



# **STUDENT INFORMATION BOOK**

[www.rst.edu.au](http://www.rst.edu.au)

## CONTENTS

Introduction .....	3
Our Expectations of You .....	7
Work Health and Safety .....	7
Access and Equity .....	7
Privacy .....	7
Unique Student Identifier Number.....	8
Enrolment .....	8
Upfront Assessment of Needs (UAN) .....	8
Program Delivery .....	8
Recognition of Prior Learning .....	9
Credit Transfer .....	9
Behaviour Expectations.....	9
Workshop Expectations.....	10
Equipment You are Required to Provide.....	12
Communication and Student Support .....	12
Transporting Students.....	13
Subsidised Training Places .....	13
Learner Support Services .....	13
Course Fees .....	13
Concessions .....	14
Refunds.....	14
Student Cancellation .....	14
RST Cancellation .....	14
Statutory Rights and Cooling Off Period .....	16
Replacement of Text and Training Workbooks .....	16
Complaints and Appeals.....	16
Continuous Improvement.....	17
Third Party Arrangements.....	17
Deferral.....	17
Work Placement .....	18
Certification .....	18
Assessments .....	18
Qualifications and Units of Competency .....	18
Non-complete Qualifications.....	19
Registered Training Organisational Services.....	19
Accessing Your Information .....	19
Further Information .....	19

# CONTENTS

## INTRODUCTION

This information booklet is designed to provide you with information about the services offered by Regional Skills Training (RST) and our approach to ensuring you a safe, fair and supported environment to participate in training and assessment. This booklet does not give you specific information about a particular course offered by RST. That information will be provided to you separately and is available on our website [www.rst.edu.au](http://www.rst.edu.au)



# ABOUT RST

RST has been providing training to businesses and students in the rural and regional sectors of Australia since 2002.

We provide flexible, innovative industry appropriate training solutions by striving to:

- > Act with professionalism, fairness and integrity
- > Advocate for our students and the Agriculture industry
- > Create strong partnerships with employers and industry
- > Provide a supportive but challenging learning environment for students and staff
- > Continue to evolve and embrace new technologies

RST is responsible for providing quality training and assessment. Our staff aim to provide an approachable, support orientated service to all students.

Our trainers and assessors have qualifications and industry experience relevant to the courses they train. All RST assessors have training qualifications in accordance with the Standards and Regulations for Registered Training Organisations (RTO's). RST may invite subject matter experts or guest speakers at relevant parts of the course to ensure that students are provided with industry specific expertise.

Our team of Student Support Officers, (SSO's), are available to help and guide students through their learning journey. They co-ordinate with schools and employers to ensure that all parties are aware of training progress. Students are encouraged to contact their SSO if they have any questions or require any support for their learning.

A copy of the RST Code of Practice is available on our website at [www.rst.edu.au](http://www.rst.edu.au) or by contacting the RST head office.



## LOCATION AND CONTACT DETAILS

Contact details for RST's three (3) offices based in South Australia are:

Head Office: 193 Broster Rd, Maitland SA 5573

Glenelg Office: 607 Anzac Hway, Glenelg North  
SA 5045

Virginia Office: 1070 Old Port Wakefield Road,  
Virginia SA 5120

Postal Address PO Box 134, Arthurton SA 5572

Telephone: 08 8835 1362

Email: [admin@rst.edu.au](mailto:admin@rst.edu.au)

Website: [www.rst.edu.au](http://www.rst.edu.au)





## OUR EXPECTATIONS OF YOU

RST requests that you:

- > Contribute to learning in a harmonious and positive manner, irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief
- > Comply with the rules and policies of RST
- > Give honest effort, and show clear evidence of learning and upholding of ethical standards – assessment malpractice e.g. cheating, collusion or plagiarism is not acceptable behaviour and will not be tolerated
- > Be responsible for your own learning and development by participating actively and positively and by ensuring you maintain progress with learning modules
- > Monitor your own progress by ensuring that assessment deadlines are observed
- > Utilise facilities and RST publications with respect, honour our copyrights and prevent our publications from being distributed to unauthorised persons
- > Wear Personal Protective Equipment (PPE) as required ensuring it is used in the manner as instructed
- > Respect other students and RST staff members and their right to privacy and confidentiality
- > Attend courses in full or contact RST for alternative learning pathways for your own learning benefit
- > Be punctual to training courses and returning from breaks, and turn off your phones/pagers when in the classroom
- > Do not attend a training course if affected by drugs and/or alcohol or are unwell with cold or flu like symptoms

A copy of the Student Code of Practice is available on our website at [www.rst.edu.au](http://www.rst.edu.au) or by contacting the RST head office.

