting Shooters Association of Australia (Victoria) will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades, or humiliates another person regardless of age and background.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates, or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, abuse towards children, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social, or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised, or bullied by a staff member or student, you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this or the person did not stop after you told them, you should lodge a complaint as per Sporting Shooters Association of Australia (Victoria) Complaints and Appeals procedure and detailed in this Handbook.

- **Equal opportunity**

The principles and practices adopted by Sporting Shooters Association of Australia (Victoria) aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Sporting Shooters Association of Australia (Victoria).

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Sporting Shooters Association of Australia (Victoria) provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

SSAA Victoria proudly acknowledge all cultures. We proudly acknowledge the traditional owners, Victoria's Aboriginal communities and their rich cultures, and pay respect to their Elders past, present and future. We acknowledge Aboriginal people as Australia's first people and as the traditional owners and custodians of the land on which we work and live.

- **National VET Regulator Act 2011**

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

- **Student Identifiers Act 2014**

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification or a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and

results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure, and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisation etc. as proof of VET achievements.
- It will be easier for the training organisation to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

- **The Education and Training Reform Act (2006) – Victoria**

The act describes the principles governing education and training within Victoria, and relates to Sporting Shooters Association of Australia (Victoria) in the following specific ways:

- It details conditions of Sporting Shooters Association of Australia (Victoria)s registration with the VRQA.
- The Sporting Shooters Association of Australia (Victoria) responsibility is to apply for or verify existing Victorian Student Numbers with the Victorian Student Registrar for each student it enrolls.
- Defines duty of care and state legislation in relation to practical placements.

PRIVACY PRINCIPLES

In collecting your personal information Sporting Shooters Association of Australia (Victoria) will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent.
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person.
 - The disclosure is required or authorised by or under law; or

Sporting Shooters Association of Australia (Victoria) RTO: 22726

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- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

A full copy of our Privacy Policy is available at the bottom of the following webpage:

<https://ssaavic.com.au/education/practical-firearms-training-program/>

Fees, Charges and Refunds

1. Information about fees and charges

- Sporting Shooters Association of Australia (Victoria) protects the fees that are paid in advance by students.
 - Sporting Shooters Association of Australia (Victoria) does not require a student to ever pay more than \$1,000 prior to the commencement of the course or more than \$1,500 in advance which is attributable to services not yet provided, at any stage during their course. Where total course fees are more than \$1,000, fees will be paid off during the course in instalments according to a set payment plan that meets this requirement.
- Fee information relevant to a course is outlined in detail on the RTO Student Agreement and summarised on the Course Outline as well as the RTO's website. In compliance with Condition of Registration 5 of the AQTF Essential Standards of Continuing Registration 2010, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:
 - The total amount of all fees including course fees, administration fees, materials fees, and any other charges.
 - Payment terms, including the timing and amount of fees to be paid and any non-refundable enrolment deposit to cover the administration involved in assessing an application for enrolment.
 - The nature of the guarantee given by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course.
 - The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and
 - This Course Fees and Refunds Policy
- The RTO Student Agreement and the RTO Student Handbook which are provided prior to enrolment, includes this Course Fees and Refunds Policy informs the student of their consumer rights. Students are asked to sign the RTO Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- Where an employer is paying for a student's course, employers are required to co-sign the student agreement which outlines the total fees, payment terms and schedule of payments applicable.
- Sporting Shooters Association of Australia (Victoria) cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

2. Course fee inclusions

- Course fees include:
 - All the training and assessment as well as educational support services required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol into the unit or units in question and will be charged a pro-rata course fee based on the number of units required to be undertaken.
 - One copy of the required textbooks and learning materials for each student unless otherwise stated on the Course Outline.
 - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).
- Course and tuition fees do not include:
 - Any optional textbooks and materials that may be recommended but not required to complete a course.
 - Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the RTO Student Agreement.
 - Stationery such as paper and pens or other personal use items such as computers or internet access that may be required to complete homework tasks.
 - Printing costs (if required)
 - Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee of \$30 per document plus the cost of postage if required.

3. Payments

- Payments can be accepted by electronic transfer.
- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts may be referred to a debt collection agency where fees are more than 40 days past due.
- Sporting Shooters Association of Australia (Victoria) reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

4. Refunds for fee-for-service students

- Cooling-off periods do not apply to course fees as Sporting Shooters Association of Australia (Victoria) does not use direct approach marketing such as tele-marketing or door-to-door sales.
- All course fees for fee-for-service students include a non-refundable deposit which is detailed in the Course Outline and RTO Student Agreement. The deposit is non-refundable, except in the circumstances detailed below.

- A full refund of any fees paid (including the deposit) will apply if Sporting Shooters Association of Australia (Victoria) is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- In the unlikely event that Sporting Shooters Association of Australia (Victoria) is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
 - Where Sporting Shooters Association of Australia (Victoria) ceases to operate.
 - Where Sporting Shooters Association of Australia (Victoria) ceases to deliver the course in which a student is enrolled, and the agreement is terminated.
 - Where Sporting Shooters Association of Australia (Victoria) needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.
- In any of the above situations, Sporting Shooters Association of Australia (Victoria) will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Sporting Shooters Association of Australia (Victoria) to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- RPL application fees are non-refundable.

5. Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our Complaints and Appeals Policy and Procedure.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

6. Publication

- Sporting Shooters Association of Australia (Victoria) will publish in a prominent place on its website the following:
 - Costs for fee for service programs.
 - This Course Fees and Refunds Policy.