## WORK HEALTH AND SAFETY

RST is committed to providing you a safe environment in which to participate in training and assessment.

RST Staff, students, visitors and volunteers have a responsibility to work safely and report hazards, risks or incidents as soon as they are aware of them.

For a copy of the Work Health and Safety Policy, contact the RST head office.

## ACCESS AND EQUITY

RST is committed to providing a work and study environment free from harassment, vilification and bullying. RST supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.

If you feel you have been discriminated against or harassed, you should report this information by following the RST Complaints Procedure available on our website.

For a copy of the RST Access and Equity Policy, contact the RST head office.

## PRIVACY

RST takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (2014). Student information is shared with external agencies such as registering authorities to meet compliance requirements as a registered training organisation (RTO). All information shared is kept in the strictest confidence by both parties and is available on request.

Certification, assessment outcomes and selection of units of competency might be discussed with a third party e.g., employers or school with consent from the student/parent.

A copy of the RST Privacy Policy is available on our website at [www.rst.edu.au](http://www.rst.edu.au) or by contacting the RST head office.

## UNIQUE STUDENT IDENTIFIER NUMBER (USI)

A USI is your individual education number that gives you access to an online record of your vocational education and training undertaken in Australia.

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your Qualification or Statement of Attainment. If you don't have a USI you will not receive your qualification or Statement of Attainment. RST requires you to provide a USI, or give permission to create you a USI on enrolment, prior to the commencement of training.

For more information, visit [www.usi.gov.au](http://www.usi.gov.au).

## ENROLMENT

All new students will participate in a pre-enrolment discussion with an RST staff member. During this discussion and during the course, learner support and training needs will be identified.

You are required to:

- > Complete an enrolment form
- > Undertake a language, literacy and numeracy activity
- > Complete any necessary funding paperwork
- > Provide a unique student identifier (USI) number
- > Provide a copy of proof of identity (e.g. drivers licence)

Upon completion of enrolment, students will be sent written confirmation of their enrolment.

## UPFRONT ASSESSMENT OF NEEDS (UAN)

State public funding and training standards require RST to determine the support needs of all students. All students accessing state public funding are required to complete an upfront assessment of needs (UAN) process.

RST will request students to complete a language, literacy and numeracy assessment and a suitability for the course upfront assessment of needs at enrolment. Where language, literacy and numeracy support requirements are identified, RST will work with students, (and VET co-ordinators for school students), to identify and facilitate appropriate support.

It is a condition of accessing publicly funded training places that you participate in the UAN process.

For non-school students, if during the UAN process specific foundation skills bridging units are required you must undertake and complete these (fee free) to access public funding. If a referral for a foundation skills qualification (fee free) is required, then this must be completed prior to being able to access public funding for training.

## PROGRAM DELIVERY

RST offers flexible forms of learning to accommodate the varying needs of students.

Training and assessment may be delivered via one or more of the following methods:

- > Face to face workshops
- > Online training and assessment
- > Verbal skills and knowledge assessments
- > Skills development records
- > On job practical assessments
- > Case study projects and written assessments
- > Practical demonstrations
- > Competency conversations
- > Recognition of prior learning
- > Credit transfer

All assessment methods are conducted in line with the Principles of Assessment and Rules of Evidence as outlined in the Standards for Registered Training Organisations 2015.





## RECOGNITION OF PRIOR LEARNING

Recognition of prior learning (RPL) is based on the awareness that people learn in many different ways throughout their lifetime – through work experience, life experience, as well as through education and training. RPL takes into account your skills and experiences to enable you to gain credit in a course of study.

RPL is granted where you can provide evidence or demonstrate through assessment that you have the identical or equivalent knowledge and skills in relation to the training course or units for which you are seeking RPL.

You will need to complete an RPL application form which will detail evidence of requirements. For a copy of the RPL application form, please contact the RST head office.

For a copy of the RST Recognition of Prior Learning Policy, contact the RST head office.

## CREDIT TRANSFER

Credit transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations (RTO) 2015, AQF Qualifications and Statements of Attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit transfer allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

Please speak to your SSO if you wish to utilise credit transfer towards your course.

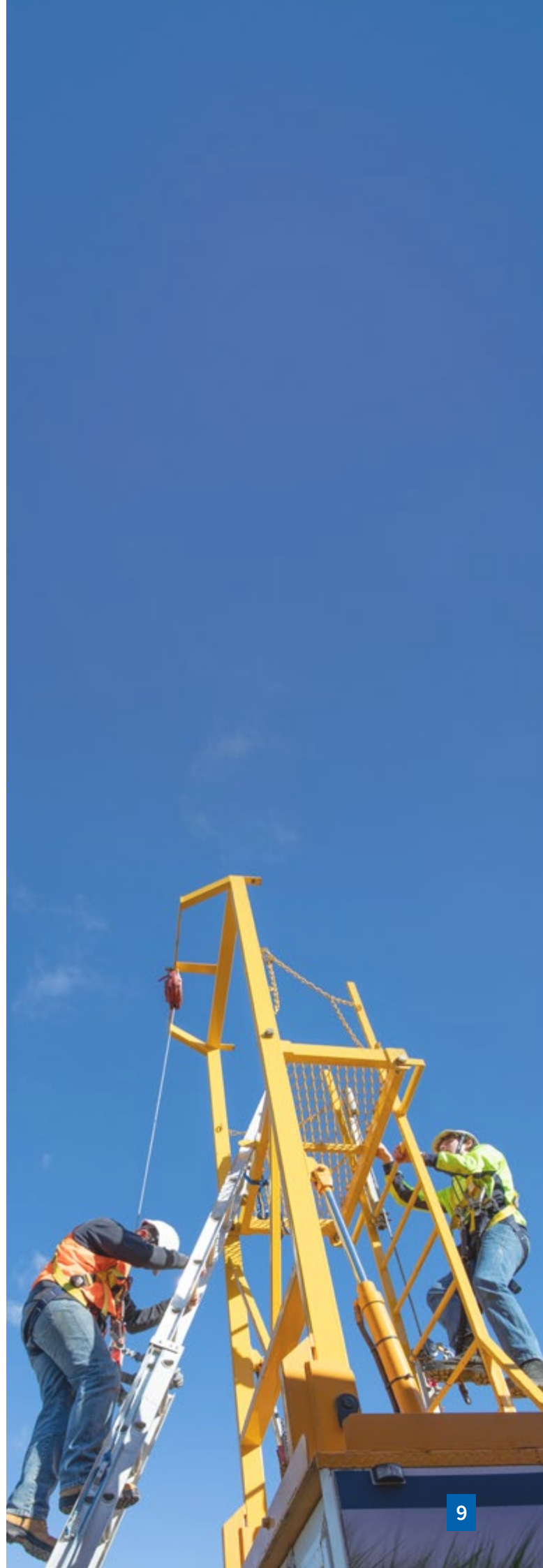
For a copy of the RST Credit Transfer Policy, contact the RST head office.

## BEHAVIOUR EXPECTATIONS

RST believes all students are ultimately responsible for their own behaviour.

### We expect you to:

- > Act responsibly and safely, with respect towards all other people and property
- > Manage time effectively and organise your workload both at work/school, at training and in the completion of any assessments, workbooks and Skill Development Records
- > Always adhere to workplace health and safety requirements in relation to yourself and others
- > Always adhere to the workshop expectations whilst attending workshops or any other RST organised event or training



## WORKSHOP EXPECTATIONS

1. You are required to behave with respect towards other people and other people's property.
2. You must not be under the influence of:
  - > Illicit drugs
  - > Alcohol
  - > Medicine that may impact on your ability to operate machinery, equipment or vehicles in a safe manner
3. The instructions of RST staff members and trainers must be followed at all times. If your RST coordinator or trainer asks you to stop doing something, or to move away from an area, you must follow their instructions.
4. You must not do anything that may have the potential to harm yourself or others.
5. If you do not feel safe or comfortable undertaking a task, please advise the RST coordinator or trainer.
6. Dangerous substances, materials and items must not be brought onto the workshop site by students.

### **Dangerous substances, material and items includes:**

- a. Illegal or illicit drugs
- b. Alcohol
- c. Matches or lighters
- d. Aerosol cans of any type (except as required for medical purposes e.g. asthma inhalers)
- e. Fuels or oils
- f. Illegal or dangerous objects, substances, or materials.

### **7. In regards to fatigue, RST expects that you shall:**

- > Adhere to the requirement to present fit for work/study and, as such, maintain a balanced diet, regular exercise, adequate hydration and healthy sleeping patterns
- > Notify your coordinator or trainer immediately should you become fatigued whilst at a workshop
- > Notify your coordinator or trainer of any prescription medication or any other external influence that may hinder your ability to perform your learning in a safe and productive manner
- > Assist in monitoring the fatigue of others. (A copy of the RST Fatigue Policy can be obtained by

contacting the RST head office.)