Complaints and Appeals Policy

1. Nature of complaints and appeals

- Sporting Shooters Association of Australia (Victoria) responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any student or client of Sporting Shooters Association of Australia (Victoria).
- Complaints may be made in relation to any of Sporting Shooters Association of Australia (Victoria)'s services and activities such as:
 - the application and enrolment process.
 - marketing information.
 - the quality of training and assessment provided.
 - training and assessment matters, including student progress, student support and assessment requirements.
 - the way someone has been treated.
 - the actions of another student
- An appeal is a request for a decision made by Sporting Shooters Association of Australia (Victoria) to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments.
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Sporting Shooters Association of Australia (Victoria)

2. Principles of resolution

- Sporting Shooters Association of Australia (Victoria) is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Sporting Shooters Association of Australia (Victoria) ensures that complaints and appeals:
 - Are responded to in a consistent and transparent manner.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.
 - Can be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Sporting Shooters Association of Australia (Victoria) will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.
- Where a student chooses to access this policy and procedure, Sporting Shooters Association of Australia (Victoria) will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

3. Timeframes for resolution

- Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

4. Records of complaints and appeals

- Sporting Shooters Association of Australia (Victoria) will maintain a record of all complaints and appeals and their outcomes on the *RTO Complaints and Appeals Register*, which will be securely stored according to the *RTO Privacy Policy and Procedure*. These records are reviewed to identify areas of improvement in accordance with Sporting Shooters Association of Australia (Victoria)'s RTO Quality Assurance Policy and Procedure.

5. Making a complaint or appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.
- Complaints and appeals must be made in writing using the Public Complaints and Appeals Form, or other written format and sent to Sporting Shooters Association of Australia (Victoria)'s head office at Unit 3/26 Ellingworth Parade, Box Hill, 3128, attention to the CEO.
- When making a complaint or appeal, provide as much information as possible to enable Sporting Shooters Association of Australia (Victoria) to investigate and determine an appropriate solution. This should include:
 - The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.
- Your complaint or appeal will be acknowledged in writing via email or post within 7 days of receipt.

6. Resolution of complaints and appeals

- Some or all members of the management team of Sporting Shooters Association of Australia (Victoria) will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.

- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

7. Independent parties

- Sporting Shooters Association of Australia (Victoria) acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Sporting Shooters Association of Australia (Victoria).
- Sporting Shooters Association of Australia (Victoria) may also appoint the independent party to be involved in the resolution of a complaint or appeal where it is deemed necessary.
- **Complainants and appellants can find an appropriate independent party by calling the Resolution Institute on 02 9251 3366 or 1800 651 650 or by searching the following directory, according to their locality and area of concern:**
 - <https://www.resolution.institute/australian-directory>
- **Sporting Shooters Association of Australia (Victoria) will provide complete cooperation with the independent party investigating the complaint/appeal and will be bound by the recommendations arising out of this process.**
- **The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.**

8. External complaint avenues

Complaints in relation to nationally recognised or 'accredited' training can also be made via the following avenues:

- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- **Phone:** 13 38 73, Monday–Friday, 8am to 6pm nationally.
- **Email:** ntch@education.gov.au

For more information about the National Training Complaints Hotline, refer to the following webpage: <https://www.education.gov.au/NTCH>

- Victorian Registration & Qualifications Authority (VRQA):

Complainants may also complain to Sporting Shooters Association of Australia (Victoria)'s registering body, Victorian Registration & Qualifications Authority (VRQA) in relation to nationally recognised training, or our 'accredited courses'.

VRQA can investigate complaints about Sporting Shooters Association of Australia (Victoria)'s (nationally recognised training, or 'accredited courses only') in relation to:

- the quality of our training and assessment
- our marketing and advertising practices
- If your complaint does not fall within VRQA's jurisdiction, it may be resolved more quickly if you directly contact the relevant agency.
- VRQA may not be able to investigate complaints if you do not include evidence that you have already exhausted our formal internal complaints process as above.
- Please refer to the following VRQA webpage:
<http://www.vrqa.vic.gov.au/complaints/Pages/tovrqa.aspx>

9. Publication

This policy and procedure will be published in the Student Handbook and on Sporting Shooters Association of Australia (Victoria)'s website.

Issuing of certification documents

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Sporting Shooters Association of Australia (Victoria) reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Sporting Shooters Association of Australia (Victoria) is not permitted to do so by law.

Sporting Shooters Association of Australia (Victoria) must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time.

Student Forms

Name of Form	Reason for use
Marketing Permissions Form	If we want to use your picture, testimonial or other details on our marketing material (e.g. website) we will ask you to complete this.
Credit Application Form	If you want to apply for Credit Transfer.
Complaints and Appeals Form	If you wish to complain about our training services or appeal an assessment decision made.
Refund Application Form	If you believe you have grounds for a refund.
Enrolment Form	If you wish to enrol in a course with us.
Student Change of Details Form	Used to notify us if your personal details (e.g. name, contact details, address) have changed.
Withdrawal Form	If you wish to withdraw from a currently enrolled course of study.
Assessment Task Cover Sheet	Please use this when submitting assessment tasks.
Suggestion for Improvement Form	If you would like to supply us with a suggestion to improve our services.
Request to Access Records Form	To request access to the information we have in your file.
Amendment to Records Form	If you believe the information we have in your file is incorrect.