8. Each workshop is a non-smoking and non-vaping environment.
9. Inappropriate or dangerous actions are considered serious misconduct and will not be tolerated.

### **Inappropriate or dangerous actions include actual or threatened behaviour such as:**

- a. Aggressive behaviour
- b. Verbal abuse
- c. Physical assault
- d. Sexual harassment
- e. Destruction of equipment or property
- f. An activity that puts yourself or others at risk
- g. Failure to adhere to an RST staff members request for you to:
  - I. Stop doing something
  - II. Leave the group or the area
  - III. Move to another area
10. In the first instance of serious misconduct, an Inappropriate or Dangerous Action Report will be documented and placed on your file and your parent/guardian, employer or school may be contacted.
11. If you record a second Inappropriate or Dangerous Action Report during your course, you will be asked to leave the training and official reports will be made to your parent/ guardian, employer or school.
12. An Inappropriate Behaviour or Dangerous Action Report may result in a report being made to the relevant authority, legal action or cancellation of your enrolment in the RST course.
13. For non-school students, RST staff will supervise students during the workshop session, but are not responsible for supervision outside these times including before and after training, and during breaks. You are expected to behave responsibly during these times and to ensure you are present for the resumption of the workshop session after breaks.
14. As many RST workshops are in remote areas, you are required to bring lunch, water and any other refreshments and to remain at the training venue for the duration of the training.
15. Instances of continual breaches of the workshop rules will be reported to your parent/guardian, employer or school and may result in the cancellation of your enrolment.

RST is committed to providing a work and study environment free from harassment, vilification and bullying. RST supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.



## EQUIPMENT YOU ARE REQUIRED TO PROVIDE

For workshops that comprise of practical components or out of classroom activities, you are required to have suitable workshop attire and basic personal protective equipment as follows:

- > Long denim or cotton drill pants
- > Work boots
- > Weather-appropriate clothing
- > Hi vis top/vest
- > Sunscreen
- > Broad brimmed hat

Students are expected to:

- > Wear appropriate clothing and enclosed footwear to all workshops and training
- > Ensure long hair is tied back
- > Refrain from wearing dangly jewellery and false fingernails that can pose a safety risk to students or animals

A smartphone, laptop computer or tablet and an internet connection is required for training and online delivery or assessment.

## COMMUNICATION AND STUDENT SUPPORT

RST employs dedicated staff to provide support to students.

Support may be provided in a number of ways:

1. Email – All communication can go through the RST email address, [admin@rst.edu.au](mailto:admin@rst.edu.au). Assessments can be submitted to [assessments@rst.edu.au](mailto:assessments@rst.edu.au).
2. Phone calls and text messages – Your SSO will contact you by phone or text from time to time to check how you are progressing. If you miss a call, please ring them back promptly. If you receive a text message, please reply promptly. If at any time you have any questions regarding your RST course or training, please contact your SSO.
3. Pre Workshop Reminders – RST sends information to all students in advance of each workshop. Please ensure RST has your best contact details to ensure you receive information. Please also ensure that you reply to information promptly.
4. Face to face support – If required, one on one support can be provided in person. Face to face support must be arranged by appointment.

It is your responsibility to advise RST of any changes to contact details or circumstances which may affect your ability to complete training.





## TRANSPORTING STUDENTS

RST is known for its worksite-based workshop training. For example, workshops may be held on an industry expert's worksite or a parent or employer's worksite. You may be exposed to various worksites such as workshops, sheds, paddocks, orchards, vineyards and yards. You may be exposed to machinery, livestock, workshop tools and chemicals.

At times these areas may not be within walking distance or may present variable hazards due to different site locations as well as variable and inclement weather conditions. RST considers managed exposure to real employment working conditions is an essential component of training. RST may also transport students between locations for training purposes at any given workshop day e.g. yard to paddock.

For a copy of the RST Student Transport Policy, contact the RST head office.

## SUBSIDISED TRAINING PLACES

If you access subsidised training places, you need to be aware accessing funding for this specific course may affect your eligibility for future funding.

If accessing WorkReady funding, you can check your eligibility at [www.skills.sa.gov.au](http://www.skills.sa.gov.au) under the 'Check My Eligibility' section.

Students who do not submit assessments without a valid reason may be liable for remaining subsidies of funded courses.

## LEARNER SUPPORT SERVICES

All students at RST will receive:

- > Fair and equitable treatment in all aspects of training without regard to political affiliation, race, colour, religion, national origin, gender, marital status or physical disability.
- > Equitable access to resources, facilities, equipment and training & assessment opportunities to ensure the best potential outcomes for success, no matter where or how they are studying.

A range of training and support services will be provided by RST to cater for the needs of students and to support their ongoing training.

Reasonable adjustments will be provided to students with a disability or learning support need where such adjustments do not undermine the integrity of the assessment process or work health and safety practices. Reasonable adjustments may be offered through providing aids, technology, extra time for assessments and alternative assessment practices and other methods.

RST's Learning Support Services Provider offer a range of individualised support services that help students that are facing personal or learning challenges to manage these while studying so that they can successfully complete the training and transition to sustainable employment. These services are provided for free to students who are accessing a subsidised training place.

Students with a disability, medical condition or other support need are encouraged to talk to their SSO who can refer you to an appropriate support service.

## COURSE FEES

Fees are payable when you have received notification of enrolment. You will be advised of the fees and charges prior to completion of enrolment. Personal costs such as food, travel and accommodation are not included in tuition fees and are your responsibility.

RST will invoice students for the full amount of their course, with the initial payment required prior to training commencement being no more than \$1,500. Any remaining course fees will be invoiced in instalments throughout the duration of the course.

Fees are due and payable prior to the commencement of training for fee for service students and in all other cases within 30 days of being invoiced unless other arrangements have been confirmed in writing with RST.

Fees can be paid by electronic funds transfer or by credit card. A payment plan option is also available on request.

A monthly administration fee of \$20 and 2% of the amount owed may be charged each month on any overdue accounts.

Qualifications or Statements of Attainment will not be issued until all fees are paid.

For a copy of the RST Fee Policy, contact the RST head office.

## CONCESSIONS

RST is required to offer a concession rate to eligible students accessing a subsidised training place.

**To be eligible for a concession, you must provide a copy of your current concession card upon enrolment to prove you meet one of the following criteria:**

- > Hold a health care card
- > Hold a pensioner concession card
- > Hold a pensioner concession card issued by Department of Veterans Affairs

In addition if you are a prison inmate, a detainee, on remand, or held in a South Australian institution in connection with the commission of an offence or are a child in a South Australian detention centre who are beyond the age of compulsory schooling, you will be eligible for a course fee concession.

Participants over the age of 16 and who are, or have been, under the Guardianship of the Chief Executive of the Department for Child Protection (or interstate equivalent) on any guardianship order, will be eligible for a course fee exemption.

## REFUNDS

Students may be eligible for a full or partial refund of the course fee as follows:

CIRCUMSTANCE	REFUND AMOUNT
Cancellation by RST for any reason (e.g. course cancellation)	Full refund
Before commencement of delivery	Amount of fees paid less \$100 non refundable amount
Before 50% of the delivery is commenced	50% refund less \$100 non refundable amount
After 50% of the delivery has commenced	No refund

Refunds must be requested in writing by completing a Refund Application form and returned to RST. Contact the RST head office for a copy of the form.

For a copy of the RST Refund Policy, contact the RST head office.

## STUDENT CANCELLATION

If you wish to cancel your enrolment part way through a training program, you must notify us in writing at the earliest opportunity. Refunds for student-initiated withdrawals from classes for reasons of personal circumstances shall be calculated from the date that RST receives a request for a refund.

Personal circumstances are issues beyond your control, and include:

- > Sickness (verified by medical certificate)
- > Change of employment hours or location (verified by your employer)
- > Other valid reasons accepted at the discretion of the RST Chief Executive Officer

A non-refundable amount of \$100 will be deducted from student-initiated refunds.

For a copy of the RST Deferral and Cancellation Policy, contact the RST head office.

## RST CANCELLATION

It is RST's policy to not cancel or postpone training programs unless absolutely necessary. If for some unforeseen reason a course is cancelled or postponed, you will be offered the training program on another date or in another learning mode. If, in the event that you do not accept this offer, or for some reason the offer cannot be made, your course fee may be refunded as per the refund policy.

RST reserves the right to terminate your enrolment if there has been no response from you for over a 90 day.

For a copy of the RST Deferral and Cancellation Policy, contact the RST head office.





## STATUTORY RIGHTS AND COOLING OFF PERIOD

South Australian consumer law outlines a set of rights and obligations for services. Service guarantee requires that services must be provided with due care and skill, be fit for purpose and be completed in a reasonable time. If a service fails to meet this guarantee a remedy may be available including a refund, cancellation of a service or compensation for damages & loss.

Students have a right to a statutory cooling off period if one is applicable. Under Australian Consumer Law, a statutory cooling off period (which is 10 days) is provided to a consumer to allow them to withdraw from a consumer agreement, where that agreed was established through unsolicited marketing or sales tactics. RST does not engage in in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to students who have enrolled into a program through contacting us directly.

Any complaints or appeals in regards to statutory rights and cooling off periods can be made in accordance with RST's Complaints and Appeals policy. A copy of the RST Complaints and Appeals policy is available on our website [www.rst.edu.au](http://www.rst.edu.au) or by contacting the RST head office.

## REPLACEMENT OF TEXT AND TRAINING WORKBOOKS

Students who require a replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement.

## COMPLAINTS AND APPEALS

RST is committed to providing a fair complaints and appeals process that includes access to an independent external body if necessary.

There are two types of complaints, informal and formal.

An informal complaint is raised by an individual verbally, by text or email to a RST staff member and is usually resolved in a timely manner through communication about the issue.

A formal complaint is in writing with statements about a matter being unsatisfactory or unacceptable.

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment.

For further information about how to lodge a formal complaint or appeal, a copy of the RST Complaints and Appeals Policy and Procedure is available on the RST website [www.rst.edu.au](http://www.rst.edu.au) or by contacting the RST head office.



## CONTINUOUS IMPROVEMENT

RST is committed to the continuous, systematic and sustained improvement of our training and assessment services, student services and management systems. Continuous improvement occurs through student, stakeholder and staff feedback.

The primary method of reporting opportunities for improvement by students is via the Continuous Improvement Procedure. This procedure allows any person to raise a continuous improvement request for consideration. Often these requests will be generated after an opportunity for improvement has been identified by an RST staff member, industry contact or a student. They may also be raised as a consequence of a complaint, an internal or external audit.

For a copy of the RST Continuous Improvement Policy, contact the RST head office.

RST will seek formal feedback at various points throughout your training. This may be about specific training components or about your entire course. Please take any opportunity to provide feedback to allow us to continually improve our training and assessment practices. Students are encouraged to provide additional feedback to RST staff via email: [ceo@rst.edu.au](mailto:ceo@rst.edu.au).

## THIRD PARTY ARRANGEMENTS

Where RST engages a third party to deliver training and/or assessment to our students, RST is responsible for the quality of the training and assessments provided. Any certification documentation will be issued by RST.

If there are any changes to the arrangements with Third Parties, RST will advise you of the changes via email.

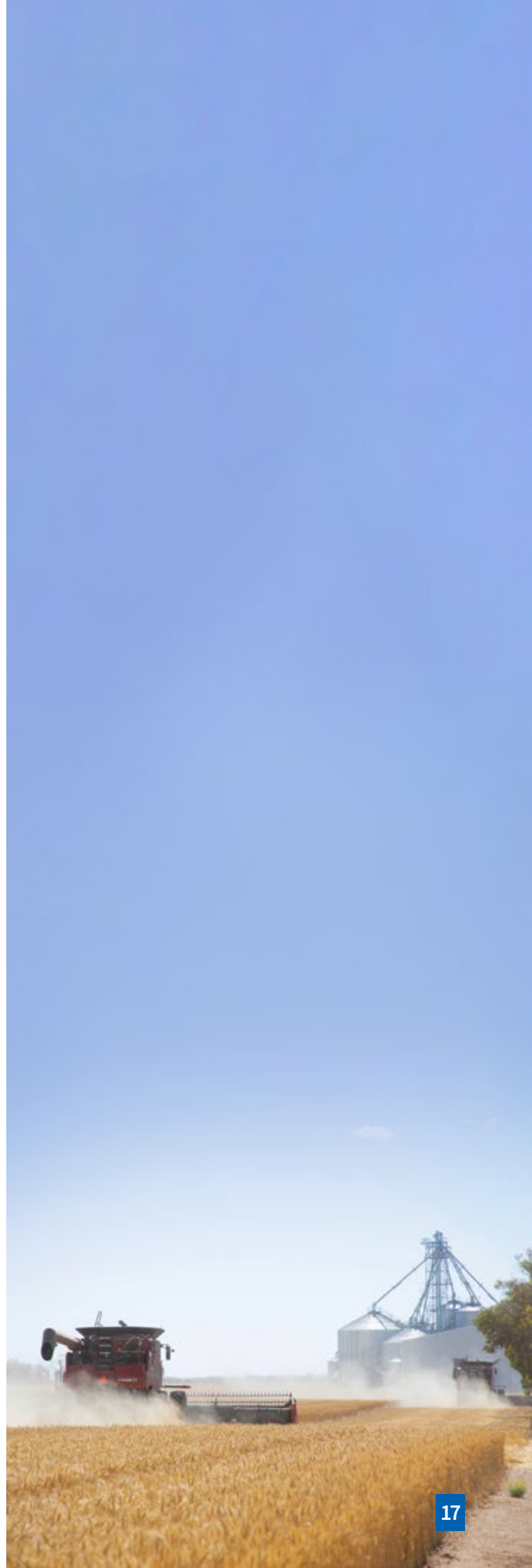
Any complaints or appeals in regards to training and/or assessment delivered by a Third Party can be made in accordance with RST's Complaints and Appeals policy. A copy of the RST Complaints and Appeals policy is available on our website [www.rst.edu.au](http://www.rst.edu.au) or by contacting the RST head office.

## DEFERRAL

Students may be given permission to defer commencement, or temporarily suspend their studies for up to 6 months during the course or be granted a leave of absence. This may only occur for valid reasons and will be assessed on a case by case basis.

Requests for deferral need to be in writing and either emailed to [admin@rst.edu.au](mailto:admin@rst.edu.au) or mailed to PO Box 134, Arthurton SA 5572.

For a copy of the RST Deferral and Cancellation Policy, contact the RST head office.



## WORK PLACEMENT

Your course brochure will outline the requirements for work placement as part of your training.

Depending on your course, appropriate workplaces include but are not limited to:

- > Agribusinesses (stock agents, chemical resellers and grain buyers)
- > Machinery dealerships
- > Contractors (fencing, hay baling, spraying and livestock services)
- > Mechanical services
- > Agronomists
- > Primary Production enterprises
- > Engineering businesses
- > Veterinary clinics
- > Wildlife rescue organisations

RST staff can assist you in researching an appropriate work placement to match your course and interests. However, it is your responsibility, (in conjunction with your school if you are a school student), to contact possible work placements and establish an agreement and appropriate insurance.

## CERTIFICATION

RST issues certification in accordance with the Australian Qualifications Framework (AQF) requirements. Upon being assessed as meeting the requirements of the qualification, and providing all course fees have been paid, your parchment and record of results will be issued to you within 30 days via email.

Certificates will not be sent to third parties unless permission is granted in writing.

A commemorative version of your qualification is provided at our annual RST graduation. If a graduation ceremony is not held or you are unable to attend graduation, your commemorative version will be mailed to you.

The onus is on you to ensure your contact details are correct with RST.

If you require a replacement certificate, please contact the RST head office to arrange. A fee may be charged for replacement Certificates or Statements of Attainment.

For a copy of the RST Certification Policy, contact the RST head office.

## ASSESSMENTS

Some workshop assessments will be completed in workshops and others will be take home assignments. You will be notified of assessment due dates in advance.

Photos or video may be taken of you during workshops and training or submitted with your assessments as evidence of learnings and skill development.

The preferred method of submission of assessments is via email to [assessments@rst.edu.au](mailto:assessments@rst.edu.au). If necessary, assessments can be handed to an RST staff member in person or posted to PO Box 134, Arthurlton SA 5572. Handwritten assignments will only be accepted if the handwriting is clear and easy to read.

Your SSO/RST staff member will contact you if they have not received your assessment by the due date. If you are unable to hand up your assessment you may receive a judgement of Not Yet Competent for the corresponding unit/s of competency. There may be circumstances that may prevent students from handing in assignments on time. If you cannot get an assignment in by the due date, you must contact RST before the due date to make alternative arrangements.

Students who do not submit assessments without a valid reason may be liable for remaining subsidies of funded courses, or be recorded as not yet competent and may have to re-enrol into the unit of competency which will incur further tuition fees.

If a student has not completed the assessment after 3 or more attempts (either by the student or by RST to support/contact the student), then the unit(s) will be recorded as Not Yet Competent.

Assessments will be marked and returned to you in line with the RST Assessment Policy.

**Please ensure you keep a copy of your assessment prior to submission. RST takes no responsibility for assessments lost in the post.**

For a copy of the RST Assessment Policy, contact the RST head office.

## QUALIFICATIONS AND UNITS OF COMPETENCY

Further information about the qualification you are enrolled in, can be accessed via the national training website at [www.training.gov.au](http://www.training.gov.au) by typing in your qualification name or code in the 'National Register of VET'.

## NON-COMPLETE QUALIFICATIONS

Regional Skills Training is obligated to provide students who have not finished their training with RST information about their Statements of Attainment upon exiting RST.

If you have completed one or more unit of competency, but not a full qualification, RST will provide a Statement of Attainment.

Students on school-based traineeships can continue their training after finishing school by contacting their apprenticeship centre and advising there is a change in their circumstances.

A school student on a Flexible Industry Pathway who leaves school prior to completing the course, may receive funding for up to a maximum of 12 months to complete any remaining units of competency. Visit [www.skill.sa.gov.au](http://www.skill.sa.gov.au) for further information.

## REGISTERED TRAINING ORGANISATIONAL SERVICES

RST are required to meet the national training standards. Should RST be in a position where they cannot deliver a service due to their registration status changing, RST will:

- > Advise the regulatory body
- > Advise the funding body, if appropriate
- > Provide support to students to look for alternative options
- > Provide a refund as per the RST refund policy, if appropriate.

## ACCESSING YOUR INFORMATION

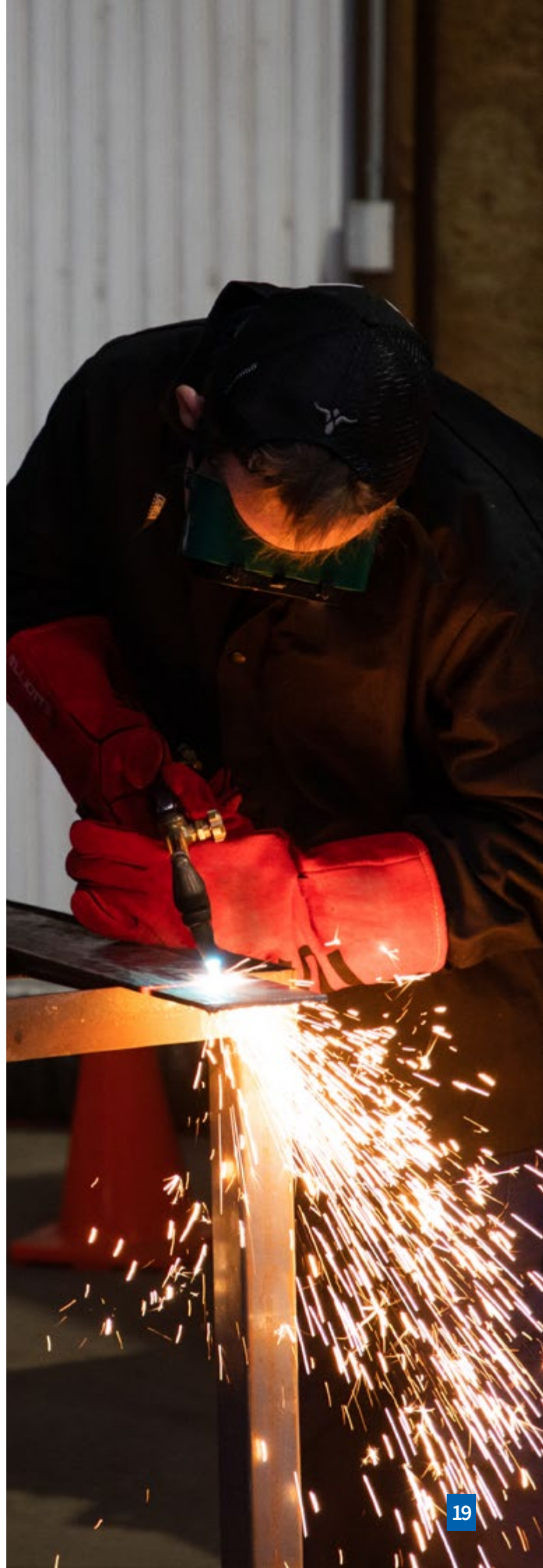
While all student records are the property of RST, you have the right to access your personal information. Access to your student file can be obtained by applying in writing.

For a copy of the RST Privacy Policy, contact the RST head office.

## FURTHER INFORMATION

For a copy of any of RST's policies and procedures, contact the RST head office.

If you require any further information or have any concerns, please do not hesitate to contact the RST head office on 08 8835 1362 or via email at [admin@rst.edu.au](mailto:admin@rst.edu.au).



## OUR CAMPUSES

### **Arthurton (Head Office)**

193 Broster Road  
Maitland SA 5573

### **Glenelg**

607 Anzac Highway  
Glenelg North SA 5045

### **Gerardis Farm Campus**

1070 Old Port Wakefield Road  
Virginia SA 5120

*Information contained in this brochure is current at the time of production but is subject to change.*

